

Greater MetroWest CARES Year-End Report Fiscal 2019 - 2020

Greater MetroWest CARES

Coordinating and enhancing Greater MetroWest's infrastructure of services for older adults

A NOTE ABOUT CARES'S ROLE AND COVID-19

The existence of CARES, the department of Jewish Federation of Greater MetroWest NJ (Federation) focused on the needs of older adults in Greater MetroWest, evidences Federation's serious commitment to the Jewish obligation to respect parents and other older adults.

For the first three quarters of fiscal year 2019-20, CARES worked as always to learn about community needs and create a collaborative network among Federation's 11 local partners that serve older adults. So, when COVID-19 struck in March, CARES was already positioned to assist.

Some of the needs CARES was monitoring, such as seniors' need for transportation, became temporarily less pressing. Others, such as needs that arise from social isolation, increased painfully and some new concerns, such as how to obtain groceries, arose suddenly. As you will read in this report, some of CARES's work, such as its work pursuant to a grant to assist Holocaust survivors, continued with modifications as necessary and, as always, CARES responded to inquires from community members and served as a liaison among agencies and Federation.

Greater MetroWest CARES

Coordinating and enhancing Greater MetroWest's infrastructure of services for older adults

CARES MAKES A DIFFERENCE

CARES Helped Secure and Facilitate JFNA Critical Supports for Holocaust Survivors Grant*



CARES Federation continues to facilitate Year 1 JFNA grant and secured funding for Year 2 JFNA grant.



\$200,000 from JFNA (Year 1: 9/1/2019 - 9/30/2020) plus \$100,000 in matching funds:
(\$31,000 in cash and remainder were in-kind contributions)



CARES convened a **Leadership Council** to identify unmet needs as required by the grant.

Holocaust Survivors' Unmet Needs Relate to:



Social isolation

Financial needs

Information about reparations/benefits to which survivors may be entitled

Education about Person Centered Trauma informed care (PCTI) for those serving survivors

Greater MetroWest CARES

Coordinating and enhancing Greater MetroWest's infrastructure of services for older adults

CARES's JFNA GRANT MAKES A DIFFERENCE



Jewish Family Service of Central NJ
and
Jewish Family Service of MetroWest
provided **services** to over **160**
individuals.

Jewish Family Service of Central NJ now provides **additional case management hours** and it had an activities coordinator who visited survivors in their homes. Due to COVID-19, Jewish Family Service of Central NJ is now providing services through **Uniper**, a platform for virtual programming.

Jewish Family Service of MetroWest was able to **hire a Russian speaking social worker** to assist over **50** survivors from the Former Soviet Union and run social events.

Greater MetroWest CARES

Coordinating and enhancing Greater MetroWest's infrastructure of services for older adults

CARES's JFNA GRANT MAKES A DIFFERENCE

Because **"Seniors at Home Program"** of Federation's Chaplaincy Department was able to **expand** its services...

77 **calls by Chaplains** were made to nine survivors who all expressed gratitude for the Chaplain's continuing concern.



Because

Person Centered Trauma Informed care (PCTI) training classes were provided...

50 individuals were able to **attend**.

Because **benefits/reparation workshops** were provided...

70 individuals were able to **attend**.

Greater MetroWest CARES

Coordinating and enhancing Greater MetroWest's infrastructure of services for older adults

CARES's JFNA GRANT MAKES A DIFFERENCE



88%

of Holocaust survivors reported **feeling more connected** to community as a result of calls from Jewish Family Service of Central NJ social workers.

92%

of Holocaust survivors reported **feeling decreased anxiety** and depression after receiving assistance with health service by Jewish Family Service of Central NJ.

Because of CARES's knowledge of agencies' needs and its relationships with partner agencies, CARES assisted with:



- establishing and facilitating a new partnership with the **KAVOD SHEF Initiative in partnership with Seed the Dream Foundation and KAVOD**, an organization devoted to meeting Holocaust survivors' basic needs (including homecare, medical expenses and food) thereby leveraging **\$93,000** in funding and acted as a resource in obtaining other gifts benefiting seniors.

CARES MAKES A DIFFERENCE DURING COVID-19

How CARES Helped Partner Agencies & Seniors During COVID-19:

- Collaborated with Federation's Community Engagement Department so that volunteers can:
 - shop and deliver groceries to **85** seniors
 - make weekly calls to **300** seniors
 - provide technology assistance to **25** seniors
- Connected a volunteer with expertise in technology with one of our Partner Agencies to **run a virtual program** for seniors and others.
- Helped our Partner Agencies **obtain personal protective equipment.**

CARES PROVIDES INFORMATION



89[★]



Inquiries fielded by CARES professional



10

caregiver support



9

transportation



15

help at home



13

housing



42

**memory care: 1
general info: 8
other*: 33**

*other includes: help with funeral expenses, a bereavement group, assistance with Medicare etc.



79



Referrals made to CARES constituent partners

56% were to JFS MW. Of these, 39% were to the Care Consultation Program



2,084



CARES Resource Guides distributed

not distributed during COVID-19

* Breakdowns do not equal total because one inquiry may involve more than one need.

CARES ENHANCES OTHERS' WORK

Convenings



16



6

Other

4

Professional Development Days: over 70 attended

3

Community Education Events: 116 attended

3

Working Group Meetings

Interactions to Obtain and Share Information

250★

(up from 204 interactions in 2018-2019)



23

with Financial Resource Development & Planning & Allocations and others for planning purposes

60

with non-Federation groups

79

with CARES partners

124

with other Federation departments

* Breakdowns do not equal total because one interaction may be more than one type.

WHAT WE HEAR ABOUT CARES

Responses from CARES Committee Members:

81% of participants felt that CARES positively affected their perception of, or relationship with, Federation.

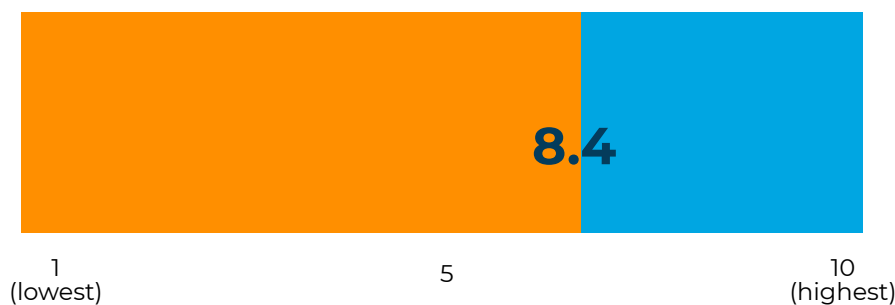
The other 19% reported CARES has not affected the relationship with Federation. No one said his/her relationship was negatively affected.

"I am aware of more services for the elderly because of CARES."
-lay representative of an agency

Received a rate of **8.4** when asked:

(on a scale from 1 to 10; 10 being the highest)

"To what extent does CARES make you feel part of a network of agencies providing a range of services to older adults and their families?"



* based on survey with 16 responses

WHAT WE HEAR ABOUT CARES

Responses from CARES Committee Members:

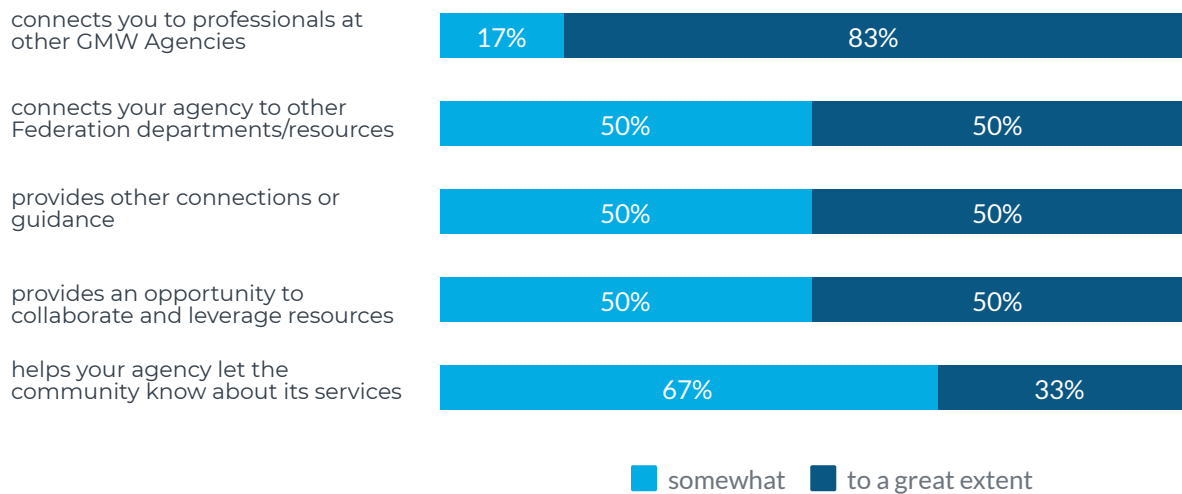
Received a rate of **8.6** when asked:*
(on a scale from 1 to 10; 10 being the highest)

"To what extent does CARES make you aware of what is going on in our community with regard to older adults?"



Responses from Professionals:

To what extent do you feel CARES*



"Because of CARES we are better off."
-an agency professional

* based on survey with 16 responses

CARES MAKES A DIFFERENCE

Because of CARES...

From Our Partner Agencies Professionals:

"We have been able to connect staff and clients to programs and ideas".

"I am more aware of other agencies."

"I have a better working relationship with other agencies."

From our Lay Representative of an Agency or Federation:

"Awareness of how much is going on to help the community."

"We have the ability to service the senior population more effectively."

"I have a great awareness of resources available in the greater MetroWest community."

"Older adults around MetroWest have an improved life."

CARES LEARNS AND SHARES INFORMATION

Pressing needs continue to include:

- Social Isolation
- COVID-19 Related Needs
- Holocaust Survivors' Needs
- Support for Caregivers
- Connecting Seniors to Services

Also on CARES's radar:

- **Transportation** (due to the Covid crisis, CARES put on hold a training on using ride sharing apps that it was planning in collaboration with ABLE, the Community Relations Committee and NJ TIP of Rutgers University but plans to renew its efforts in that area as soon as it is safe and practical.)
- **JFNA Year 2 Grant (7/1/2020 - 6/30/2021)** to benefit survivors: \$175,000 (plus \$87,500 match in cash or in-kind services).
- **Potential JFNA Year 3 Grant** to benefit Holocaust survivors and bring lessons learned from providing PCTI services to survivors to other older adults with a history of trauma and caregivers

HOW MUCH DOES CARES COST?

\$116,929 (for 2020-2021)

- CARES Coordinator (shared with Planning & Allocations), part-time Administrative Assistant and part-time Community
- Program Coordinator (who runs JFNA Critical Supports grants)
- Event Supplies
- Conference fees
- Speaker fees
- Program fees

WHO ARE THE KEY PLAYERS?

CARES Partners:

Daughters of Israel

Federation's Chaplaincy

JCC of Central NJ

JCC MetroWest

JESPY House

Jewish Community Housing Corporation

Jewish Family Service of Central NJ

Jewish Family Service of MetroWest

Jewish Service for the Developmentally Disabled

Jewish Vocational Service

YM/YWHA of Union County



The Jewish Federations®
OF NORTH AMERICA

Center for Advancing
Holocaust Survivor Care

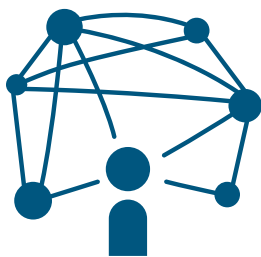
*The grant received by Jewish Federation of Greater MetroWest NJ is made possible by federal funds from a grant through the JFNA Center for Advancing Holocaust Survivor Care. Approximately 67% of the project or \$200,000 comes from federal sources. Approximately 33% or \$100,000 comes from non-federal sources including grants from the Grotta Fund for Senior Care, Iris Teen Tzedakah Fund, Jewish Community Foundation of Greater MetroWest NJ, Joseph and Rachel Luchfeld Memorial Fund, as well as in-kind contributions.

WHAT CARES IS ALL ABOUT



CARES helps ensure Federation planning and spending on senior services is informed and strategic

By staying attuned to current trends and community needs, CARES helps to inform Federation’s planning process. CARES regularly solicits and tracks information pertaining to seniors' needs and shares this information with allocations decision makers at Federation. This year, 8 out of 11 CARES partners supplied information regarding current senior needs at the focus group meeting.



CARES creates a network among 11 Federation partners serving older adults

CARES connects the dots. By convening Federation partners that serve older adults, CARES bolsters relationships between Federation and our partners and also among the partners themselves. Through these convenings and relationships, CARES also strives to help coordinate the senior services offered in GMW.



CARES enhances and augments services provided by CARES agencies

Every year, CARES provides resources and offers educational events pertaining to issues of interest to the Federation partners serving seniors.