



NETWORK
of Jewish Human
Service Agencies

VISION



**2020 Virtual Plenary - Poverty in the US and implications of COVID-19 in developing and delivering
innovate service responses**

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Renee Shew, Vice President, Mutual of America

- Providing retirement plan products and related services since 1945
- Deliver services to over 20,000 group retirement plans:
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- 85% of our clients are non-profit
- Retirement plan expertise:
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 - Defined Contribution
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- The relationship with The Network dates back to 2005 and we have \$40 Million assets under for this Association. We are a Preferred Provider, where we waive certain administrative fees for all Network members.





H. Luke Shaefer

Director of Poverty Solutions
University of Michigan



POVERTY SOLUTIONS
UNIVERSITY OF MICHIGAN



FINDING NEW WAYS TO PREVENT AND ALLEVIATE POVERTY

IN MICHIGAN, THE NATION AND THE WORLD



POVERTY SOLUTIONS

UNIVERSITY OF MICHIGAN

Sometimes we don't know the right questions to ask

KATHRYN J. EDIN AND H. LUKE SHAEFER

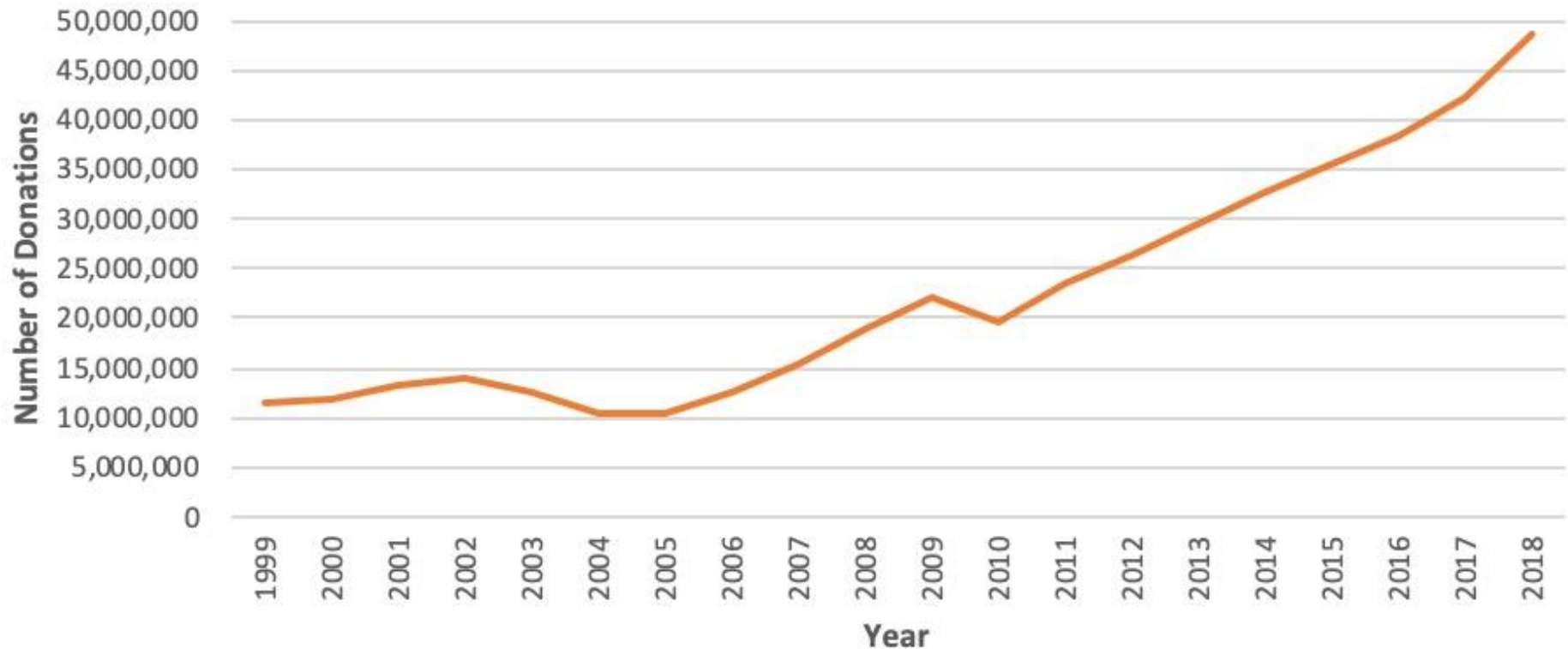
"A remarkable book that
could very well change the
way we think about poverty
in the United States."
—*New York Times*
Book Review



\$2.00 A DAY

Living on Almost Nothing in America

US Source Plasma Collections 1999-2018



- Global sales jump from \$5 billion in 2000 to \$20 billion in 2015
- U.S. accounts for 70% of world's plasma supply and 40% of demand
- Donors make \$20-\$50/visit, firms net about \$150-\$350 per liter



The mission of Poverty Solutions is to cultivate action-based research partnerships with communities and policy makers to build knowledge about what does and does not work in confronting poverty, while fostering real change

Reducing poverty in a transformational way means addressing a set of interlinked systems that don't work as they should for vulnerable families



AN INNOVATIVE APPROACH TO FOSTERING POSITIVE CHANGE

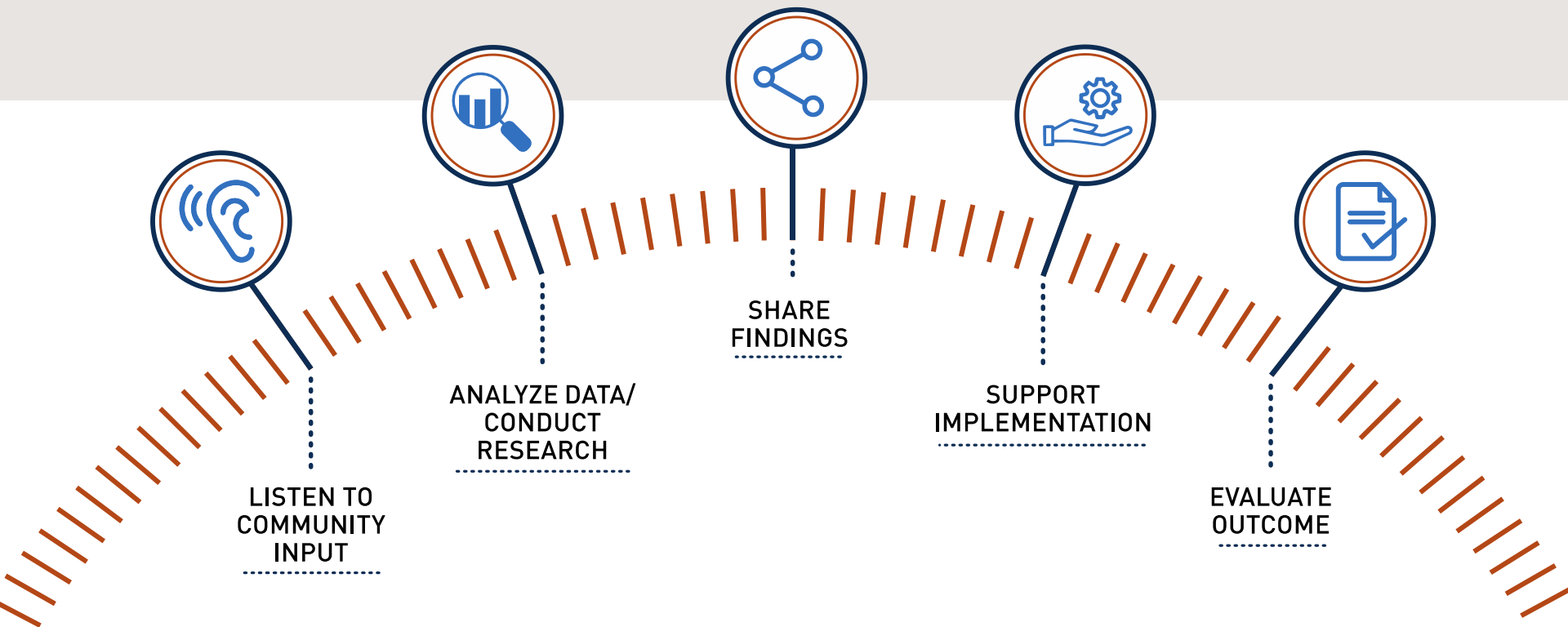
The mission of Poverty Solutions is to cultivate action-based research partnerships with communities and policy makers to build knowledge about what does and does not work in confronting poverty, while fostering real change

To reduce poverty in a meaningful way requires concrete, actionable progress—small, medium, and large—that improves the ways these systems work for families



POVERTY SOLUTIONS

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Sometimes we don't know the right questions to ask

What Does a Household in Detroit Need to Spend on Auto Insurance?

City	Ave annual cost of car insurance	Median income	Car insurance as % of income
Nationwide	\$907	57,617	2%
Ann Arbor	\$2,172	60,745	4%
Detroit	\$5,706	28,099	20%
Cleveland	\$1,674	27,551	6%

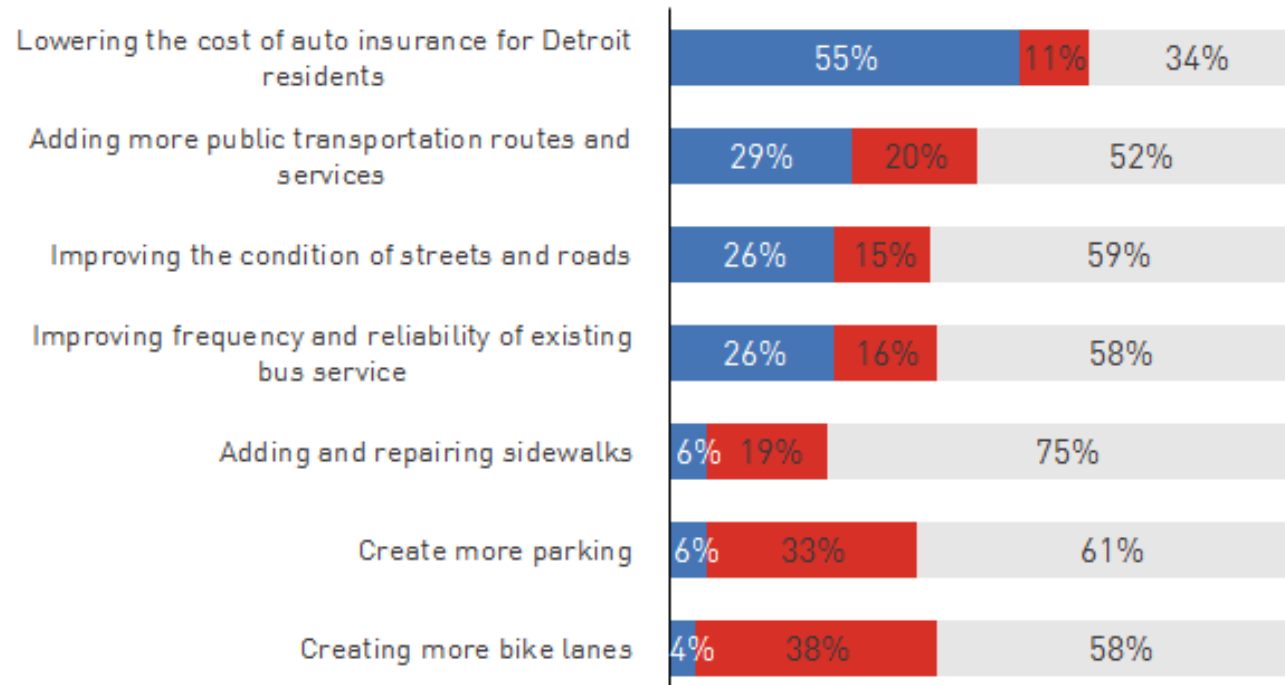
1 Auto insurance cost come from survey conducted by Value Penguin, a finance and consumer research firm.
2 Median household income comes from Census Report and is based on the 2016 American Community Survey.



Appeal of Transportation and Mobility Reforms in Detroit

■ Percent of time selected as BEST
■ Percent of time not chosen

■ Percent of time selected as WORST

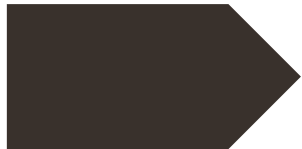




Reducing poverty in a transformational way means addressing multiple systems



Even the most effective program won't move the needle on poverty in a community



Research and analysis is critical for transformational change because it can help inform action



Building knowledge about “what works” is only the starting point



We should embed our work in an understanding of systems, and connect our work to action



We must remain connected to the lived experience of those we study, or we will miss much of what's important



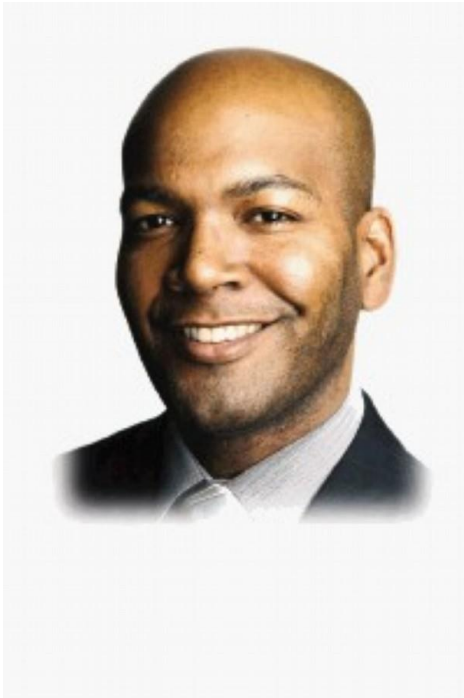
POVERTY SOLUTIONS
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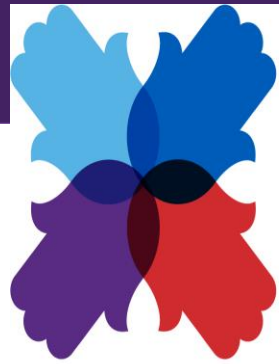
Intensive Incubation Program of NJHSA Jewish Poverty Challenge: A Project of NJHSA Center for Innovation and Research



Andre Fowlkes

President
Start Co.





JFCS

Do
Good,
Well.

**Fellows Program
Jewish Poverty
June 16th NJHSA Plenary**

IMPACT OF COVID-19

Greater Philadelphia Area:

- 43,062 cases in Greater Philadelphia
- 3,245 deaths in Greater Philadelphia
- Unemployment rate skyrocketed from 5% in March 2020 to 14.5% in April 2020

JFCS Response:

- \$50,600 to 340 HHs in direct client care funds
- Increased telehealth, purchased 40 laptops
- Started two food delivery programs serving 275+



[This Photo](#) by Unknown Author is licensed under [CC BY-SA](#)

HOW POVERTY IMPACTS JFCS CLIENTS

Housing

Utilities

Food
Insecurity

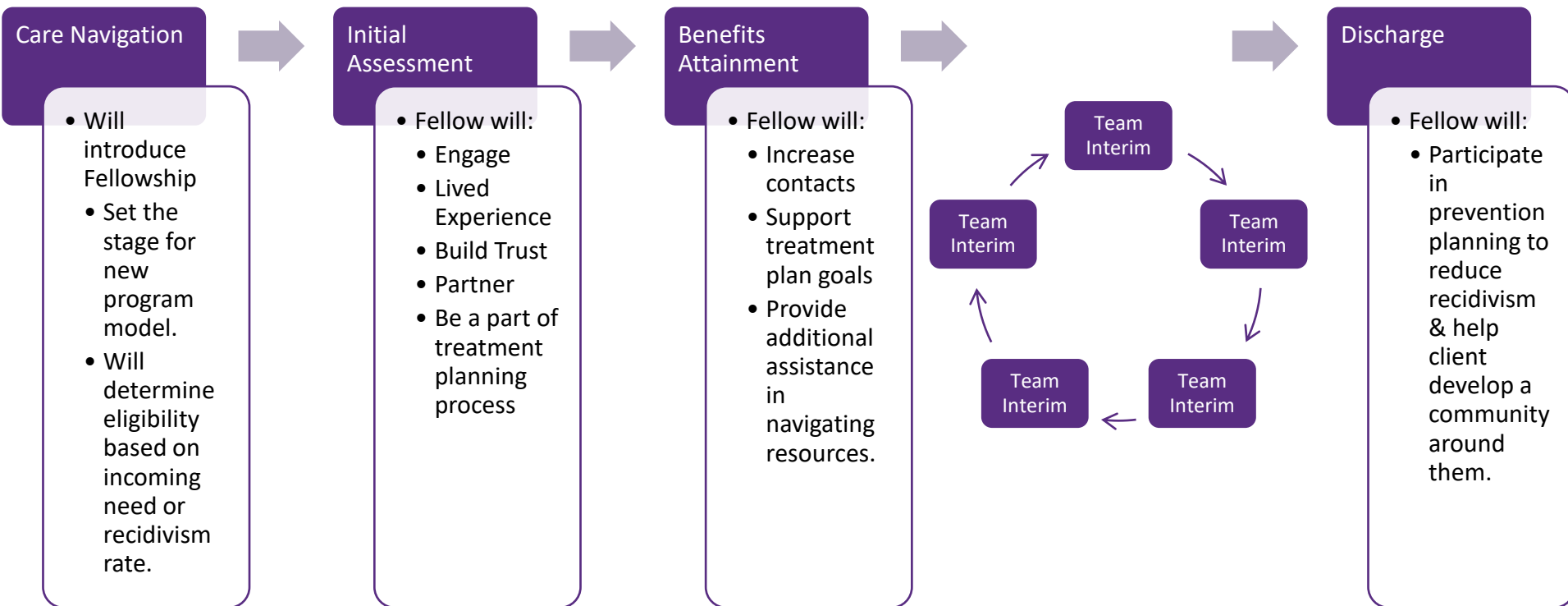
Safety &
Security

Lack of
Engagement

Margaret's Story



ENHANCED CARE MANAGEMENT



Benefits-Fellowship



The Fellow will benefit the community by:

- Reducing waitlist times by 50%
- Efficient rapport building, increasing number of clients served by 20%
- Reducing recidivism rate 3x
- Trauma Informed Care lens
- Improving stability outcomes and reducing care management time, based on sample cohort

SOCIAL LANDSCAPE

Flexibility

Data
Driven

No Cost to
Client

Accessible

Expertise

This pilot offers support to the individual from the moment they ask for help in a time of need to a place of sustainability, beyond the treatment plan.

SCALE OF PROGRAM

1 YEAR

- Hire one fellow, serve 25 clients
- Solidify 3 years of funding for 1 fellow avg. per year (80,000/year)
- Deepen relationships with community partners, mutual benefits
- Dashboard for outcomes, demonstrate benefit of program
- Train all JFCS staff on model

3 YEARS

- Hire 3 fellows, serve 100 clients
- Solidify sustainable funding
- Demonstrate impact for donors
- Develop model for replication site
- Identify 1 partner interested in replicating program
- Data to show financial impact on fellow and care management recipients

PROGRESS TO DATE



INTERVIEWED 35
CLIENTS, SCHEDULED
4 FOCUS GROUPS



DATA REVIEW AND
ANALYSIS



CONFIRMED
PARTNERSHIP WITH
JEVS CAREER
STRATEGIES



ENGAGED WITH HR,
CARE MANAGEMENT
TEAMS, LEADERS



WRITTEN PROPOSAL,
SUBMITTED GRANT
FOR FUNDING



PARTICIPATING IN
TECHNICAL SUPPORT
WITH START CO.



IDENTIFIED
POTENTIAL
GRANTS/FUNDING
SOURCES



DEVELOPED
PROGRAM MODEL &
INCLUSION
SUMMARY



MET WITH MULTIPLE
COMMUNITY BASED
PROVIDERS FOR
FEEDBACK AND
RESEARCH



JFCS COMMUNITY
ENGAGEMENT TEAM
TO CULTIVATE AND
ENGAGE DONORS

WHERE WE ARE GOING



FEEDBACK FROM
POTENTIAL FELLOWS



ENGAGE EXECUTIVE
TEAM, BOARD
MEMBERS



IDENTIFY AND PITCH
NEW PARTNERS



DEVELOP DASHBOARDS
& DEFINE OUTCOMES



DETERMINE COST OF
SOMEONE ON WAITING
LIST

MEET THE TEAM



David Rosenberg

SENIOR VICE PRESIDENT,
PROGRAMS AND STRATEGY



Courtney Owen

DIRECTOR, INDIVIDUAL AND
FAMILY SERVICES

- IFS has 23 care management team members, offering 150+ year of expertise
- A certified financial social worker
- A benefits outreach specialist
- Counseling staff
- JFCS is trained and provides Trauma Informed Care
- 2 Assistance Directors with 50+ years of experience

PILOT PROGRAM

- As we implement the Fellows Program, we are seeking:

Funding

- Pilot program for 1 year: \$80,000
 - Covers Cost of Fellow and Related Costs
 - Donor or Foundation – Pilot Investment

Training

- Peer Model Training for our Individual & Family Services department
- Increased Technology Access and Training for our Clients

Volunteers

- Serve as Mentor for Fellow

THANK YOU



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Senior VP, Programs and Strategy

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JEWISH FAMILY SERVICES

A rich history of changing lives.

Jewish Poverty Challenge NJHSA Plenary June 16th, 2020

Karen Mozenter,
Chief Executive
Officer



Melissa Starr,
Director of Strategy &
Partnerships

The Problem

Individuals experiencing poverty often lack the time and tools to access the help they need.



Meet Sara

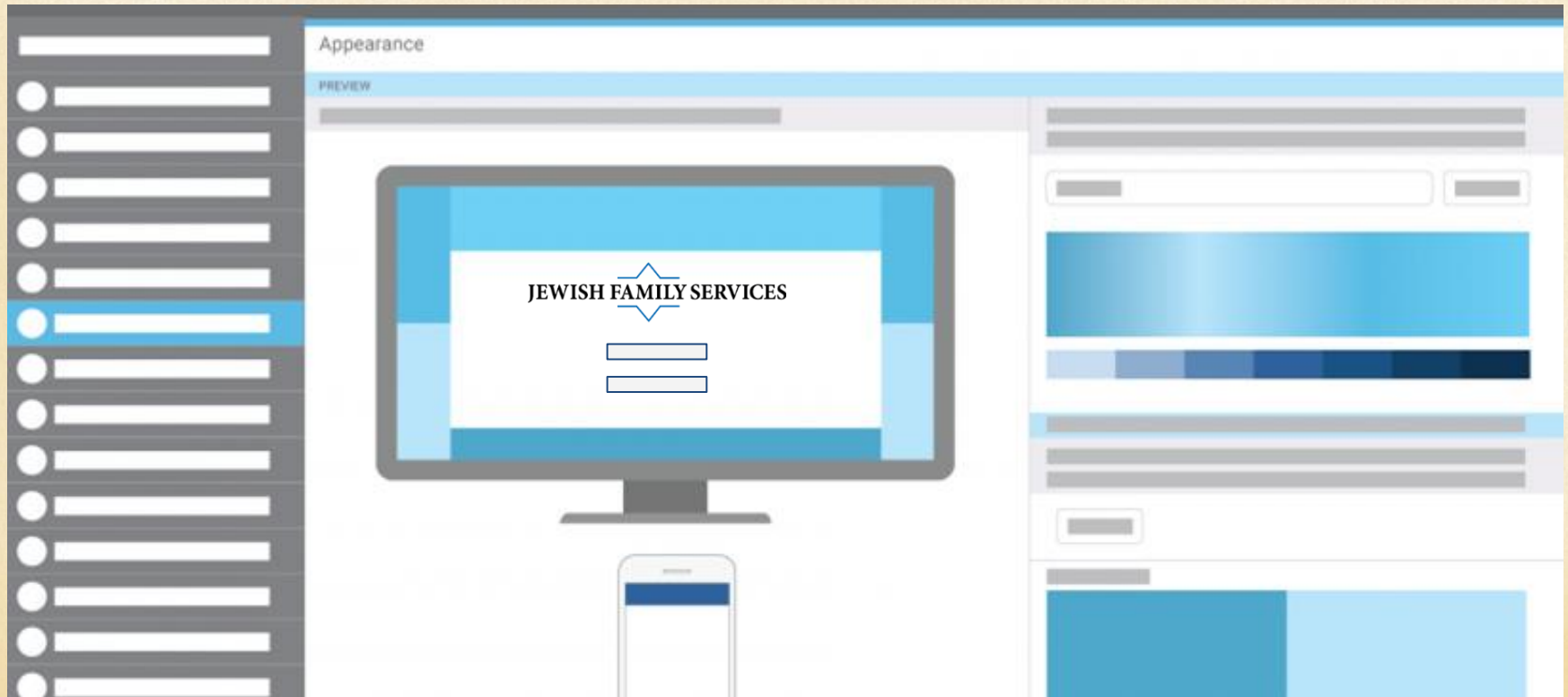


How Big is the Problem?

- **Pre- COVID-19:** Over 80% of our clients were experiencing poverty
 - Struggled to access services as traditionally delivered
 - **March 2020 to date:** Everyone lacks access to services delivered in traditional ways
- 

Solution

Remote, on-demand, and proactive services



Benefits

- Proactive, not reactive
- Meets people where they are
- Saves staff time
- Enables us to serve more people

From Idea to Action



Progress

- Automated intake process creating 24/7 access from our website
- Broader “front-line back” engagement
- New content and technology adoption across all service areas

Social Landscape

- Virtual = the new normal
- Increased need + increased complexity
- Funding uncertainty - \$\$ + focus

Where do we go from here?

Next Steps

- Building platform for integrated services
- Seed Funding

Scalability

- Licensing technology & content
- Fee-based access
- Customized training
- Partnerships

Remember Sara?



Impact



Questions?



Karen Mozenter

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Melissa Starr

mstarr@jfscolumbus.org



Partnering to Challenge Poverty

NJHSA Plenary
June 16, 2020

Dini Peterson
Chief Program Officer
Jewish Family Service
of Metropolitan Detroit

Jason Charnas
Director, Business & Career Services
JVS Human Services

The Problem

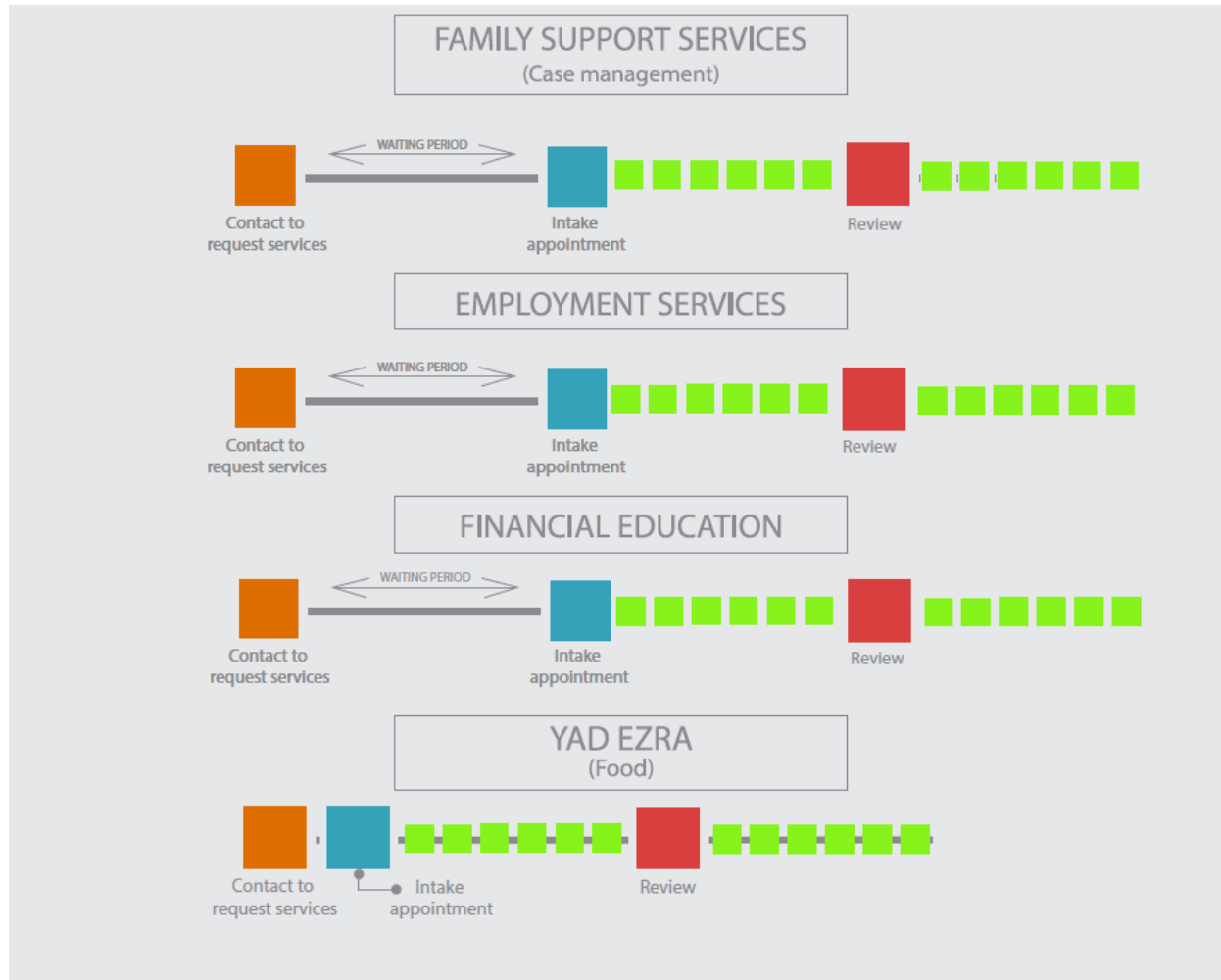
- ❑ Community resources are divided between multiple agencies
 - ❑ Jewish Family Service – Family Support Services (case management and financial assistance)
 - ❑ JVS Human Services
 - Employment Services
 - Financial Education
 - ❑ Yad Ezra – Food Pantry
- ❑ Both clients and providers experience inefficiencies within the current system



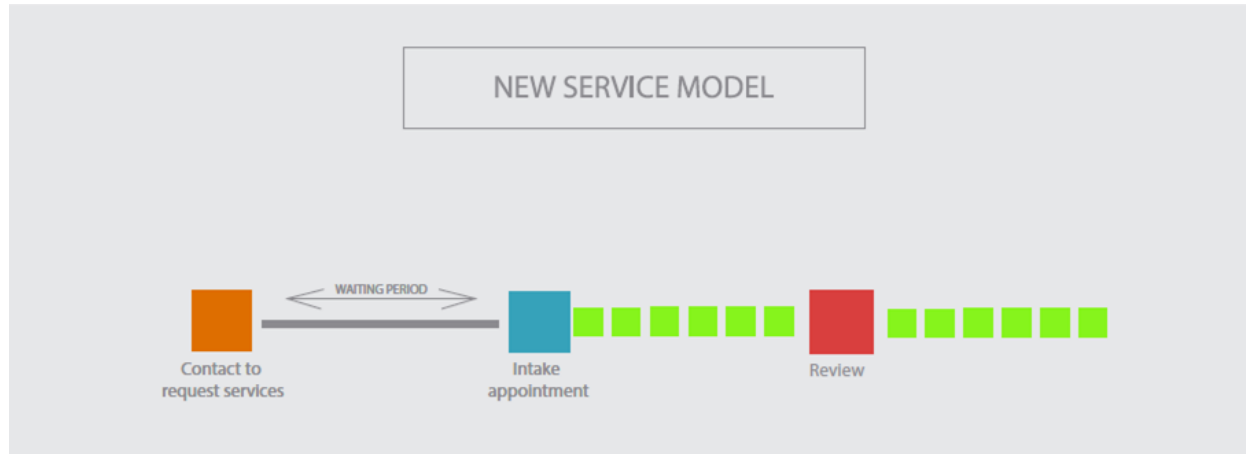
The Problem

- ❑ Clients identified as able to benefit from multiple services have not successfully utilized them
- ❑ Time and effort for clients to access services
- ❑ Time for agencies and staff to coordinate services
- ❑ Duplication and/or gap in services
- ❑ Impact of COVID-19: Expected increase in households that can benefit from multiple services to address basic needs

The Client Journey



Solution



- ❑ One provider for all 4 core areas of service
 - ❑ Cross-trained staff
 - ❑ One service location

Benefits

- ❑ Increased self-sufficiency, measured by a lower rate of return to service post-discharge
- ❑ Reduced clients and reduced staff time will allow each provider to expand their current offerings
- ❑ Communication with only one service provider along with one set of service goals
- ❑ Clients projected to successfully access multiple services
- ❑ Impact of COVID-19: Households newly impacted by financial stress and unfamiliar with navigating these services will benefit from a streamlined process

Social Landscape

- ❑ 3 agencies (and 4 programs) rather than 1 agency and between departments
- ❑ Staff turnover
- ❑ Staff training and coordination
- ❑ Client's willingness to commit to services beyond what they view as necessary

Reaching & Retaining Clients

- ❑ Clients will be recruited through traditional intake methods and marketing to the community
- ❑ Success in retaining clients will also depend on identifying and referring those most appropriate for this level of service
- ❑ The relationship between the client and the provider should include:
 - ❑ High level of engagement
 - ❑ Strong mutual commitment to service plan goals
 - ❑ High level of trust with service provider

Scaling Operations

- ❑ Staffing
- ❑ Funding
- ❑ Outreach

Progress

- ❑ Research and Discovery
 - ❑ Uncovered the right problem
 - ❑ Identified a targeted customer segment
- ❑ Designed new service model
- ❑ Identified staff and are prepared to implement a pilot program

Q&A

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Upcoming Vision 2020 Offerings

JUNE 17 @ 3 p.m. EDT

**2020 Vision Sprint or Marathon: Claims Conference
response to COVID-19 and what it means for today,
tomorrow and next year**

Questions should be sent in advance and by June 10
to SWAgencyInfo@claimscon.org

JUNE 18 @ 2:30 p.m. EDT

Vision 2020: ResCare: Compassion Fatigue

Registration links can be found in our newsletters or on our website: <https://www.networkjhsa.org/>.