

NJHSA/NAJC 2021 Virtual Conference

Responsive, Resilient, Reimagining Together!



SESSION DESCRIPTIONS

(please reference corresponding Agenda grid for session timing)

MONDAY APRIL 19

Conversation with the Claims Conference (hosted by NJHSA Holocaust Professionals Affinity Group)

An unprecedented year, a journey like no other - the Claims Conference, like many of its partner agencies, shifted during the global pandemic and persevered to accomplish several feats on behalf of survivors worldwide and the agencies that so tirelessly serve them. Greg Schneider, Executive Vice President, will provide an overview of the Claims Conference's efforts over the last year and the global impact for survivors.

Executive Briefing for Member Agency CEOs/COOs - sponsored by Sage Intacct

NJHSA CEO Reuben D. Rotman will share an update with Network executives. The Network has been able to offer more than 184 calls and webinars providing expert resources and supporting for over 7,500 professionals and lay leaders guiding them through this pandemic. NJHSA established a collaboration which ultimately led to the sourcing and group purchasing of essential PPE, totaling over \$2.5M, and supporting over 120 Network member agencies. Learn more about these and other recent Network accomplishments and what is coming up!

Lay Leader Plenary Session: Building the Board of Your Dreams with Joan Garry, Champion for the Nonprofit Sector and Executive Coach (hosted by NJHSA Lay Leadership Affinity Group) - sponsored by Mutual of America

Joan Garry is an internationally recognized champion for the nonprofit sector and a highly sought-after executive coach for CEOs at some of the nation's largest organizations. Joan's firm offers high-end strategic advisory services with a unique combination of coaching and management consulting. She is called upon by large organizations to tackle substantial change management, crisis management and leadership transitions requiring a hands-on strategist, a messaging expert, and a compassionate truth teller. Joan is the go-to resource for hundreds of thousands of nonprofit leaders worldwide. Through her blog, podcast and book, Joan Garry's Guide to Nonprofit Leadership, she has become the 'Dear Abby' of the nonprofit sector, advocating for the success of nonprofits, large and small. Join Joan Garry and learn to Build the Board of Your Dreams!

Neshama: Association of Jewish Chaplains (NAJC) Plenary- [Moral Injury in the Time of COVID OR Moral Injury and Distress: A Wounded Soul](#)

A psychological phenomenon with broad-reaching implications, "**Moral Injury**" can occur in response to acting or witnessing behaviors that go against one's values and beliefs. Perhaps as a result of the COVID-19 pandemic, moral injury has, at last, received its due place in conversations about health care workers and soldiers. Beyond the healthcare arena and the military, employees will sometimes find themselves at a distressing moral and spiritual crossroads: anyone in any institutional workplace is vulnerable to moral injury and its painful effects. During this plenary session, leading chaplains from NAJC will unpack this timely but complicated topic for those unfamiliar, explain the concepts that underlie its foundation, and render an understanding of moral injury that is applicable to human service agency professionals as well as healthcare workers. While doing so, the speakers will also introduce you to the work of chaplains, and offer some Jewish insights, interventions, and remedies.

[NAJC Annual Business Meeting](#)

TUESDAY APRIL 20

[Welcome to Day 2! - NJHSA Annual Meeting & Awards Presentations - sponsored by CVS Health](#)

Please join us as we request your approval of the 2021-22 NJHSA Board of Directors. A vote will be taken. Hear about some recent Network highlights and what is in the works! Annual awards will be presented, and we will hear from our winners!

[Plenary - Trauma, Burnout and Reopening -- How do we Recover with Intention?](#) - Dr. Betsy Stone, Ph.D., Scholar in Residence, Hebrew Union College & Rabbi Shira Stern, NAJC with Al Benarroch, Executive Director, JCFS Winnipeg_ - sponsored by Sage Intacct

What we have all been through for the past 12 months has been layers of loss, change, trauma and disruption. What has it done in our brains, to our bodies? What will happen to us as we begin to return to a life with other people? What have we lost and what do we want to keep? How has 2020/1 diminished our trust in other people and our institutions? How do we recover?

[Creative Virtual Programs for Aging and Russian-Speaking Clients](#) - sponsored by The Sephardic Foundation on Aging

Although the pandemic has posed challenges and hurdles to delivering aging services, it has also provided Jewish service agencies with a multitude of opportunities to reach vulnerable older adults and their loved ones with virtual programs and supports to combat social isolation and facilitate aging in place. This session will highlight how Jewish Family Service (JFS) Cincinnati and AgeWell Atlanta pivoted strategically to continue delivering the comprehensive programming that their respective community members rely upon, while assessing the needs and capabilities of both staff and participants to adapt to a variety of technology platforms. The specific entities highlighted in this workshop are JFS Cincinnati's Russian Jewish Cultural Center and AgeWell Atlanta Neighborhoods. Their mutual successes include: utilizing a range of virtual platforms to deliver programs; reimagining what socialization and exercise look like in a virtual world; developing new and creative partnerships; overcoming geographic barriers; developing a system for tracking, reporting, and evaluating virtual programming; and providing technological innovations and supports to older community members who would otherwise be unable to participate virtually.

Creating a Culture of Advocacy to Sustain Critical Services in a Post-Pandemic World

JFS San Diego, together with JFS Los Angeles, will lead a workshop on creating a culture of advocacy within human services agencies, particularly in a time when these efforts are largely virtual and focused on long-term resiliency as our communities recover from the effects of COVID-19. The workshop will foster discussion around the following questions: Why do advocacy and Is advocacy a part of our work, or is it integral to it? How do we create systemic change, not just individual change? Why is it worth having advocacy professionals? What is the range of advocacy functions within organizations? How have organizations created a culture of advocacy among all stakeholders? How will we weave virtual advocacy into our work on an ongoing basis once in-person advocacy is again an option?

Using two case studies from our workshop leaders, JFS San Diego and JFS Los Angeles, will discuss different approaches to building advocacy capacity. Nancy Volpert of JFS LA will offer the perspective of running an advocacy program that has established itself over several years and has grown into a model. Chris Olsen of JFS SD will give another perspective of ramping up an advocacy program in a new role that was created in Summer 2020 specifically to create a culture of advocacy. Discussion will also include how organizations are pivoting toward advocating for community resilience when needs have been exacerbated by the pandemic in unprecedented and lasting ways.

Reimagining the Playbook: Development & Marketing in Uncertain Times

An organization's strategic plan does not often involve notes on the possibility of a pandemic. But once this previously unfathomable notion became the new reality last spring, JFCS Philadelphia and JFCS Minneapolis adjusted in myriad ways to continue to safely deliver critical programs and services and meet the growing needs of their communities. As both agencies demonstrated their ability to quickly adapt and pivot, both had to make thoughtful, but risky strategic fundraising decisions for 2020. What also became clear to both was the importance of creativity and collaboration when reimagining plans and strategies. In this session, JFCS Philadelphia and JFCS Minneapolis will share the innovative ways they continued to serve their communities; the fundraising risks they chose to take; the creative strategies and outcomes of their initiatives, and finally, thoughts on plans for 2021. Following a brief Q & A, workshop attendees will discuss the questions and concerns that confront fundraising for all of us in an uncertain 2021.

A Just Team: How JFS and Law Enforcement are Partnering in Two Communities

This session examines two agencies' approaches to implementing partnerships with their local law enforcement, in response to addressing mental health and non-violent calls. Attendees will explore considerations, start-up procedures, community engagement, hiring strategies, and the changes being observed on the ground as a result. This engaging session addresses the growing movement of reallocation of law enforcement revenues to community-based organizations and how JFS agencies of any size might begin the process of building such a partnership.

One Small Agency's BIG Response to the Unemployment Crisis Due to COVID-19

Over 100,000 Delawareans have lost their jobs during the COVID-19 pandemic. JFS saw this as an opportunity to strengthen their position in the community and be a leader in addressing the complex needs of the recently unemployed. As an organization committed to supporting individual and families during unexpected challenges and difficult transitions, JFS Delaware understands the impact job loss can have on financial stability, emotional well-being, and so much more. The program was piloted successfully between May and October 2020, was fully funded with the help of major Delaware foundations, corporations, and philanthropists by November 2020, and was fully staffed by December 2020. (

Through a collaborative, innovative and integrated approach, JFS Delaware established the Employment Support Network program with direct support from a local think tank, the Delaware Department of Labor, AmeriCorps Public Allies program, and the United Way of Delaware. This FREE program connects the suddenly unemployed with reliable, trained volunteers and JFS community managers, who provide emotional support and wellness coaching, financial management training and access to appropriate mental health resources. Clients develop a one-on-one relationship with a trained volunteer through ongoing communication and check ins. Clients receive wellness, career, and financial coaching to achieve personal and professional goals. Clients also receive immediate referral and access to JFS Delaware services and community programs for additional support with social service navigation, mental health treatment, budget management and tutoring services for individuals with children. The goal is to immediately change the trajectory of employment and well-being of over 1,000 Delawareans.

Equity and Opportunity for Frontline Workers

Home care providers, personal attendants, and direct service professionals are often the lifeblood of our agencies. Yet, these workers are often our lowest paid -- and disproportionately of color. This dynamic finds its roots in a layered set reinforcing systems including public priorities and rate-setting, labor markets, and structural racism. This workshop will use appreciative inquiry and human-centered design approaches to explore the advancement of equity and opportunity for frontline workers in human services. Less a workshop about proven solutions and more a peer-to-peer exchange, this workshop is intended to offer a structured sharing of ideas, explorations, successes, and challenges.

NAJC -- God is Hiding Within the Obstacle: Rebbe Nachman of Breslov on Encountering Challenge

While Rav Nachman of Breslov didn't have the formal training of Clinical Pastoral Education, his sermons are filled with rich ideas of how to spiritually engage with oneself, the other, and God. Together we'll closely study a selection of texts that will provide participants with a new language to provide spiritual care for themselves and others during challenging moments.

NAJC - Navigating Faith Based Values within Diverse Settings

Each workplace is guided by values that guide the mission as well as everyday operations. Michelle and Jessica, while both rabbis, work in different faith-based institutions (Jewish and Catholic respectively). Together they will explore how the faith values of their institutions present opportunities and challenges while serving diverse populations of staff and patients/residents. By exploring the Value-Based Decision-Making model, we will discover how it is used to address needs of diversity, equity, and inclusion.

NAJC - Living with Cancer: Fostering Community and Combatting Loneliness

Research has shown that people with advanced cancer struggle with feelings of loneliness and isolation due to the nature of the illness and restrictions related to treatment. These feelings have intensified during the pandemic. Despite the prevalence of cancer within the Jewish community, clergy and agency leadership are at times reluctant to address the associated spiritual concerns in a direct and potentially therapeutic manner. We will present findings from a novel 500 participant IRB-approved study at a comprehensive care center. The presentation will explore the spiritual needs of patients with advanced cancer, with in-depth descriptions of professional chaplain involvement. The workshop will provide evidence-based strategies that can be used by chaplains, professionals, and community members to effectively care for the spirit of people struggling through the emotional and physical challenges of cancer.

NAJC - The Jewish Tradition's Role in Making Better Health Care Decisions

In this talk, I will lay out two related arguments. First, I will show how religious ethicists use different rhetorical strategies, depending on their goals and audiences, and that by understanding how to account for these different rhetorical strategies we can avoid or at least ameliorate ethical conflict and create better social policies and healthcare laws for a multicultural environment. Second, I will show how knowledge of Jewish Medical Ethics can serve to deepen and patient-clinician conversations in a way that leads to shared decision-making and informed consent, both directly with patients and in situations of surrogate decision-making.

NAJC - Trauma Informed Care & Moral Injury: How is our Theology, Ethics and Values surviving the Pandemic

From access to testing to winning the vaccine lottery to ethical decisions around Covid, chaplains are surrounded by emotions of guilt, shame, and anxiety. How are we managing our own theologies, ethics and values in an environment that is moving faster than we can process? The effects of moral injury and trauma will stay with us long after everyone is vaccinated, what new anxieties and fears will emerge for patients and how can we be prepared to support them. Join me as we look at Trauma, Moral Injury and Trauma Informed Care (TIC) in the wake of Covid. Learn clear definitions, hear patient stories, and discuss as a group how we can take care of ourselves and each other. This workshop will include a Power Point presentation with opportunities for questions and sharing.

WEDNESDAY APRIL 21

NAJC - Moving Through Grief - New Approaches to Releasing the Grip of Grief (to be rebroadcasted at the end of the day)

Moving Through Grief is based on the understanding that grief inhabits the body-mind-spirit. We feel grief viscerally, not only emotionally. We experience grief in our muscles, bones, organs. As grief counselors we hear over and over from our clients: "I can't eat, sleep", "I eat too much, sleep too much", "I ache", "I can't find a place for myself", "I can't get off the couch/out of bed/", etc. In this workshop, participants will gain new tools to help release the grip of grief and gain new practices and insights into how we can heal into wholeness after a profound loss. Moving Through Grief integrates visual art, poetry as well as simple movement and breathing techniques especially designed to address the effects of grief on our minds, bodies, and spirits, with traditional contemporary counseling practices and rabbinic teachings. The workshop incorporates the extraordinary work of Paul Denniston, the creator of Grief Yoga, my years as a movement educator and interdisciplinary arts performer, and my extensive training and experience as a healthcare chaplain and rabbi.

Plenary - Communal Crisis, Emerging Communities, Connecting Resources to those in Need—Lessons Learned at the Intersection of COVID-19, Crisis Funding, and the Work of the Jews of Color Initiative with Ilana Kaufman, Executive Director, Jews of Color Field Building Initiative, Angel Alvarez-Mapp, Director of Programs and Operations of the Jews of Color Initiative & June Ridgway, AgeWell Cincinnati Manager, JFS Cincinnati - sponsored by CVS Health

Ilana and Angel will discuss the racial diversity of the US Jewish community, focusing on the headwinds and tailwinds faced by Jews of Color in this country (and by extension, vulnerable, emerging populations) navigating Jewish social services organizations. The presenters will also relate the materials in response to COVID-19 and the essential interventions required to bring emergency resources to Jews of Color.

The Scale of Social Justice: Balancing Leadership in Service to the Jewish Community and Leadership in Advocating Equity

Minneapolis, Seattle, and San Diego...in this session, three JFS CEO's share their experiences following this past year's period of social justice unrest throughout our Country. Calls to dismantle systemic racism, become an Anti-Racism organization, diversify our Boards and teams were intensifying, while at the same time we were all witnessing growing anti-Semitism and calls to take care of our Jewish communities. At times, all of this may seem like it is at odds and at other times it may appear like aligned efforts. Is the work that needs to be done connected to Jewish values?

Stories from the Frontline: Addiction & Mental Illness in the Jewish Community

As a Jewish community leader, how do you increase dialogue and reduce stigma around addiction and co-occurring mental health challenges in your community? How do you create open and inclusive community spaces across the Jewish spectrum for individuals and families affected by these illnesses? How do you integrate Jewish traditions and practices with healing and recovery?

Every Voice Counts: Virtually Advancing a Diverse, Equitable and Inclusive Jewish Community

Back in 2010, the greater Rochester, NY Jewish community undertook a radically different kind of demographic study we called "Count Me In", venturing into the virtual world of online interviewing when doing so was still considered methodological heresy. A decade later, in 2019 and 2020, we again connected our community as we studied our community, this time leaning even further into our commitment to be unconditionally inclusive, with virtual outreach to -- and questions designed for -- every dimension of our remarkably diverse Jewish community. Among those we intentionally included were our Jews of color and inter-racial Jewish households, our community's LGBTQ members and their families, our interfaith households and families, our community members with disabilities and their caregivers, our seniors and their caregivers, our teens, our community's Israelis, our community members from the Former Soviet Union, and a full spectrum of Jews across all religious denominations alongside those who are denominationally unaffiliated or religiously marginalized.

We even included the voices of our "non-Jewish adjacents", whose perspectives impact our Jewish community as employees, clients, members, participants, volunteers, and/or charitable supporters. Across each inclusive dimension, we asked, we listened, and we learned. Today, all of Rochester's Jewish communal agencies, organizations, synagogues, and schools are using this diverse learning to underscore and inform their own ongoing planning processes for the years ahead. And yet both our approach and our findings have powerful relevance far beyond Rochester, which is why our presence at this conference can be so potentially empowering.

This community survey is a piloted and transferable model -- alongside a highly robust set of qualitative and quantitative findings -- for those who might not ordinarily have the resources to undertake their own such studies. This workshop will offer an opportunity for participants to gain actionable insight they can take back to their own organizations and agencies for help identifying unmet needs, for program development, and for strengthening relationships with funders and grantmakers.

Volunteers and Workforce Initiatives: Creative Models for Scaling and Enhancing Your Work

With record unemployment, workforce and employment programs are challenged to meet an increased demand for assistance while being limited in staff and capacity. Yet, volunteers are willing and able to safely build agency capacity to help clients with resume writing, interview skills, networking, and more. At UJA, we partner with organizations to build their capacity to integrate volunteers into their employment services because we know that volunteers can scale workforce programs, enhance the quality of the programs, and connect clients with industries and employers that match their career goals. Join this session to learn from organizations who have implemented creative strategies to engage volunteers in employment programs, along with their trainer and coach, VQ Volunteer Strategies. From “Shark Tank” like networking sessions to resume writing and mentorships, gain ideas that you can implement to build your agency’s capacity to help get your clients back to work.

Building Resiliency in a Virtual World

This workshop will address innovative service delivery via online platforms, including programming for clients and support for staff, as well as other community professionals. Multiple programming and staff support examples will be discussed, with a deeper focus on a brain health program as building brain resiliency has become a critical factor in thriving in a virtual world. While brain resilience always plays a critical role, this past year has clearly shown the effects of prolonged social isolation on our cognitive abilities and overall brain health. This presentation will discuss the innovative ways Jewish Family Service of Metropolitan Detroit and JVS Human Services were able to meet the increasing need to fight back against cognitive decline including the process behind transitioning this innovative programming to the virtual environment, finding assessment tools validated for online use, and working to modify a research-based program from classroom-based facilitation to a fully virtual format.

A National Model to Expand Employment & Mental Health Services for Underserved Communities: A Canadian Experience

With the pandemic as the accelerator, the Canadian member agencies of NJHSA have spent time this past year transitioning their service delivery models from in-person to virtual and as a result are actively exploring ways to permanently expand access for underserved communities throughout Canada. With data from the 2018 Demographic Study of the Jews of Canada, the Canadian member agencies are developing a comprehensive continuum to provide virtual employment and mental health services throughout all of Canada. This session will address the structure of the proposed model while providing a framework that could be replicable for underserved communities throughout the US.

NAJC - The Role of Chaplains in Innovative Approaches to Providing Formal Support to Healthcare Professionals in Clinical Settings: A Heightened Need During the Covid-19 Pandemic [90 MINUTE SESSION]

During the pandemic, as staff face unprecedented challenges in caring for those under their charge, they experience a panoply of emotions, existential questions, and compassion fatigue. This program will describe two distinct initiatives to address these issues developed by Rabbis Rena Arshinoff and Fredda Cohen, in their capacities as chaplains at a research and teaching hospital for the elderly and a local community hospital, respectively. Rena created First Fridays, a program to offer support for her palliative team specifically, and Fredda created Care Code, a program which supported the entire hospital staff. The presentation will describe the inception of each program, and how each came to be a cherished initiative within the hospital and has been adapted to meet the evolving needs of the staff during the pandemic. In addition, the panelists will discuss how their chaplaincy was enhanced by each initiative. Best practices, statistics and staff feedback will be shared, and there will be time for questions from participants.

Program Showcase

Exceptional virtual programs are delivered each and every day at agencies throughout the Network. These programs can demonstrate leading edge innovation in delivery methodology, creative funding opportunities, meaningful and robust collaboration with other organizations, unique programs and services, noteworthy outcomes, and outreach to isolated populations.

Back by popular demand, you can choose from 5 program showcase themes: Clinical Services, Development & Marketing, Disabilities Services, Older Adult & Holocaust Survivor Services, Workforce Development. Presenters and Programs have been selected to share their successes and get you inspired. Each showcase will have 5-10 brief presentations highlighting their program & service delivery models. We hope you will reach out to the presenters to learn more! Join us to learn from your peers, connect and discover who is doing what around the globe!

NAJC - Clarifying Goals of Care: Chaplain Roles with Patients, Families and the Interdisciplinary Healthcare Team

This moderated panel discussion will provide information and insights for chaplains and religious leaders to understand how their role as a member of the interdisciplinary healthcare team can assist patients with medical decision-making and advance care planning. To equip and empower chaplains to fully participate as an essential member of the interdisciplinary team caring for patients with serious illness, this program will focus on the chaplain's unique role as an inspirational leader, educator and patient advocate. We will review lessons learned from experiences with COVID-19 patients, and discuss resources and tools that chaplains can use to facilitate goals of care conversations and communicate palliative and end-of-life care options in ways that help people make informed decisions.

NAJC - Jewish Values in Medical Decision Making for Unrepresented Patients: A Ritualized Approach

One of the most challenging issues in contemporary healthcare and medical decision making is how to care for patients who cannot speak for themselves. While there has been much discussion related to proper care for patients who left instructions or have someone to speak on their behalf, less has been written on caring for patients who have nobody available to speak for them. It is thus crucial to develop clear and rigorous guidelines to properly care for these patients. As we seek to develop approaches to guide care providers, the Jewish tradition offers an important perspective on caring for unrepresented patients. This article presents an understanding of some fundamental Jewish principles that can provide clear guidance in navigating this challenge. It applies those values to a specific set of suggested behaviors, one of which adds a novel component to what has been recommended by bioethicists in the past.

NAJC - Rebroadcast of Moving Through Grief - New Approaches to Releasing the Grip of Grief

Moving Through Grief is based on the understanding that grief inhabits the body-mind-spirit. We feel grief viscerally, not only emotionally. We experience grief in our muscles, bones, organs. As grief counselors we hear over and over from our clients: "I can't eat, sleep", "I eat too much, sleep too much", "I ache", "I can't find a place for myself", "I can't get off the couch/out of bed/", etc. In this workshop, participants will gain new tools to help release the grip of grief and gain new practices and insights into how we can heal into wholeness after a profound loss. Moving Through Grief integrates visual art, poetry as well as simple movement and breathing techniques especially designed to address the effects of grief on our minds, bodies and spirits, with traditional contemporary counseling practices and rabbinic teachings. The workshop incorporates the extraordinary work of Paul Denniston, the creator of Grief Yoga, my years as a movement educator and interdisciplinary arts performer, and my extensive training and experience as a healthcare chaplain and rabbi.

[NAJC - So You Want to Write a Book?](#)

In rabbinical school, Dr. Eugene Borowitz z"l shared that "if you have something worth saying, write a book." This advice has not gone unheeded and I am the proud parent of my first (and hopefully not last) book *Jewish End of Life Care in a Virtual Age, Our Traditions Reimagined*. The intent of this workshop is to share the process, learning as I did what worked, what did not, and what to anticipate in the process. We will go from conception to gestation, birth, and nurturing. I will share my personal experience in creating a book to share the experience of the process, hopefully servicing to encourage those in attendance to commit to the book they are thinking about writing. The process will include sharing my story and then in turn asking others to share their vision for bringing their Torah forward for others to share.

THURSDAY APRIL 22

An Israeli Effort to Understand the Impact of COVID-19 on Older Adults - sponsored by the Marvin and Betty Danto Family Foundation

This session will provide an in-depth overview of survey efforts administered by JDC Israel, Eshel Division which focused on COVID impact on older adults living in Israel. Discussion will center on how the findings of these surveys compare to the experiences of older adults living in other countries. How did the findings impact resource allocation and planning? Insights will also be presented to understand interventions that were implemented, and others being tested (e.g. using Big Data and Artificial Intelligence).

An Uncertain Future: Leveraging Volatile, Uncertain, Complex and the Ambiguous to Offset VUCA

We are living in a time of Volatility. This volatile world also brings great Uncertainty because of the high levels of global interconnectedness we now share, and this uncertainty is further exacerbated by Complexity and Ambiguity. This complex mix of factors has been termed "VUCA" and it is now acknowledged, more than ever before, that leaders of organizations require a specific skill set to effectively navigate this new reality for going beyond organizational survival, to be able to thrive as an organization. This workshop is designed to provide a 20-minute overview of VUCA and equip participants in designing a Vision statement that empowers their team to thrive in volatility.

Virtual Jewish End-of-Life Care: Our Traditions Reimagined - sponsored by The Sephardic Foundation on Aging

The COVID-19 pandemic has forced us to reinvent how we accompany dying people and support their friends and families. Professionals have ingeniously responded to the challenges of spiritual care, medical decision-making, and rituals like funerals, shiva and kaddish. In this workshop, we'll share best practices to guide professionals, volunteers and communities for moments of crisis, and for the hope for return to "normal times."

HIAS: Past, Present, and Future of Agency DEI Initiatives and Organizational Core Values

In conjunction with the NJHSA, HIAS conducted a survey to examine the demographics of NJHSA Member organizations, as well as current Diversity, Equity, Inclusion, and Justice Initiatives taken on by agencies, and agency plans for DEI initiatives moving forward. This session will explore the key take-aways gathered through this in-depth survey. Through both presentation and interactive discussion, we will explore who works at our agencies, how our DEI practices shape our leadership, staff, and volunteer demographics, what steps member agencies have taken to increase client and staff diversity, and where there is remaining work to do. This session will also offer participants an opportunity to reflect on how DEI initiatives currently fit into agencies' organizational values frameworks.

Creating Meaningful Mentorship & Volunteer Opportunities

3 CUPS OF COFFEE GREW OUT OF A SIMPLE IDEA: THE WAY TO A GREAT JOB IS THROUGH PROFESSIONAL CONNECTIONS. This workshop will present one way to continue to create these connections in a virtual world and will show the impact on jobseekers and their corporate mentors.

The concept of 3 Cups of Coffee is simple – pair a client with a mentor in their desired job sector and help build their professional network. While originally designed to have matched pairs meet in a coffee shop 3 times over 3 cups of coffee, the pandemic caused us to shift to using Zoom and other virtual platforms to make these connections. What we have learned over the past 14 months, is that this model still works. In fact, more mentors are signing up as a way to give back and to support the newly unemployed individuals in our community. Currently instead of in-person, matched pairs meet three times via video conference. They work together to set goals, explore job possibilities, and build professional connections. Mentors provide a wealth of experience, knowledge, and networking connections to help mentees land, and succeed in, today's job market.

Join JEVS Human Services and their partner, Pennsylvania Women Work, to learn how 3 Cups of Coffee pivoted to virtual programming, how we plan to incorporate lessons learned moving forward to create both in-person and virtual opportunities, and how the program can help your clients reach their goals for gainful and meaningful employment during these difficult times. This innovative program also provides a tremendous boost for virtual and in-person volunteerism, increases donations to the host agency, and is sought after by the corporate community for increased professional development, diversity, and social responsibility.

Digital Divide OR Digital Transformation?

The Covid-19 pandemic has forced the entire system of human service delivery to rethink and expedite many issues that were on agency's planning agendas pre-pandemic. We, as service providers, are now forced to choose. Either we adopt new ways to deliver services or we will be left behind and will not be able to care for our most vulnerable. In this workshop, Uniper Care Technologies, JSSA of Greater DC and JFCS of Greater Philadelphia will share how they partnered with a cohort of 11 NJHSA member agencies to bridge the digital divide for their older adult populations. Together they are creating digital transformation and helping agencies and their clients to cross the chasm of the digital divide.

NAJC - Exorcism in the Context of Jewish Chaplaincy

This session is a combination of theory and practice. In Long Term and Acute Care facilities, and other settings as well, staff occasionally feel that certain rooms harbor malevolent spirits. In my experience, these spirits can be exorcised. Exorcism has a long history within Judaic thought and practice. We will explore both the tradition and the practice of exorcism within the context of Chaplaincy. We will explore different kinds of exorcism rituals. In addition, I will touch on a Ritual for cleansing ourselves when having heard gossip.

Closing Plenary - Levelling Up: Human Service Organization Thriving in A Turbulent COVID-19 World! - Rob Elkington, CEO, Global Leadership Initiatives, Inc. - sponsored by Nevvon

Human Service Organizations operate in an increasingly Volatile, Uncertain, Complex, and Ambiguous (VUCA) world (Bawany, 2016; Drucker, 2013; Moore, 2014). This VUCA world is preempted by forces such as Industry 4.0 (Bonciu, 2017a; Fonseca, 2018), and Globalization (Bonciu, 2017b; Dervitsiotis, 2005). The Human Services Organization as a Complex Adaptive System (Blomme, 2012; Chan, 2001) is impacted by these VUCA forces and needs to plot a meaningful pathway forward to level-up and thrive within this challenging new context.

However, these are uncharted waters or, as one author describes them, “*vu jade* (Elkington, 2015).” This one-hour plenary session seeks to expose participants to the antidote to VUCA which is known as “VUCA Prime.” VUCA Prime is a mindset and skillset that organizations co-construct to develop Vision, Understanding, Clarity, and Agility. In the plenary participants are exposed to an example of service excellence that reinforces the NJHSA Vision. We then take time to review VUCA within Human Service Organizations. Once this has been accomplished we briefly describe VUCA prime and then we move into breakout groups to discuss how we can cultivate at least **one** element of VUCA prime within our context.

Plenary Performance – Voices of Our City Choir - sponsored by Charitable Adult Rides and Services (CARS)

Seen on America's Got Talent, the [Voices of Our City Choir](#) helps San Diego's unsheltered neighbors reconnect with hope and possibility through the power of music, individualized intensive case management, and advocacy. With over 225 members, rehearsals and programs have become a beacon of light for those who have lost their direction and humanity through homelessness.

Likrat Shabbat with NAJC

Join us for this special closing session of the conference as we transition together from the work of the conference – the learning, the coming together and the power that comes with hundreds of conference goers joining together – to the closing of the conference and, in keeping with the actual calendar, toward the closing of the work week and the beginning of the Sabbath. For Jews world-wide, the Sabbath is a unifying day which brings the Jewish community together for a day of rest, of rejuvenation and of a return to a spiritual connection that binds us together. The Sabbath is also a unifying force for the non-Jewish community as well and we are honored to close this year's conference with a bridge we are calling *Likrat Shabbat* – this bridge will help us all to welcome Shabbat and to find for ourselves the opportunities for rest, for peace and for wholeness. You are encouraged to have some paper and a pen with you for this session to help enrich your experience.