

## Executive Summaries of Alpha, Bravo, and Charlie Cohorts

Below are the agency names and a brief executive summary of each funded program.

### Arizona

#### **Jewish Family & Children's Services of Southern Arizona**

##### **Tucson, AZ**

Since 1941, Jewish Family & Children's Services of Southern Arizona has been entrusted with the care of vulnerable older adults. The Wellbeing Promoter and Advocacy (WPA) project increases JFCS capacity to visit with, listen to, comfort, and advocate for Holocaust Survivors as they age. The project provides PCTI low-intensity behavioral healthcare to (40) Survivors from the FSU, at home or in facilities, in their own language through interpreters to increase wellbeing. The WPA project is innovative in its engagement with outstanding community partners including the University of Arizona's National Center for Interpretation and the Zuckerman College of Public Health.

### California

#### **Bet Tzedek**

##### **Los Angeles, CA**

The overarching goal of this program is ensuring that Survivors have access to essential legal services so they can secure and maintain vital resources – including those public benefits and legal instruments necessary to protect their safety, independence, and quality of life. Bet Tzedek works closely with JFNA, other subgrantees, and Holocaust Survivors Justice Network partners to identify appropriate communities to serve as pilots for the expansion of this proven holistic approach to meeting the legal needs of Holocaust Survivors. Additionally, Bet Tzedek recruits, trains, and mentors pro bono attorneys in those communities to provide free legal services to Survivors through a PCTI approach. The services are tailored to the needs of the Survivors and the jurisdictions of the pilots.

#### **Jewish Family & Children's Services**

##### **East Bay Berkeley, CA**

Jewish Family & Child Services East Bay (JFCS) offers a comprehensive program to address the trauma experienced by Survivors from the former Soviet Union. JFCS' holistic approach includes a psycho-educational group, a yoga program, a health and wellness educational program, individual counseling and family support for caregivers, socialization support, training of partner agency staff who interact with Survivors, and transportation assistance to and from program activities. The program is coordinated and facilitated by Russian-speaking staff, including a newly hired clinical social worker. In addition to these direct services, JFCS East Bay works with



the Sanctuary Institute to infuse the Person-Centered, Trauma-Informed Sanctuary Model throughout the agency and overall Holocaust Survivor Services program.

### **Jewish Family and Children's Services**

#### **San Francisco, CA**

This funding allows Jewish Family and Children's Services to expand and enhance its Center for Dementia Care and counseling programs in order to address the unmet needs of dementia and depression among low income Holocaust Survivors. JFCS's Center for Dementia Care utilizes PCTI approaches to provide consultations and practical and emotional support to families and caregivers of low income Holocaust Survivors, as well as personalized care to Survivors with dementia-related conditions. The Center conducts outreach to Survivors from the FSU with dementia related conditions in order to provide them with bilingual and bicultural services. JFCS also advances treatment of depression among low income Survivors using a PCTI approach through the expansion of individual counseling services for Survivors.

### **Jewish Family and Children's Services of San Francisco, the Peninsula, Marin and Sonoma Counties**

#### **San Francisco, CA**

JFCS' palliative care team of nurses, social workers, gerontologists, a physician, a rabbi, and specially trained volunteers provides care consultations, healthcare advocacy, supportive services, care coordination and volunteer services to Holocaust Survivors experiencing a chronic condition, new diagnosis, or who are at end of life. Volunteers, who have participated in an intensive training, provide practical, emotional, and psychological support to Survivors. Advance healthcare planning, education, and training are also critical components of the PCTI Palliative Care program. This program targets Survivors from the FSU, with the palliative care team providing training and ongoing consultations to Russian-speaking staff in order to better reach this population. The program's goal is to improve Survivors' quality of life and ability to have control over healthcare outcomes using a PCTI approach.

### **Jewish Family & Community Services East Bay**

#### **Berkeley, CA**

JFCS East Bay offers a comprehensive program to address the trauma experienced by Survivors from the Former Soviet Union. JCFS East Bay's holistic approach includes psycho-educational groups, individual therapy, yoga, movie club, poetry club, travel discussion club, holiday celebrations, local excursions, and transportation assistance to and from program activities. In response to the evaluation of JCFS East Bay's current program and its clients' demonstrated needs, JCFS East Bay has added several program innovations this year, including: Tai-chi classes, mindfulness classes, and an entirely new focus on advanced health care and end-of-life planning. The program is coordinated and facilitated by Russian-speaking staff.



**Jewish Family Service of Los Angeles  
Los Angeles, CA**

JFSLA uses this funding to increase awareness among its staff, clients and other stakeholders of the impact of trauma, and supports the growth of a trauma-informed culture throughout the agency. A foundation of trauma-informed practices enables JFS to create an atmosphere of trust and healing in which effective new programs and services can be developed to meet the needs of its Survivor population. All JFS programs adhere to principles of client-centered service delivery and client empowerment, and these principles are easily extended to a more robust adoption of a trauma-informed cultural framework. This framework directs the creation of new services for Survivors and family caregivers, which decreases the incidence of depression and anxiety among Survivors, increases caregiver awareness of the impact of trauma, and allows for innovative programming that can lead to systemic change both in the agency and in the larger community.

**Jewish Family Service of San Diego  
San Diego, California**

Since the 1940s, Jewish Family Service of San Diego has been addressing the needs of Holocaust Survivors. For years, Survivors cared for by JFS, have expressed a desire to experience the world beyond doctor's appointments, grocery stores, and other errands. They want to be with people from similar backgrounds, who have endured similar traumas. Through funding from the JFNA Center for Advancing Holocaust Survivor Care, JFS's Serving Older Survivors Program enhances its Person Centered, Trauma-Informed services with activities that improve its Survivors' physical and mental health. Survivors from the Former Soviet Union in particular, live on limited finances and as a result, cultural stimulation specific to their Jewish and Russian heritage is virtually non-existent. JFS offers regularly scheduled social-cultural opportunities for 40 unduplicated isolated Holocaust Survivors to improve their emotional and mental well-being. It also provides crucial JFS Foodmobile home-delivered kosher meals to 23 low-income, frail Survivors.

**Jewish Federation and Family Services of Orange County  
Irvine, CA**

The "Meal Partners" program improves the health and well-being of isolated Holocaust Survivors by creating lasting supportive relationships that revolve around the sharing of meals. Participating Survivors are paired with meal partners whose roles are to share meals and monitor food security, broaden the Survivor's circle of care, and connect Survivors to their traditions and culture. The overarching goals and anticipated outcomes of this program are to decrease social isolation and broaden the circle of care, improve nutritional intake and food security, and increase the capability to live independently at home.

The program also includes specialized Russian bilingual services for Survivors from the former Soviet Union. These services include counseling, consultation, crisis intervention and a monthly "Meals and Culture" group. The group activities include shared meals, intellectually stimulating



lectures and discussions, meditation, yoga and other alternative wellness activities, life story discussions, cultural activities, and practicing using technology.

## **Florida**

### **Ferd & Gladys Alpert Jewish Family & Children's Services**

#### **West Palm Beach, FL**

AJFCS proposes to enhance its outreach and innovative Holocaust Survivor cultural competence training for healthcare, financial, legal and mental health professionals to ensure a better understanding and improved community-wide service network to Holocaust Survivors and their families. The goal is to advance the provision of care to Survivors and their families, through a focused person-centered, trauma-informed (PCTI) approach. Proposed enhancement of direct services to Holocaust Survivors and their families results in increasingly sensitive PCTI care by providing unique mental health trauma interventions and specific outreach and services to caregivers of Survivors and assistance to Survivors from the Former Soviet Union (FSU).

### **Ferd & Gladys Alpert Jewish Family & Children's Service of Palm Beach County, Inc.**

#### **West Palm Beach, FL**

AJFCS offers two components in response to the revised proposed Holocaust program to advance Holocaust Survivors' care. First is the development and implementation of a train-the-trainer HonoringLife module. This enhanced cultural competence training for healthcare, financial, legal and mental health professionals ensures wider access for the purpose of establishing a better understanding and improved community-wide service network to Holocaust Survivors and their families. A train-the-trainer model provides ongoing sustainability approach to supporting a person-centered, trauma-informed care community. The enhancement of direct services to Holocaust Survivors and their families focuses on services to caregivers, primarily 2<sup>nd</sup> generation Survivors. The second is outreach to caregivers to provide enhanced support to aging relatives. Caregivers' psycho-educational programing and support groups focus on trauma-related family issues, decision-making skills, and support techniques. Referrals to community resources are offered to support their caregiving role and optimize the independence of their aging Survivor relatives.

### **Gulf Coast Jewish Family & Community Services**

#### **Clearwater, FL**

The Holocaust Survivor PCTI training for caregivers provides an essential understanding of trauma as a whole, the unique effects of Holocaust-originated trauma on the aging process, and guidance on identifying triggers to avoid. Caregivers work daily with 100 homecare clients; however, they are not formally trained in PCTI and have limited knowledge of the Holocaust. The caregivers currently assist with daily activities without specific knowledge of the unique security and emotional needs of Holocaust Survivors. The PCTI training infuses caregivers with this knowledge, resulting in more patient-centered care, enhanced emotional well-being, and increased trust between the Survivor and caregiver.



The three main goals of the program are increased understanding of PCTI principles and applications to Holocaust Survivors, increased training capability of the Homecare Agencies with a train-the-trainer approach, and increased Survivor satisfaction with homecare services.

This training has become part of the Holocaust Survivor Program core offering and provides better PCTI care to support homecare program expansion.

**Jewish Community Services of South Florida, Inc.**

**North Miami, Florida**

Jewish Community Services of South Florida (JCS) has expanded its Holocaust Survivor Assistance program through the provision of case management services for a maximum of 35 hard to serve Survivors currently residing in nursing homes or assisted living facilities (ALF) in Miami-Dade County, Florida. Services provided via JCS' Holocaust Survivor Assistance program allow for Survivors in need to receive consistent, community-based continuity of care. In an effort to reduce the risk of re-traumatization, JCS has extended its case management services to residents transitioning into nursing homes and/or assisted living facilities.

**Jewish Family and Community Services, Inc.**

**Jacksonville, FL**

Jewish Family & Community Services (JFCS) is the premiere case management agency in Northeast Florida, wrapping services around families in crisis to prevent homelessness, hunger, abuse and isolation. Since 2015, JFCS has chosen to care for Holocaust Survivors in Palm Coast, a neighboring community with no designated Survivor resources. JFCS created a holistic wellness program for food-insecure, poverty-stricken Holocaust Survivors from the former Soviet Union living in Palm Coast. Customized bags of fresh and non-perishable food, individualized nutritional counseling, and PCTI culinary art therapy workshops help Survivors exert more control over their health and prevent premature institutionalization.

**Ruth & Normal Rales Jewish Family Services**

**Boca Raton, FL**

There is an acute risk of re-traumatization triggered by seemingly benign words and actions in the course of senior care. A loud sound, a confined space, medical questions, even a white lab coat can be triggers for Holocaust Survivors suffering from PTSD. The JFS Holocaust Survivor Person Centered Trauma Informed (PCTI) Program responds to this need with a primary focus on community-wide education. The goals of this program are increased accessibility to compassionate care for Survivors fostering a culture of sensitivity, educating professionals throughout the community regarding the vulnerabilities and challenges faced by Survivors, and provision of the highest quality of care to Survivors.



## Georgia

### **Jewish Family & Career Services, Inc.**

#### **Atlanta, GA**

Jewish Family & Career Services, Inc. (JF&CS) in Atlanta, Georgia, provides innovative, holistic programming and supportive services in such areas as transportation; food and income security; social networking and de-isolation; counseling and mental health; and primary/physical health, safety and welfare utilizing a person-centered, trauma-informed approach for Holocaust Survivors and their caregivers in an effort to promote dignity, strength and empowerment. Funding enables JF&CS to expand current program offerings to 150 Holocaust Survivors, with an emphasis on serving those living in poverty, Survivors from the Former Soviet Union and Survivors from the Orthodox Jewish community, including such activities as Case Management, Information and Referrals, physical, spiritual and emotional wellness; includes workshops and group and individual counseling, a Food Security Program which provides nutritional counseling and access to the agency's Kosher Food Pantry and "Giving Garden", safety evaluations and home safety modifications, as well as social and intergenerational events.

## Illinois

### **CJE SeniorLife**

#### **Chicago, IL**

Holocaust Community Services' Outreach Program is an innovative community-based program that promotes well-being in physical and emotional/mental health, and increases service accessibility by bringing mental health and support services to Survivors in their own language and locations. It includes three primary components. The first component is community health education programming using evidence-based models, focusing on Survivors' independence and competencies to address chronic health issues and risks. The second is in-home and community-based mental health counseling and clinical case-management, sensitive to trauma-related and cultural barriers to traditional psychotherapy models and to Survivors' individual triggers, vulnerabilities, and coping mechanisms. The third is isolation-reduction via companionship programs with volunteers receiving PCTI training to best support Survivors, and community-based computer classes, helping Survivors maintain "virtual" family and community connections.

The program targets two significantly under-served groups: Survivors from the Former Soviet Union who have language- and poverty-related challenges and isolated/home-bound Survivors who have accessibility challenges due to age-related declines.

### **CJE SeniorLife**

#### **Chicago, IL**

Holocaust Community Services' PCTI Outreach Program, an innovative community-based program, promotes well-being in physical and emotional/mental health, reduces social isolation, and increases service accessibility to under-served Survivors from the Former



Soviet Union or those isolated Survivors who struggle with accessibility by bringing services to Survivors in their own language and locations. The program includes three components. The first is PCTI Clinical Services and Professional Trainings in the form of mental health counseling and services for Survivors who may be averse to traditional psychotherapy; PCTI training within CJE SeniorLife and partners, and; staff training on PCTI Creative Arts therapies. The second is Health & Wellness Programs adapted from evidence-based models and focusing on Survivors' independence and competencies to address on relevant topics. The third is enhanced community connections programs: computer classes and tech support that reduce isolation and increase independence; a Skype-based class connecting Survivors with grandchildren and students; and, community-based conversational English groups.

## **Indiana**

### **Jewish Family Services**

#### **Indianapolis, IN**

JFS is expanding its services and outreach to Survivors in the Indianapolis area and surrounding communities through the KAVOD program. Survivors from the FSU in particular are an under-served population and this grant allows for greater outreach to that population to reduce barriers to service and reduce the social isolation currently plaguing that community. In addition, this grant allows JFS to hire a Russian-speaking staff member and train its staff to better recognize the signs and symptoms of trauma in Survivors and their family members and respond with knowledge of best practices of treating trauma. The goals of KAVOD include making services currently offered by JFS more accessible to Survivors by removing barriers to service, and initiating group activities for the large population of Survivors from the FSU to provide an opportunity for socialization and present coping strategies that prevent re-traumatization.

## **Kansas**

### **Jewish Family Services of Greater Kansas City**

#### **Overland Park, KS**

Jewish Family Services of Greater Kansas City's (JFCS) project incorporates Person Centered Trauma Informed (PCTI) care into its Older Adult Care Management Program (and the broader agency and service community) and expands its capacity to serve and support Holocaust Survivors using PCTI-based principles. Jewish Family Services of Greater Kansas City accomplishes these in two ways. First, by expanding the capacity to directly serve the Survivor population by adding a part-time, bi-lingual, PCTI trained care manager to serve 50 or more low income, Holocaust Survivors from the former Soviet Union. Second, by providing PCTI training and consultation to those who serve and interact with Survivors: other program staff, agency staff, private homecare providers who work with Survivors, caregivers (formal and informal), other Jewish organization staff (e.g. Jewish Community Center, congregations), volunteer drivers, and food pantry volunteers



## Kentucky

### **Jewish Family & Career Services**

#### **Louisville, KY**

The program provides a combination of respite and homemaker services intended to support Survivors and their family systems. Each Survivor ultimately benefits further from relief provided to family caregivers, thus preserving their capacity for continued support and extending Jewish Family & Career Services' (JFCS) ability to serve more Survivors with limited funding. JFCS believes, based on JFCS' experiences serving this population, that providing regularly scheduled service to perform particular tasks reinforces the Survivors' ability to maintain independence. Some clients served by this project require more than minimal assistance, and Jewish Family & Career Services revises its strategy on an individual basis as needed. In the spirit of operating a program that is based on person-centered planning, client voice and choice drive the plan.

## Massachusetts

### **Jewish Family & Children's Service**

#### **Waltham, MA**

The funded project offers an innovative combination of social programming and PCTI case management to reach underserved Russian-speaking Survivors living in Greater Boston's North Shore communities. Program components include conducting intensive outreach on the North Shore, sponsoring a monthly social/cultural program for North Shore Survivors modeled after JF&CS's Café Hakalah in Brookline, and "Embedding" a Russian-speaking case manager at the monthly gatherings to support PCTI service delivery. The monthly social events alleviate the social isolation that so many aging Survivors are experiencing, particularly those with limited English proficiency. Through her regular presence at these events, the bilingual social worker builds trusting relationships with participants that facilitate PCTI service delivery when they are facing health crises, stressful transitions, or emergency situations.

## Maryland

### **Jewish Community Services**

#### **Baltimore, MD**

The JCS program builds a trauma-informed community by increasing professional and community awareness about the issues and needs of Holocaust Survivors as a result of their unique traumatic experiences. JCS enhances the competency and capacity of professionals, institutions and families caring for Survivors. In addition to JCS staff, the program targets other key service providers including hospice providers, home care agencies, physicians, and long-term care, assisted living, and rehabilitation facilities, as well as family caregivers.

Components include community-based programs on the long-term effects of Holocaust trauma, its impact on individuals and families, and PCTI concepts; an extensive and ongoing PCTI professional development program for JCS staff who work with the Survivor population;



and preparation of select JCS professionals to serve as trainers and consultants to external organizations who provide care and services to Survivors.

### **Jewish Social Service Agency**

#### **Rockville, MD**

Jewish Social Service Agency (JSSA) is expanding its PCTI-infused direct services to address the most critical unmet needs among Survivors already on the caseload, and those waiting to enroll. JSSA's goal is to minimize the trauma associated with "waiting for help" and to honor Survivors' need for home-based services that enable them to remain safely in their homes, avoiding institutionalization. JSSA offers new services to its Survivors that aim to improve their experience in their communities. In addition to homecare work, JSSA provides a new robust Russian-language lending library, small socialization events, a Holocaust Survivor Advisory group that explores innovative care ideas, PCTI training for staff and outside agencies, and a volunteer food delivery program. Through this work, JSSA is becoming even stronger in its trauma-informed approach to serving its Survivor caseload.

### **Michigan**

#### **Jewish Family Service of Metropolitan Detroit**

#### **Detroit, MI**

This program utilizes an innovative model of service enhancement, using technology to reach and provide access to services for isolated Holocaust Survivors. The program also utilizes a previously developed innovative PCTI care training curriculum to provide a PCTI framework for other trainings on aging issues and disseminate them to professionals serving older adults across the state, with a focus on healthcare professionals and informal caregivers. The goals of the program are to reduce social isolation, increase cognitive and mental health wellness, and improve quality of life of Survivors. Multiple approaches are utilized, including individual and group mentoring for use of technology through the Generations Online training curriculum, which includes a Russian translation, providing individual and group mentoring and support access to a Virtual Senior Center, provided by Selfhelp, and using mobile technology to access and provide services to homebound Survivors.

#### **Jewish Family Service of Metropolitan Detroit**

#### **West Bloomfield, MI**

The project focuses on developing a better collective understanding of trauma and the effects of trauma throughout the life cycle, ensuring that more Survivors find their path to healing and emotional wellness. JFS Detroit collaborates with subject matter experts to develop a training curriculum based on best and promising practices applied specifically to this population. The project's innovation is in developing a training curriculum incorporating educational materials on Holocaust history and specific PTSD triggers in Holocaust Survivors with the promising and best practices on trauma informed practice and communities. Project staff also are becoming members of the International Society for Traumatic Stress Studies, completing the Advanced Training Certificate program, and engaging with the Aging, Trauma, and Lifecourse Special



Interest Group. The project serves 400 Survivors and 130 professionals and family caregivers through additional expanded programs/services, representing its joint response to the array of needs and gaps in services in Flint, Ann Arbor, and Detroit area communities.

### **North Carolina**

#### **Jewish Family Services of Greater Charlotte**

##### **Charlotte, NC**

Jewish Family Services of Greater Charlotte (JFS) is implementing an initiative with three program components that engage and respond to the needs and interests of Holocaust Survivors in JFS's community. These initiatives include socialization activities, support to caregivers of Survivors, and capturing the life stories and experiences of the community's Survivors.

### **New Jersey**

#### **Jewish Family and Children's Services of Northern New Jersey**

##### **Teaneck, NJ**

Many Holocaust Survivors age in their own homes with assistance from home health aides. For low-income Survivors, the cost of this care is covered by the Claims Conference. However, when a Survivor enters a hospital or rehabilitation facility, services stop. Yet for Survivors, this is the time when the assistance of their trusted aide is needed more than ever. "You're Not Alone Companion Care" ensures that aides can provide emotional support, companionship, and bedside assistance while a Survivor is in inpatient care, thereby reducing incidents of trauma-induced agitation and the indignity of not having personal needs met during this vulnerable time.

#### **Jewish Family Service Agency of Central New Jersey**

##### **Elizabeth, NJ**

This grant allows the Jewish Family Service Agency of Central NJ (JFSA) to develop innovative methods using Person-Centered Trauma-Informed (PCTI) care to identify and serve Holocaust Survivors from the Former Soviet Union, within the Orthodox community, and other Holocaust Survivors through a nurse/social worker collaborative team. JFSA new Crossroads Caregivers Support Program provides individual support to caregivers, Caregiver support groups, and Caregiver conferences. The Jewish Family Service Agency of Central NJ offers tools for Caregivers including a website, webinars, Tip Sheets for Caregivers, and Guidelines for Healthcare Providers to ensure Survivors receive PCTI care from healthcare professionals. Working closely with Holocaust Survivors, Caregivers and a wide range of stakeholders ensure that the project addresses the specific needs of Holocaust Survivors and their Caregivers in Union County. The lessons learned and products developed are made available nationally to other organizations working with Holocaust Survivors as well as those working with other older populations who have survived life-changing trauma.



**Jewish Family Service of Central New Jersey**

**Elizabeth, NJ**

This proposal combines innovative interventions with enhancement of existing programs. Jewish Family Service of Central New Jersey addresses social isolation and caregiver stress by offering 27 Person Centered, Trauma Informed Survivor social programs, 36 family caregiver support programs, 16 events geared towards Former Soviet Union Survivors, and 15 professional/community caregiver support programs.

Jewish Family Service of Central New Jersey developed evaluation tools specific to its program, making a replicable PCTI evidence- based model to present at conferences and publish in reports. These services are enhanced by offering one on one Dialectical Behavior Therapy counseling, trauma-sensitive yoga therapy, individual consultations and case management. Transportation services have been expanded to increase the accessibility of programming. This direct service impacts 425 individuals, and as a result of dissemination many more are reached.

**New York**

**Edith and Carl Marks Jewish Community House of Bensonhurst**

**Brooklyn, NY**

Edith and Carl Marks Jewish Community House (JCH) is establishing the Marks JCH Center for End of Life Care to address end of life planning needs of Holocaust Survivors and their adult children. This initiative serves to educate Survivors and their children about the benefits of end of life planning, train staff to facilitate end of life care conversations in Russian, and provide end-of-life pastoral support for Holocaust Survivors and their adult children caregivers and family members in the Russian-speaking community.

Marks JCH is hiring additional staff and training existing staff, making use of existing reputable training programs that focus on providing trauma-informed care to those facing end of life.

**Edith and Carl Marks Jewish Community House of Bensonhurst**

**Brooklyn, NY**

Building on its nearly 3 decades of experience helping Russian-speaking Jewish Survivors, leveraging the expertise gained through its current UJA-Federation of New York, Claims Conference, NY City Council, and JFNA-funded programs serving Survivors, Marks JCH attends to the unmet need to address memory loss and dementia among Russian-speaking Holocaust Survivors and Nazi Victims. The program improves the quality of life for Survivors facing memory challenges, and supports their

**Guardians of the Sick, Inc.**

**Brooklyn, NY**

Three initiatives grounded in Person-Centered, Trauma-Informed principles support the mental health, physical health, and social integration of Holocaust Survivors in the Jewish Orthodox community:



The first offering is monthly education-training sessions for family caregivers of Holocaust Survivors, in order to improve caregiving practices, while addressing the mental health and self-care needs of family caregivers. A list of recommended resources for family caregivers has been created and made available for participants, community members, and online for the wider community. Second Guardians of the Sick offers PCTI-based training for Home Health Aides providing care to Holocaust Survivors to enhance skills in recognizing special issues related to the life experience of Holocaust Survivors, and teach best practices for caregiving responsive to those issues. The third program is recruitment, PCTI training, and ongoing support of community volunteers to develop groups of mature volunteers to visit Survivors with special needs (those with low vision, and those diagnosed with dementia), and youth volunteers for community and nursing home visitation.

#### **Jewish Community Council of Canarsie**

##### **Brooklyn, NY**

The Jewish Community Council of Canarsie, in partnership with Tomchei Shabbos of Queens and Project Lead, provides information and referral, food assistance, home visitations, case management services, and special events to at-risk and needy Holocaust Survivors throughout Southeastern Brooklyn and Queens County. A support network of trained volunteers is engaged to supplement professional paid staff services. PCTI trainings and workshops are made available to professional staff, volunteers, as well as neighboring minority and émigré social service agencies in the Canarsie and Starrett City areas.

#### **Jewish Community Council of the Rockaway Peninsula**

##### **Far Rockaway, NY**

The Jewish Community Council of the Rockaway Peninsula (JCCRP) has served the Rockaway Peninsula for the past 45 years. The JCCRP runs a program to provide vulnerable and poor Holocaust Survivors, many from the Former Soviet Union, with safe and supportive access to the Client Choice Food Pantry, food delivery and home visits to the fragile homebound and increased case management and advocacy services. JCCRP staff members attend training in PCTI-based care and actively disseminate knowledge of PCTI principles to its own staff and additional organizations in the aging services and food distribution networks.

#### **Jewish Family Service of Orange County**

##### **Middletown, NY**

Jewish Family Service of Orange County (JFSOC) incorporates elements of the PCTI approach to offer case management and a variety of in-home services to Holocaust Survivors and their caregivers living in the village of Kyrias Joel and in the general Orange County community. Case managers assist in coordinating a variety of services, some of which is provided by trained volunteers. These include supportive visits, grocery shopping, transportation, reassurance telephone calls, and social model day programs. JFSOC is expanding its volunteer recruitment to enlist volunteers who are receiving additional training in the PCTI approach and the culture of the Kyrias Joel community. Counselors visit caregivers to provide education and training in order to enhance their coping skills. JFSOC are developing a PCTI informed and



culturally sensitive outreach program to inform the community of the increased services available to Holocaust Survivors and their caregivers.

### **Jewish Family Service of Orange County**

#### **Middletown, NY**

Jewish Family Service of Orange County addresses accessibility needs and mental health/social isolation issues of Holocaust Survivors by delivering three programs. A case manager is embedded in a local Orthodox community to offer direct services to Survivors and provide PCTI training to staff. Holistic practitioners strengthen participants' ability to cope with trauma and stress by offering methods of self-care. Creative arts therapists use PCTI methods in expressing Survivors' experiences through songwriting and the arts, giving Holocaust Survivors a voice in sharing their stories.

### **Jewish Family Service of Rochester, Inc.**

#### **Rochester, NY**

Jewish Family Service of Rochester, Inc. (JFSR) runs a program for Holocaust Survivors that provides expanded and enhanced services to the residents of its Naturally Occurring Retirement Community (NORC) located at the Ellison Park Apartments. Sixty Survivors from the former Soviet Union currently reside at the NORC. They are all living at or near the poverty level. PCTI principles are used in all facets of program delivery.

The program has several components. First is wellness, for which the NORC hosts a low impact exercise class on site. Second is accessibility/transportation. JFSR is expanding its group transportation services to NORC residents and provides individual and small group rides at no cost to Survivors through an expansion of the JFS Express transportation program. Thirdly, socialization: JFSR offers new opportunities for Survivors to take part in spiritual and cultural programs in the community and on-site Jewish Holiday celebrations. The last component is family caregiving. JFSR provides up to 3 hours per week of individual support and assistance to caregivers of NORC residents focused on their questions and concerns about their elderly loved one and counseling regarding caregiver stress

### **Metropolitan Council on Jewish Poverty**

#### **New York, NY**

This Holocaust Survivor Innovations grant provides socialization programs and case work to Holocaust Survivors using person-centered, trauma-informed care principles. Together with several Jewish Community Councils, services are focused on low-income Survivors from Orthodox and/or Russian backgrounds. The monthly socialization programs provide a kosher meal and fun cultural programming to lift the spirits of this increasingly homebound population. One major focus is providing appropriate transportation to aging and less mobile Survivors. The socialization programs are both a recruitment tool to build a client list and an opportunity for clients to have an informal check-in with their social worker. Each client receives an initial assessment and be provided services as needed from the ongoing services of Met Council, (including benefits enrollment, food pantry access and crisis intervention) and referrals to other agencies.



**Metropolitan Council on Jewish Poverty**

**New York, NY**

The Metropolitan Council on Jewish Poverty (MCJP) has over 40 years' experience working with Holocaust Survivors. The program aggressively identifies and reaches out to the most isolated and at-risk segment of the Survivor population: those who are homebound, for both physical and psychological reasons, and almost completely disconnected from any outside community or support network. MCJP work on reconnecting them to decrease the effects of depression and isolation using PCTI approaches. Collaboration with community partners to identify clients and assess barriers to socialization is crucial, and MCJP is working on data analysis for a large-scope report.

**Older Adults Technology Service, Inc.**

**Brooklyn, NY**

Founded in 2004, Older Adults Technology Services (OATS) pioneers innovative training and education models that harness the power of technology to change the way people age. These models have been widely adopted by providers, public agencies, and corporations seeking to improve the lives of older adults. OATS is creating a new program for Holocaust Survivors to support digital technology adoption and meaningful use using Person-Centered Trauma- Informed design and award-winning methodology and materials. The program is being developed as a replicable program model that can be shared with other organizations through the JFNA network that work with Holocaust Survivors, and OATS is providing materials and support for them to run the program. OATS is developing the curriculum materials and piloting the program with Holocaust Survivors in New York in Year One, and is developing a training program and materials to support JFNA partners across the country who wish to implement the program to help the Survivors they serve in Year Two.

**Pesach Tikvah**

**Brooklyn, NY**

Pesach Tikvah uses a three-pronged Person Centered Trauma Informed (PCTI) approach to benefit Holocaust Survivors in their catchment area. First, PCTI Care Management program designates one person to serve as the primary contact for Pesach Tikvah's clients, their family members or appointed caregiver and the social and health care services the client accesses. Second, Pesach Tikvah offers PCTI training for the Care Managers, clinicians, volunteers and administrative staff associated with Pesach Tikvah's Geriatric Service Divisions. Services are also offered to staff at other area agencies serving Survivors, thereby promoting PCTI culture throughout the region. Lastly, Pesach Tikvah offers an expansion of highly successful pilot socialization groups, including an innovative translation group offered in collaboration with the Kleinman Holocaust Education Center. Through this program, Survivors have the opportunity to work on translating important Holocaust-era documents. This program affords participants socialization opportunities while giving them the opportunity to contribute meaningfully to Holocaust remembrance. Additionally, it offers a socialization group for individuals with memory loss and their spouses with culturally appropriate socialization programming for this population. Pesach Tikvah's



program is informed by clinical research and observation, and is treatment oriented. The goal is to enhance quality of life by awakening the available cognition function to its maximum potential while reducing depression and anxiety and promoting mood stability.

**Pesach Tikvah Door of Hope**

**Brooklyn, NY**

Pesach Tikvah is creating three projects. First, Pesach Tikvah is creating three weekly mini-support groups of approximately five Survivors each. These meetings are located close to the residence of each attendee, so that they can walk over or come by wheelchair. The goal is to alleviate symptoms of anxiety and depression by reducing isolation and creating a sense of purpose and of being needed. Second, frail, male Holocaust Survivors in Williamsburg are largely excluded from the rich sources of socialization, spiritual nurturance, and education traditionally provided by the synagogue. Pesach Tikvah is creating a monthly men's group which replicates these traditional supports. The goal is to serve between fifteen and twenty male Survivors who have, until now, been receiving only home visits. Event space was donated by one of the local shuls in Williamsburg. A Yiddish speaking social worker was hired to coordinate this program. Lastly, Pesach Tikvah ran an intensive two-day training conference for caregivers. It provided much needed information, respite, and emotional support. Pesach Tikvah had around 50 attendees.

**Selfhelp Community Services, Inc.**

**New York, NY**

Founded in 1936 by refugees from Germany escaping Nazi persecution, Selfhelp is the largest provider of comprehensive services to Nazi victims in North America, with seven community-based offices in New York City and Nassau County. JFNA funding is being used to increase the capacity of Selfhelp's Nazi Victim Services Program by hiring seven new culturally competent staff to deliver enhanced case management services to 300 new clients, including 240 from the Former Soviet Union, and to expand outreach to Russian-speaking clients throughout New York City.

The funds also support social programs, Virtual Senior Center, legal services, and an agency-wide staff training initiative that intensifies Selfhelp's commitment to PCTI care. Funds are used to support Selfhelp's fifth Conference for Professionals Working with Holocaust Survivors, which focuses on PCTI and takes place in collaboration with JFNA, the Claims Conference, and UJA-Federation of New York.

**Selfhelp Community Services, Inc.**

**New York, NY**

Selfhelp's Virtual Senior Center (VSC) is a unique service platform designed to engage and serve socially isolated older adults, most of whom are homebound due to multiple chronic conditions. Selfhelp's VSC platform features classes tailored to meet the needs of Holocaust Survivors. While Survivors are free to participate in all VSC classes, the content on the Holocaust Survivor platform is open only to Survivor clients. Skilled facilitators who are trained in the provision of PCTI services, either social workers within the Holocaust Survivor program or

specially trained volunteers, facilitate classes in a manner attuned to the needs and issues of this traumatized population. A Current Events class, for example, would be experienced very differently by the Survivor group than by the general VSC population: A discussion on recent events in Charlottesville might evoke traumatic memories for Survivors; the same might not be the case with the general VSC population. In a closed group, with other Survivors, they have the opportunity to process these feelings with other people who have a similar traumatic history, and the class may take on a therapeutic aspect.

**Selfhelp Community Services, Inc.**

**New York, NY**

Selfhelp is establishing a community linkage outreach program to connect with New York City Holocaust Survivors who are currently unserved. Activities include direct outreach and social events to introduce Survivors to the program, as well as training various stakeholders to identify Survivors and provide their own services using a person-centered, trauma-informed approach.

The stakeholders include homecare agencies, managed long-term care plans, social services programs, Interagency Councils on Aging, and hospital discharge planners

Selfhelp is also developing a tool for wider dissemination of lessons learned and models developed, related to the outreach and PCTI training efforts. This tool may take the form of a manual, journal article, or professional presentation. While outreach is the primary focus of the program, some funds are also being used to provide direct services for Survivors introduced to the program through said outreach activities.

**The Blue Card, Inc.**

**New York, NY**

The Blue Card, an organization with a long history of providing aid and assistance to Holocaust Survivors, is developing PCTI Training for the Medical Professional. As Survivors age, their healthcare needs increase. For many Survivors, visiting dentists or doctors triggers the trauma they experienced. Few healthcare personnel have training in identifying or treating Holocaust Survivors. Each program year focuses on teaching a different audience. Year 1 focuses on dentists who are part of Alpha Omega International Dental Fraternity. Year 2 focuses on physicians from two NYC hospitals who serve large numbers of Holocaust Survivors. Additionally, workshops and follow-up are presented through face-to-face sessions, webinars, and teleconferencing. This program provides training and insight on how to identify Survivors and how to provide appropriate PCTI services.

**Ohio**

**Jewish Family Service Association of Cleveland**

**Beachwood, OH**

Jewish Family Service Association of Cleveland (JFSAC) is hiring a Family Care Advocate to coordinate, oversee, resolve and address any problems that may arise in the delivery of care to Holocaust Survivors. Specifically, this position serves as the primary contact for JFSAC



clients, their family members or appointed caregiver and the social and health care services the client accesses.

### **Jewish Family Service of the Cincinnati Area**

#### **Cincinnati, OH**

Jewish Family Service (JFS) draws on its knowledge and history of providing PCTI care to pilot and implement its program, “Tablets and Technology: Alleviating Isolation in Holocaust Survivors.” Through this program, JFS staff and volunteers teach Survivors to use tablet technology that provides socialization opportunities and improves their quality of life. JFS’s trauma-informed program ensures that Survivors stay connected to the community, while also respecting their need for independence by teaching them how to communicate and interact with the world electronically.

JFS’s Tablets and Technology program teaches at least 20 Russian- and English-speaking Holocaust Survivors, many of whom live below 150% of the federal poverty line, how to use a variety of programs to stay connected to friends and family. JFS uses the Generations Online curriculum, which was developed especially to help seniors for whom English is not their first language, become comfortable using new technology. The curriculum helps Survivors learn how to use FaceTime and Skype to connect with friends and family locally and internationally, email for written communication, internet searches for social and intellectual games, and YouTube for entertainment. JFS’s experienced staff adapts the curriculum to include trauma-informed approaches that address the unique needs of Holocaust Survivors.

### **Jewish Family Service of the Cincinnati Area**

#### **Cincinnati, OH**

Jewish Family Service (JFS) is expanding and enhancing its Tablets & Technology program to further decrease isolation and depression among its most vulnerable Survivors. The program achieves several goals. It expands program to support predominantly English-speaking Survivors who already own tablets and isolated, Russian-speaking Survivors living in smaller communities surrounding Cincinnati. It disseminates English and Russian-language lectures (recorded and live-streamed), newsletters, and educational resources on important health and educational information that keeps Survivors with tablets engaged with their community. It develops a “Level 2” technology training for Survivors seeking continued learning opportunities and information on using more advanced tablet functions. It improves the engagement of Survivors experiencing memory loss by finding creative ways for their caregivers to access personalized and culturally-appropriate music solutions through their tablets. Lastly, it supports the dissemination of JFS’ model and Russian translations to other Jewish Family Service agencies across the country.

### **Jewish Family Services of Columbus**

#### **Columbus, OH**

Project ARIEL is, in part, modeled after the Supportive Communities—Aging in Place in Israel (JDC-Eshel) of the Association for the Planning and Development of Services for the



Aged in Israel. The model is both functional and integrative. It is functional because it acts as an umbrella over a vast array of activities of daily living. It is integrative because each component is connected to the others. Components of ARIEL include access of transportation to life-enriching destinations with Companion Care, and Person-Centered, Trauma Informed Expressive Arts Programming to help heal from trauma.

The overarching goal of ARIEL is to improve quality of life by reducing feelings of isolation, increasing independence and engagement, creating a sense of safety and belonging, and improving overall mental health and life satisfaction. Jewish Family Services of Columbus has found that ARIEL improves self-reported measures of quality of life among participants after one year.

### **Jewish Family Services**

#### **Columbus, OH**

Jewish Family Services (JFS) considers its support to Holocaust Survivors to be the most important work it does. JFS is enhancing its program to better serve aging Survivors and deepen the community's capacity to provide PCTI care. JFS is providing intergenerational companions to help aging Survivors socialize and decrease isolation, and engaging Survivors and community partners in developing cross-cultural PCTI programming to connect Survivors with other traumatized populations. JFS' intergenerational and cross-cultural partnerships are expanding PCTI expertise while also developing future sources of funding.

### **Oregon**

#### **Jewish Family & Child Service**

#### **Portland, OR**

Jewish Family & Child Service (JFCS) pilots and refines evidence-based trauma-informed practices which foster an atmosphere of trust and healing among Russian-speaking Holocaust Survivors. When serving Survivors from the Former Soviet Union, JFCS must take their unique experiences into account and devise a specialized, culturally appropriate approach. JFCS is augmenting its current case management and homemaker services with an added counseling component based on the "Seeking Safety" model. This holistic approach combines group counseling sessions, meals and other socialization opportunities, a wellness component, and transportation assistance to and from program activities. The program's goals are to reduce symptoms of post-traumatic stress disorder (PTSD), depression and anxiety among the Survivors served, offer activities promoting improved mental and physical health, and impart trauma-informed empowerment skills to participants that they can use indefinitely. JFCS hopes that positive outcomes serve as a gateway to further treatment and engagement, such as individual counseling and family support for caregivers.



## Pennsylvania

### **Jewish Family and Children's Service of Greater Philadelphia Philadelphia, PA**

The three main goals of JFCS' program are to commit to the process of implementing and sustaining a trauma-informed culture at JFCS and KleinLife, train all staff at JFCS and KleinLife in PCTI care best practices, and implement a revamped, trauma-informed process between JFCS and KleinLife. JFCS has hired a second Russian-speaking Social Worker and revised the staffing plan to accommodate hiring a part-time Social Worker with PCTI care experience to carry a caseload. JFCS is also updating the referral process between JFCS and KleinLife. To improve the process, JFCS and KleinLife identify the current clients who they both serve, and determine the services each agency provides to find potential overlap, services that may complement one another, and gaps in services. JFCS', KleinLife, and the hired consultant then examine the current intake processes of both agencies to identify where PCTI principles can be incorporated. Lastly, JFCS and KleinLife incorporate a process to gain HIPAA authorization from Survivors at the beginning of its relationship with them in order to seamlessly refer them for services.

### **Raymond and Miriam Klein JCC, D/B/A KleinLife Philadelphia, PA**

KleinLife has been serving seniors for over 40 years in Northeast Philadelphia and its new PCTI programs addresses the unmet needs of Holocaust Survivors from the Former Soviet Union. Some of the services offered are culturally-relevant and age appropriate exercise programs that improve physical and mental health, culturally-relevant activities and meals to combat social isolation, and culturally sensitive, alternative mental health services

Dedicated staff and an external consultant evaluate programmatic impact. KleinLife has begun planning for a fundraising campaign targeting children of Holocaust Survivors to maintain programming at the same level after the JFNA funding ends.

## Washington

### **Jewish Family Service - Seattle Seattle, WA**

Jewish Family Service (JFS) Seattle's proposed program improves the quality of care JFS provides to Survivors and expands the level of service it is able to offer to the 60+ Survivors it currently serves. Building on existing services, the program focuses on three key areas: staff and volunteer training and incorporation of PCTI care, increased levels of home care to meet the daily needs of Survivors, and the provision of in-home counseling for Survivors utilizing the PEARLS modality. The primary goals of this work are to allow Survivors to age at home in a safe, stable environment, as well as to reduce gaps in service for Survivors, improve Survivors' mental health, and reduce Survivors' social isolation.