



The
Jewish
Board



COMMUNITY IMPACT REPORT

2024

CARE FOR ALL NEW YORKERS

- 02 Innovating for Our Communities
- 09 Caring for Our Clients
- 13 Elevating Our Staff
- 18 Focusing on the Future







“ Our intention is bold, yet achievable: to be the best mental health and social service agency in the country.

2024 has been a year of celebration and transformation for The Jewish Board as we commemorate an incredible organizational milestone: our 150th anniversary.

Our predecessor agency, United Hebrew Charities, was founded in 1874 by a group of dedicated philanthropists to help struggling Jewish families throughout the city. United Hebrew Charities helped people pay their rent, supported children who had been neglected, distributed clothing and furniture, provided coal for fuel, and even donated funds to enable families to celebrate holidays such as Passover. This work gave rise to many consequential advances, including the professionalization of social work, welfare payments to the underserved, and the development of family court, to name just a few.

As we look back at our legacy, we are transforming ourselves to meet the mental health and social service challenges of 21st century New Yorkers. Today, The Jewish Board proudly empowers our neighbors of all ages, faiths, cultures, and backgrounds. Our work means ensuring that mental illness isn't a barrier to stable and secure housing, that families have the resources to keep their children at home and out of the foster care system, and that high quality mental health counseling is available to all.

Our intention is bold, yet achievable: to be the best mental health and social service agency in the country.

Embedding and scaling scientifically proven, evidence-based treatment models such as Cognitive Behavioral Therapy (CBT), Dialectical Behavior Therapy (DBT) and Multisystemic Therapy (MST), throughout our programs has been an important part of our journey to sustained excellence. We're making sure that our staff is the best-trained in the field, whether by practicing these modalities, through our "Manager's Bootcamp," or by incorporating Six Sigma project management techniques to drive quality for our clients. Concurrently, we've shifted our approach to a more community-based model of care. The upshot of this year of transformative change is that the 35,000 people we serve each year are receiving better, more sophisticated care — closer to their families and loved ones.

The desire to lift up and empower the vulnerable among us is an instinct and a commitment that spans generations. In the pages that follow, as you meet some of our clients, staff, and trustees, I hope you'll find the philanthropic spirit that drove our predecessors in the nineteenth century is very much alive and present in our mission today.

Jeffrey Brenner, MD
CEO

OUR MISSION

To empower New Yorkers by providing integrated mental health and social services with compassion and expertise.

OUR VISION

To transform lives and communities through clinical and operational excellence.



Learn More About Our Strategic Plan, Which Helps Us Meet the Evolving Needs of New Yorkers

jewishboard.org/who-we-are/our-strategy/

For 150 years,
The Jewish Board has
served New York City
with a commitment
to meeting the most
pressing challenges
of every era.

35,000

people served each year

10,651

clients served
by telehealth

3,115

residential clients

150

programs
across 5
boroughs

2,000

employees, including social workers,
psychiatrists, direct care workers,
nurses, and residential staff

The Jewish Board provides integrated mental health and social services to New Yorkers from all backgrounds, utilizing the most current, evidence-based treatments and strategies.

We serve a diverse population through programs and services such as:

- A citywide network of virtual and in-person counseling centers and community-based mental health supports
- Residences for people with intellectual and developmental disabilities
- Housing for adults with mental illness and for children in the foster care system
- A range of social and mental health services for the Jewish community

85 quality improvement projects

1,827

staff trained through 147 live trainings

87%

Would recommend to a friend or family member

From finding new approaches to well-established problems to helping New Yorkers face unexpected crises, The Jewish Board is proud of our ability to be exactly where our city needs us.

440

Jewish people received mental health crisis support in response to October 7

90%

of people served feel services are leading to better health & wellness

89%

Feel they receive the support they need to achieve their goals

Expanding Our Impact Across the City

The launch of two new integrated care clinics in Manhattan and the Bronx brings more services to communities

The Jewish Board has expanded our commitment to client care with the launch of two Certified Community Behavioral Health Centers (CCBHC) in Manhattan and the Bronx.

The new clinics complement our existing CCBHCs in Brooklyn and Staten Island and offer comprehensive, community-based mental and behavioral health services and related social support linkages.

Terri Coyle, The Jewish Board's Executive Program Director for Community Behavioral Health, whose team is overseeing the expansion, explains that CCBHCs act as a one-stop shop for a client's behavioral and mental health needs, regardless of their ability to pay, place of residence, or age.

"In each borough we will have a CCBHC hub," she says. "The key thing is furthering our relationships with emergency rooms, hospitals, housing providers and food pantries to help with all those needs in a community."

The existing hubs were serving some 12,000 unique clients per year, and with the expansion, Terri says, capacity is greatly increased. "The Jewish Board is committed to grow with the communities that need us."



Zero Suicide

A new grant enables us to expand suicide care and save lives

A significant expansion of our mental health practice came by way of a \$2-million grant awarded by the Substance Abuse and Mental Health Services Administration (SAMHSA), a federal agency.

Between 2021 and 2023, 166 Jewish Board clients attempted suicide, with several making multiple attempts. Of these clients, 73 percent went to a medical emergency room or were hospitalized. Our new Zero Suicide initiative will help identify at-risk clients and support them with evidence-based treatments, counseling, and resources. The program will be rolled out over the five-year grant term, reaching clients in all five boroughs.

“Every client in a participating program will be screened for suicide risk, and those who screen positive will get the effective help they need,” says Anna Farmer, director of the Zero Suicide core team. “Given the sheer number of clients we serve across the city, we can have a huge impact by improving our suicide care practice.”



The Jewish Board is one of only 17 organizations nationwide to receive Zero Suicide funding.

If you or someone you know is struggling or in crisis, help is available.

Call or text 988 or chat at 988lifeline.org

Brighter Pathways

Putting substance use front and center

Brighter Pathways, The Jewish Board's first dedicated substance use treatment program, officially opened its doors in April.

The newly launched program is licensed by the Office of Addiction Services and Supports (OASAS), offering outreach and counseling for individuals and their families to help them manage the dynamics of addiction. Eligible clients include adolescents 12 to 17 years of age and adults 18 years and older, who may receive support on an individual or group level. In its first three months, 50 clients were registered for intake and screening.

Once enrolled in the program, services include counseling and psychiatric services, Medication Assisted Treatment (MAT), relapse prevention, peer services, and access to care coordination services.

The launch of the program has been overseen by Deborah Zicht, LCSW-R, a credentialed substance use and alcohol counselor who has been at The Jewish Board for 28 years. Brighter Pathways, Deborah says, will differ from The Jewish Board's other programs in that substance use will be "up front and center."



“Brighter Pathways fulfills a critical aspect of The Jewish Board's mission: offering integrated care with compassion and expertise.

- **DR. ANDREW PEARSON**
CHIEF MEDICAL OFFICER



Transforming the Way We Work

An agency-wide clinic initiative targets improved efficiencies and client care

A transformation of outpatient mental health clinics is underway at The Jewish Board. While the immediate goal is enhancing efficiencies and operations, the ultimate goal is delivering an even higher caliber of care to many more clients.

“We have a number of clinics all over the city—some have been really utilized while others under-utilized,” said Terri Coyle, the executive program director overseeing the initiative. With over 80% of our counseling services now delivered virtually, the clinic transformation plan has shrunk the physical footprint from fifteen to six in-person clinics.

“Every client now gets quick access to care. Within seven days of intake, they have a treatment plan, are then linked to a therapist, and then are linked to the appropriate evidence-based treatment model,” Terri said.

Next up: plans to speed up and expand capacity for intakes and streamlining clinicians’ caseloads. Along the way we are actively collecting data so that we can make informed decisions. “Data can help the team keep an eye on the overall mission and ensure things are moving smoothly for our clients,” Terri said. It’s all part of our mission to provide “the most expert mental health clinics in New York City.”





Supporting Jewish Youth in Crisis

How our Jewish Community Services team responded to the crisis in Israel



“We opened the door so that everyone in the community could come to us and we could filter the needs and leverage our knowledge for short-term crisis support.

- RIVKA NISSEL
DIRECTOR OF JEWISH
COMMUNITY SERVICES

This year, as the aftermath of October 7 has affected people both in New York and in Israel, The Jewish Board was called upon to provide counseling, crisis support, and linkages to other needs — including medical, financial, legal, and housing — to both visiting Israelis and those who have or lost family in Israel.

As a licensed clinical social worker and The Jewish Board’s Director of Jewish Community Services, Rivka Nissel is accustomed to addressing a range of crises — from families experiencing domestic partner violence to people who have been impacted by war arriving in New York from countries such as Ukraine.

“As war broke out, we had to pivot and respond,” she said. “We have a model with a centralized portal for requests for services, and we were able to lean into that and adapt it for this crisis,” she said.

“We opened the door so that everyone in the community could come to us and provided a lot of support spaces in schools, synagogues, and Hillels for people who were directly impacted,” she said, “We also provided ongoing support for teachers visiting from Israel, working at Hebrew

Public Charter Schools who were significantly traumatized by the events.”

Working with Hillels on local campuses such as New York University, Columbia, Barnard, Binghamton, and Stony Brook, we provided mental health support to students, staff, and administration. For these young people, emotional safety and security was especially important; their high-school years were impacted by COVID-19 and their college years are now marked by campus disruptions and a new wave of antisemitism.

Our outreach team provided healing spaces for anyone feeling impacted by the conflict in Israel, including journalists and nonprofit staff who were experiencing trauma due to their heightened level of exposure to ongoing events. As of October 2024, we have supported over 550 people with 160 services.

A Room Of His Own

A personalized approach helps a client succeed in a supportive apartment program

Supportive housing is one of the anchors of The Jewish Board's mental health services, providing our clients with a place to call home and services to aid their recovery.

The kind of housing program in which we place our clients, says Anné York, LCSW, and director of our Manhattan adult housing programs, is based on "really understanding their needs and meeting them where they are."

But there are challenges to that, "especially for those living with mental health issues and those who are not always connecting with reality," she says.

Such was the case with Michael, a 69-year-old client living with schizophrenia, who had failed to thrive in numerous housing models, including single rooms in a congregate setting and a variety of shared living situations.

Michael transferred into a Jewish Board residence. He originally struggled to follow the residence's rules, by engaging in physical violence and acts of aggression. He did not want to take psychiatric medication, was at risk for incarceration, and was on the verge of being discharged from the housing program.

A team of Jewish Board professionals came together with Michael to focus on a solution. Michael shared that he does not like people in his space, or being told what to do. So we decided to try a different approach: he would reside in an independent one-bedroom apartment within our program. Our support plan included community-based wrap-around services at least five days a week, in addition to case management and other services.

To help Michael develop the skills to maintain his home and avoid regressing into prior habits such as hoarding, a dedicated internal "Safe and Secure Homes" team became a resource. His case manager worked with him on small steps, like developing comfort with public transportation within the city so that Michael could get back and forth to a library in Harlem, where he liked to play checkers. He also acquired a cellphone that enabled him to be in contact with his care providers.

Small acts of independence like these gave Michael a growing confidence and boosted his sense of determination. Michael has been living independently, with our supports, for over six months with no hospitalizations, violence, or other challenges.



Meet More of
Our Clients
jewishboard.org/stories

A Common Goal of Care

Combining treatment models helps an adolescent rejoin her family



Born with prenatal drug and alcohol exposure, Melanie experienced severe tantrums and behavioral issues starting at age two. She began outpatient mental health treatment at age seven and was ultimately hospitalized for self-harm and a suicide attempt. Her well-being was her family's top priority, but they were struggling with how to best support her.

By the time she was 16, Melanie was diagnosed with ADHD and bipolar disorder. After increased incidents of physical aggression toward her peers and failing to follow rules at home and at school, Melanie's mother felt unable to keep Melanie and her family safe. She turned to New York City's Administration for Children's Services (ACS) for support; they, in turn, referred her to The Jewish Board for our youth services and community residence program.

Therapy with our Bronx Children and Family Treatment and Support Services program gave Melanie and her family a chance to learn coping skills. Engaging the whole family and enabling them to see how they might better support one another led to better outcomes for everyone involved. Melanie was invited to live at one of the Jewish Board's Bronx Community Children's Residences, where she had consistent access to comprehensive clinical treatment including family, group, and individual therapies.

After less than a year in our therapeutic residence, Melanie began spending more time at home, visiting for weekends and school vacations. As Melanie continued to meet her recovery goals, she returned to living fully at home, reintegrating with her family and community.

Terrance Martin, LMHC, CASAC-M, and Director of the Bronx Children and Family Treatment and Support Services said, "Historically, healthcare has been fractured, and the beauty of our programs working together is the success of providing high-quality services with different stakeholders working together efficiently."

Striking Up Friendships

A bowling alley is the perfect location for our youth residents to connect

Last winter, children from The Jewish Board's children's community residences got the ball rolling in a bowling league that sharpened their skills at aiming the ball and forming friendships.

Residents of four children's residences from the Bronx and Staten Island came together to participate in the eight-week program culminating in an all-residence competition held at Bowlero Chelsea Piers. Thanks to funding from UJA Federation's Sport for Youth, Jewish Board staff oversaw weekly practices, kept score, and at the final event, awarded each player with a certificate of participation plus a special recognition such as "MVP," "Best Team Spirit," "Most Improved" -- and even "Most Spicy" for an especially outgoing player!

"It was extraordinary," said Yosemite Riley, The Jewish Board's Client Events Coordinator. From snacking on wings, pizza, and french fries, to playing in the game arcade for prizes, the bowling event was not only fun, but also helped kids build social skills and patience.

Yosemite organizes events for clients throughout the agency and looks for activities that are typical of a New York City experience, from sports events to visits to cultural institutions and tourist attractions. The variety of experiences we offer, Yosemite says, "can make a big difference and cause someone to open their eyes and say: 'This is something I can be doing for myself.'"



Holding the Banner High

Our Values Ambassadors put our principles into practice

Every month, we honor a Jewish Board employee as a Values Ambassador, someone who exemplifies our core values:

**Treat Every Person
With Dignity**

**Embrace Each
Other's Differences**

**Strive To Be
Outstanding**

**Engage Individuals and
Families As Partners**

Staff throughout the agency nominate their colleagues, with a panel of agency staff and Trustees making the final decision. Every Values Ambassador is recognized to the entire agency and receives a bonus.



CHRISTOPHER REID
Client Engagement Training Supervisor

As a client's first point of contact, Christopher Reid sets the tone

As a Coordinator and Client Engagement Training Supervisor for One Call, our phone support hotline for families and individuals seeking counseling services, Chris Reid is the first point of contact for individuals who may be experiencing a crisis — an essential role for helping those who call when they have few other places to turn.

Since 2022, Chris has combined his natural empathy and specialized knowledge to build rapport with each caller — skills that are incredibly effective in reassuring all that they are in the right hands. His colleagues have praised Chris for going above and beyond.

Chris was honored for living the value "*Engage individuals and families as our partners.*" During his acknowledgment, Chris shared, "Everyone has their struggles, and some have more than others. We are all human beings going through a journey in this life. I'm always looking at our clients as if they could be me and ask what kind of help would I want and need? I just try my best with whatever work I do to help people get the help they need."

Innovating in the Field

The Social Work Residency is breaking ground and improving client care



In 2023, The Jewish Board launched its innovative Social Work Residency, a full-time, paid training program that gives newly graduated social workers a foot in the door with hands-on clinical experience in behavioral health.

The cohort of 25 residents worked directly with clients in 10 clinics and received seven hours a week of didactic training in evidence-based practices such as Dialectical Behavior Therapy (DBT), a talk therapy focused on core skills for emotions management, and Child Parent Psychotherapy (CPP), a therapy model for very young children who have experienced trauma.

Our second cohort is being trained in a new track in Cognitive Behavioral Therapy (CBT), an evidence-based model that helps people understand and change their behavioral patterns. With 11 new residents in our second cohort, we are thrilled to now have residents working in all five boroughs.

“This is truly an equity situation,” says Karen Greenbarg, LMSW, manager of the Social Work Residency. “Specialized services such as DBT and CBT are not always available at the community health clinic level, and now thanks to our social work residency, they will be.”



Learn More About the
Social Work Residency
jewishboard.org/swr

Reaching for Excellence

The Jewish Board's first Quality Symposium was a meeting of the minds on improving client care

The Jewish Board's first-ever Quality Symposium brought together a diverse audience of staff, trustees, and government officials, a milestone in our ongoing journey of reaching for excellence.

"Our vision is to empower staff problem-solving at all levels," stated Chief Administrative Officer Natalee Hill, who oversaw the Quality Symposium. And that started with training senior leadership in Lean Six Sigma, an internationally recognized process improvement methodology, in 2022, and expanding the training to all agency staff in 2023.

Over 100 staff members undertook more than 85 rigorous quality-improvement projects using this methodology—ranging from human resources processes to clinical practices and client service delivery.

The symposium was a celebration of these successes, showcasing improved accounting practices and data analytics; clinical documentation and medical inventory controls; better tracking of clients via progress notes and monitoring those who miss appointments; and reducing the wait time for residential housing for people with mental illness from 40 days to 14.

This reduced wait time, says Natalee, "means more than 300 additional nights spent in our facilities, which makes a real-life impact for people who now have housing."



“It’s a journey and that means ups and downs, and at the end, everyone was excited, which was a recognition of all the hard work, sweat, and challenges.

- NATALEE HILL
CHIEF ADMINISTRATIVE OFFICER

Bridging the Gap Between Technology and Human Services

Chief Information Officer Besa Bauta keeps the focus on our clients



BESA BAUTA

Chief Information Officer

“I want to give people the right tools with the right fit to do their jobs. I want to position The Jewish Board as the leader in incorporating technology.”

Besa Bauta is The Jewish Board’s Chief Information Officer, but that is just one of many hats she has worn in her career. Educated as an anthropologist and biomedical engineer, she is also a public health researcher and educator, licensed social worker, professor, author, and an expert in emerging technologies, including Artificial Intelligence (AI)—long before it became a buzz word. In recognition of her many achievements, in 2024, Besa was selected as one of City & State’s 50 “Above and Beyond Women.”

Originally from Eastern Europe, Besa has worked across the world—from volunteering to deliver medical supplies in Macedonia and Kosovo, to Afghanistan, where she worked on information projects and provided education and mental health services to young girls in Kabul. In Africa, she worked in Uganda and Kenya, helping under-resourced clinics improve their health systems information technology, and, in South Africa, worked on HIV/AIDS initiatives.

In her role at The Jewish Board, Besa leads the team that is “the glue and the background that makes things run,” managing all the technology, information and data that enables programming and helps the organization, overall, achieve its goals.

Rather than presenting a divide between human services and technology, Besa says, technology can “really help people understand the business and the people you really care about.”

Since joining The Jewish Board in May 2023, she has been creating tools for staff to work more productively and to provide optimal client care. For example, with enhanced systems in place, staff will be able to better search electronic health records, extract client histories, and create better summaries to enhance their ongoing care.

“I want to give people the right tools with the right fit to do their jobs,” she said. “I want to position The Jewish Board as the leader in incorporating technology. We can be an example of how technology can enable client data and outcomes to provide better integrated care.”

Coming Together for Cause and Community

Cycle of Support raises funds for our children's mental health programs.

Our annual bike ride flew past our fundraising goal, raising upwards of \$850,000, making this year's Cycle of Support the most successful ride yet. With 375 registered cyclists, Jewish Board staff and volunteers celebrated 16 years of riding to support mental health programs. More than 20 teams, 123 corporate sponsors, and over 600 individual donors joined together to support the ride and its mission.



Drawing on Our Past to Shape the Future

The Jewish Board celebrates 150 years of impact

2024 marked the 150th year since United Hebrew Charities was founded to serve Jewish immigrants from Central and Eastern Europe who were facing challenges in their new lives—finding jobs, paying rent, and addressing health concerns arising from overcrowded living conditions.

The present-day Jewish Board of Family and Children's Services is not only the direct descendent of United Hebrew Charities but the culmination of more than 30 predecessor organizations that came together over the following decades to serve the vulnerable, including the National Desertion Bureau, which helped Jewish families track down the husbands who abandoned them.

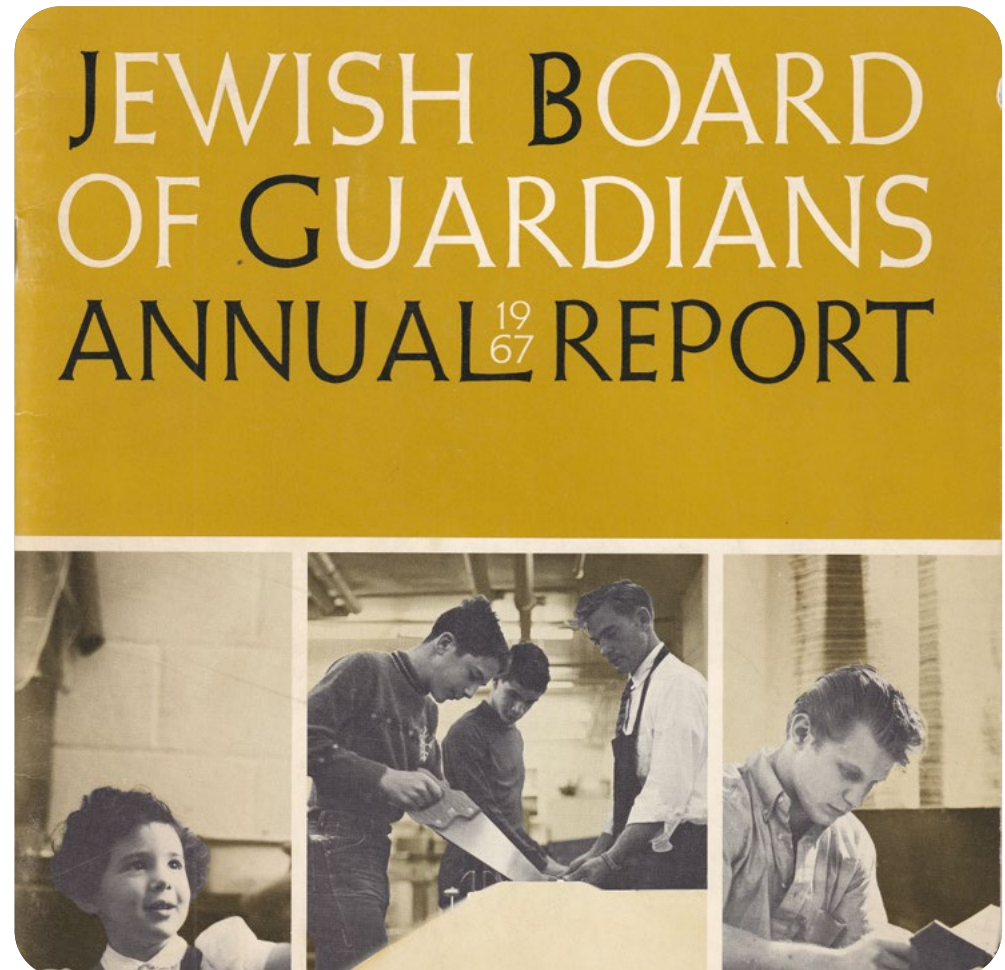
To celebrate this milestone anniversary, throughout 2024, we hosted a series of events and exhibits to honor our rich legacy and created a lasting record to preserve stories of our essential contributions to mental health, social work, and our city's development.

Exploring and learning from the challenges of the past 150 years has positioned us to shape the future of mental health social services in the 21st century. We look forward to our next chapter.



Watch Our Video About
The Jewish Board's
150 Year History

vimeo.com/jewishboard/150







Finding Hope and Support

Trustee Susan Sarnoff Bram's mission to support NYC's under-served youth



SUSAN SARNOFF BRAM

Trustee

“I’m proud to be part of an agency and Board that is committed, caring, and sees the value of every New Yorker.”

A lifelong New Yorker, Susan and her husband Jonathan have long been active in Jewish philanthropy. And, with a master’s degree in special education and a history of working in hospital clinics and educational therapy, Susan has a particular interest in empowering under-served children and their families.

Susan initially became involved in The Jewish Board through UJA-Federation, and as a Trustee now co-chairs the Youth and Family Services and Development Committees, two areas of passion.

“I love the programs that directly impact families, especially the preventive work. When a family is in crisis, you partner directly with them, helping them find hope and support. It isn’t just busy work or checking off a box—The Jewish Board is committed to holistic solutions that offer sustained success.”

Susan cites our residential and clinical programs focusing on LGBTQ+ youth as an example of how The Jewish Board responds to the needs of young people by validating their experiences, giving them a safe space to be their authentic selves, and creating opportunities for them to thrive.

“It’s something I think about a lot—teenagers feeling alone and who would rather be homeless than in a place they’re not welcome,” she said. “Now, they have a place to sleep and a group to be a part of. I’m not saying The Jewish Board can fix everything, but by changing hearts and seeing people as humans, not entities, you can start making changes in an individual’s life. I’m proud to be part of an agency and Board of Trustees that is committed, caring, and sees the value of every New Yorker.”

Board of Trustees

Our Board of Trustees is essential to The Jewish Board’s success, helping us build on our legacy of 150 years of caring for our fellow New Yorkers. As key decision makers, our Trustees are integral to The Jewish Board’s fundraising, strategic planning, and advocacy efforts—assuring that we can deliver on our mission and vision well into the future.

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*Denotes a member of the Executive Committee

Our Financials

One of the four pillars of The Jewish Board's Strategic Plan is financial sustainability, and we remain focused on cost reductions and revenue optimization. With hard choices and program consolidations, this year we erased a nearly \$20 million deficit, so that our agency can thrive and offer high quality services well into the future.

SOURCE OF REVENUE	REVENUE AMOUNT
Medicaid	\$84,053,246
Private Insurance and Direct Payments	\$10,006,773
New York City and County Funding	\$11,305,945
New York State Funding	\$78,339,162
Federal Funding	\$12,138,050
Donations and Donated Services	\$14,235,981
Other (Includes \$10M PPP loan proceeds)	\$12,903,295
TOTAL	\$222,982,452

EXPENSES BY DIVISION	EXPENSE AMOUNT
Youth and Family Services	\$42,175,003
Community Behavioral Health	\$53,933,293
Adult and Family Residential	\$51,145,313
Jewish Services	\$36,522,677
Site Maintenance	\$5,753,012
Administrative and Other	\$47,185,097
TOTAL	\$236,714,395



A Champion

For All New Yorkers

The Jewish Board is extremely proud to be one of more than 100 beneficiary agencies in the UJA-Federation of New York network. We couldn't provide the breadth and depth of quality mental health care, housing, and services to the Jewish community without their support. We are grateful to them for being a champion for all New Yorkers.

Join us in making an impact in communities across our city:
[JEWISHBOARD.ORG/JOIN](https://www.jewishboard.org/join)

**The Jewish Board of Family
and Children's Services**
463 7th Avenue, 18th Floor
New York, NY 10018
[jewishboard.org](https://www.jewishboard.org)

For 150 years, The Jewish Board of Family and Children's Services has been empowering New Yorkers through innovative, high-quality mental health, housing, and social services. With compassion and expertise guiding our work, we serve over 35,000 people of all ages and backgrounds across the five boroughs of New York City.

