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Dear Friends,

2024-2025 has been an exceptional year for Jewish Family Services! We began the year with the celebration of JFS' 175th Anniversary with Andy Cohen and ended the year with welcoming a new slate of Officers to the JFS Board of Directors at a special Annual Meeting in conjunction with the Federation and Richmond Jewish Foundation.

In 2024-2025, we served over 30 percent more older adults and adults with disabilities, helping them with the services and resources they need to age with dignity wherever they call home. It is our privilege to serve these seniors—Nanas, Grandpas, Mothers, Fathers, Friends, Colleagues and Neighbors—and give them the help they need to lead lives still engaging with the ones they love.

We have completed Year 2 of our 3 year pilot program, *"Valuing Care Aides and Their Work,"* made possible by the support of the Richmond Memorial Health Foundation and the Bob and Anna Lou Schaberg Foundation. Their

generosity has made it possible for JFS to elevate and value our Care Aides by increasing their pay, having a system for emergency rides for Aides when they need them and developing a training program that offers them Certifications in important subjects in their field. Today, we have 122 JFS Care Aides; over half of them have become Certified Dementia Care Aides or earned their End of Life and Self Care Certification. This pilot program helps to elevate the Aides, honor their choices and interests, and remove barriers to their success. The result is that our number of Aides has grown this year by 30 percent and our retention of Care Aides is more than double industry standards. **JFS Care Aides are professional, respected, motivated, accomplished and amazing!**

In Counseling, we launched the FAMILIES caregiver support program for primary caregivers of loved ones with dementia. FAMILIES is a research proven program that equips primary caregivers and their Care Team of family members and friends with

the tools they need to manage the challenges of dementia care. This program is made possible by a two-year grant from Jewish Federations of North America, JFS Richmond's first program with them.

JFS Adoption and Connecting Hearts have been exceeding their targets and finding homes for children and youth, whether those homes are kinship foster placements, foster placements as the first step to adoption, or adoptions.

We have had much to celebrate and much to be thankful for. These successes and many others that you will read about in this Annual Report are only possible through the leadership, generosity, and support of our board, donors, volunteers, and friends. We are grateful for your kindness and honored to have you as our partners in our shared mission to *Transform Lives and Strengthen our Community.*

With Our Sincere Thanks,



Dr. Michael Mandel, President

Michael Mandel



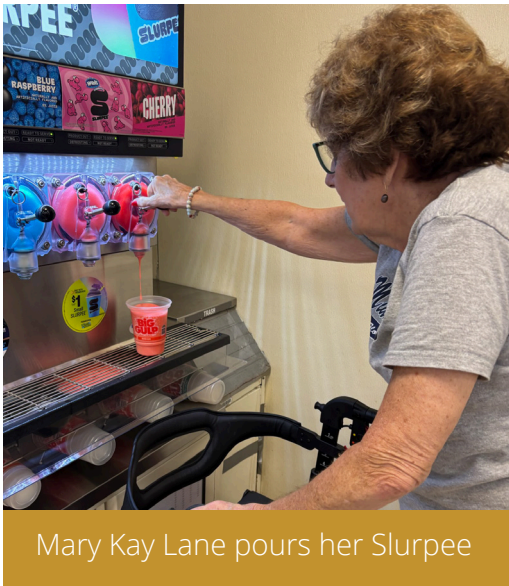
Wendy Kreuter, CEO

Wendy Kreuter

CAPABLE

Thanks to CAPABLE, a retired paralegal turns a personal goal into a real achievement, gaining mobility, confidence and independence while staying safely in her own home.

For most people, a Slurpee is a simple convenience store treat. But for Richmond resident Mary Kay Lane, a retired paralegal in her 70s, it became a symbol of independence and a personal goal she set for herself months ago. With the help of the CAPABLE (Community Aging in Place, Advancing Better Living for Elders) program, she recently walked confidently into a local 7-Eleven, selected her favorite frozen drink and walked back out without a stumble.



Mary Kay Lane pours her Slurpee

When asked at the start of the program what independence meant to her, Lane didn't hesitate: "I want to be able to go to 7-11 to get a Slurpee and walk in and out without falling," she said. For someone who had struggled with balance issues, this small act was a major triumph.

Lane's journey to that moment was supported by a dedicated team from CAPABLE, a free program offered locally through Jewish Family Services Richmond and Beth Sholom Senior Living. CAPABLE helps low-income seniors remain independent, safe and confident in their homes. Unlike other

programs, CAPABLE is fully client-driven. Participants set their own goals and the team provides the support and tools to achieve them.

Over four months, Lane worked with Occupational Therapist Tomeeker Gary, a Registered Nurse and a Handy Worker in her apartment. The team assessed her home for safety and installed grab bars to prevent falls. They also provided a new rollator, giving Lane the stability she needed to move more freely and safely. When the idea of a motorized wheelchair came up, she quickly declined. "I can't do much, but I can do this," she said.

Developed by the Johns Hopkins School of Nursing, CAPABLE has been proven nationwide to reduce hospitalizations, improve quality of life and increase independence for older adults. Participants focus on activities that matter most to them, whether that's walking to the mailbox, cooking safely or, in Lane's case, enjoying a favorite treat without fear of falling. The program combines healthcare expertise with practical home modifications to help older adults achieve their personal goals.



Mary Kay Lane

Lane's success is a testament to the program's mission. With a small goal achieved and newfound confidence, she now looks forward to continuing to live safely and independently in her home, one step at a time.

CAPABLE is open to Richmond-area residents age 60 and older who face challenges with daily activities such as bathing, dressing, cooking, or walking. To learn more or make a referral, email capable@jfsrichmond.org or call 804-282-5644. Visit www.jfsrichmond.org for more information.



CAPABLE

DEVELOPED BY THE JOHNS HOPKINS SCHOOL OF NURSING

AT JFS RICHMOND



SPONSORED BY



Counseling

After suffering loss and searching for the right support, Norma Valente found healing and connection through JFS counseling.

When Norma Valente lost her husband in early 2020, her world changed. In the midst of grief, she turned to Jewish Family Services, beginning what has now been a five-year journey with Dr. Sydney Fleischer.

“Dr. Fleischer has helped me in a lot of ways,” Valente said. “There have been many difficult challenges in my life since I started seeing her, and she has skillfully supported me and guided me with care and wisdom.”

Valente had occasionally seen therapists before, but did not feel truly connected with them. With Dr. Fleischer, something

was different. She immediately felt understood and supported in a way she hadn’t experienced before.



Norma Valente

“When I initially started working with her, I never expected our relationship would continue so long,” she said. “The longer I have worked with her, the more meaningful the experience has become.”

In addition to finding healing through counseling, Valente said Dr. Fleischer has encouraged her to embrace new ways to express herself. She now writes and performs “sitdown comedy” on getting older.

“Sydney is a wonderful guide and partner in my journey,” Valente said. “I am grateful she is in my life.”

Home Care

A daughter's words capture how JFS's care makes a difference in difficult times.

After the passing of Clemmon Hough Jr., his daughter Angela left a heartfelt voice-mail for JFS to share her appreciation for the care her father received. Her words reflect the compassion and dedication of the staff who supported her family during a difficult time.

“The gentle, kind hospitality JFS gave is an understatement, but the caring way your staff — ND, Tabitha, Rose — took care of my father was unbelievable,” Angela said. “It’s just their tenderness and their genuineness they showed. You can have people that do a job to care for people, but they are genuine souls that care for people who can’t care for themselves. I literally entrusted them to take care of my father, and they did that hands down.”

For Angela, JFS’ care went beyond professional support. It was personal, thoughtful and filled with empathy. Each interaction left her confident that her father was in the best hands possible. In times when families often feel uncertain and overwhelmed, she found comfort in knowing

her father was surrounded by people who treated him with the same tenderness they would offer their own loved ones.

Angela’s gratitude extended beyond words. She wanted to make sure others knew about the care JFS provides.



Care Aides (L to R): Tabitha, “ND” and Rose

“Once again, thank you and your agency so much for helping this transition of my father to be peaceful,” she said.

Her message serves as a powerful reminder of JFS’ mission and shows how much a little kindness, gentleness and genuine care can mean in moments that matter most.

Lights of Love

Bringing holiday joy and meaningful connection to Richmond families, one flame and gift at a time

Since 2019, Lights of Love — a partnership between Jewish Family Services Richmond and the Jewish Community Center — has become a cherished Hanukkah tradition.

Each year, a display of paper flames at the JCC represents gift requests from com-



Lights of Love display at the JCC

munity members in need. In 2024–25, our community fulfilled 220 flames, ensuring that every request was met.

Volunteers came together at wrapping parties, with support from the Jewish Federation and Pearl Society, to prepare the gifts for foster children, seniors, home-care clients and counseling participants.

Holiday giving grew even further through a partnership with the Richmond Area Bicyclists Association, which assembled 28 bikes and helmets for children in Fairfield Court, Mosby Court and foster care. With storage space donated by JFS Board Member Dr. David Galpern, staff and volunteers braved the cold to deliver



Children with new bikes

them—bringing joy and connection to families across Richmond.

Through Lights of Love and partnerships like these, JFS continues to brighten lives, one flame at a time.

JFS Transforming Lives

1,780

Clients Served



121,348

Hours of Service



54.0%

Clients are Low-Income



1,393

Older Adults Supported



907

Clients Received Counseling



494

Clients Received Memory Assessments



55

Care Aides Became Certified Dementia Care Specialists



20

Certified End of Life & Self-Care Specialists



46

People Aided by Jewish Care Line



Development

Three generations of Thalhimer leadership and philanthropy support JFS' 176-year mission

We are grateful for the important role that three generations of Morton Thalhimers have had in the work of the Ladies Hebrew Benevolent Association/JFS over the last 176 years. Morton G. Thalhimer* partnered with his cousin, William B. Thalhimer* to purchase Hyde Farmlands near Blackstone, VA to help German Jewish agricultural students to continue their education. In 1938, the students' lives were saved when they immigrated to the US and came to Hyde Farm.

Morton G. Thalhimer, Jr. and his wife, Nancy, met while she was in Richmond visiting her grandparents. Mort and Nancy raised 3 children, Mort III, Richard and Leigh. They both were outdoor enthusiasts who loved skiing, tennis, golf and travel. The couple were focused on supporting the Richmond community. Nancy was a Board

Member with Sheltering Arms and the Council of the VMFA. Mort was Sheltering Arms President, received the Clara Barton Award from Elizabeth Dole for his work with the Richmond Chapter of the American Red Cross, and in honor of Nancy's attendance there, was a leader for Collegiate school.



JFS 150th Anniversary: Mort III, Mike Wallace, Nancy, Mort I

Community service is a family tradition for the Thalhimers. Mort III was a longtime JFS Board Member. He became JFS President and Co-Chair of the JFS 150th Anniversary Celebration in 1999. Mort III and his Dad were quite successful working as a team and asked all the local and national banks in Richmond to support JFS' 150th. Their work led to a very successful 150th Anniversary event. Following his Presidency, Mort III became a Trustee of the JFS Supporting Foundation.

JFS was honored to receive a meaningful gift from the estate of Morton G. Thalhimer, Jr.* and Nancy P. Thalhimer* in 2025. Their memories will be a blessing to JFS and our community for years to come.

Life and Legacy

JFS is proud to participate in the Life and Legacy program in partnership with Richmond Jewish Foundation for nine years. We are honored to recognize those who have made Legacy gifts to JFS and our mission to *Transform Lives and Strengthen our Community*.

Anonymous (10)

Scott and Nancy Belleman

Kenneth Bendheim

Sam Coleman and Kathy Coleman

Frona and Alan Colker

Judy K. Crocker

Bonnie and Marx Eisenman, Jr.

Ronald and Benita Felmus

Marilyn Lipsitz-Flax* and Robert Flax

Dr. Sydney Fleischer and Dr. Mike Camp

Dr. David and Robyn Galpern

Mark and Ashley Goodstein

Marc and Chris Greenberg

Michael and Susan Haubenstock

Bernard L. Henderson Jr.

A. Cecil Jacobs

Shelly Janus*

Faith Kallman

Retta Leigh Keil

Dr. Beverly and Sidney Koerin

Wendy Kreuter

Sheryl Luebke

Rebecca Mann

Sandy Marks

Linda W. Mays*

Martin and Kim Miller

Abby W. Moore

Sara Belle November*

Neilson J. November*

Lauren and Michael Plotkin

Paige L. Quilter

Richard and Jessica Samet

Jerrold and Ann Samford

Susanne Shilling*

Sandra Sisisky

Morton G. Thalhimer, III

Robert L. Thalhimer

Alan and Gail Werner

Dean Whitbeck

*Of blessed memory

Outstanding Woman Award

JFS Richmond CEO honored as a 2025 YWCA Outstanding Woman at a luncheon on May, 8 2025.

JFS Richmond CEO Wendy Kreuter was named the 2025 YWCA Outstanding Woman Award Winner in Health and Science. Wendy is one of nine women in leadership across Richmond who were recognized for their bold leadership, making change, and empowering women in their fields.

"No matter what our particular job, especially in our world today, we are called to be Tikkun Olam—repairers of creation. Thank you for whatever you do to bring joy and light and hope and faith and pardon and love to your neighborhood."

Wendy would like to thank YWCA of Richmond for this great honor. JFS would like to thank the Table Hosts who brought the group of friends to support Wendy at the OWA luncheon (picture on cover): Richard Birnbaum, Ron and Benita Felmus, Sandy Sisisky, Eric Shoenfeld, David Galpern Martin Miller, the Jewish Community Federation of Richmond, Richmond Jewish Foundation and Congregation Beth Ahabah.



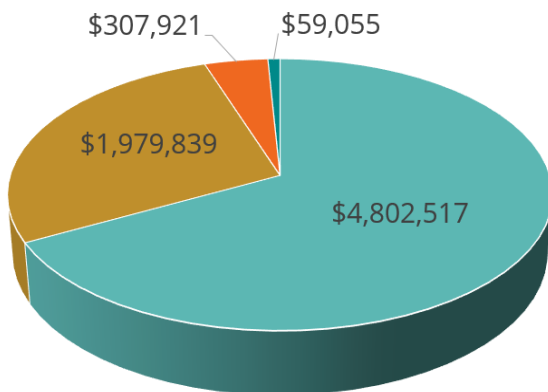
Wendy Kreuter

Wendy became JFS CEO in 2016 after a successful career at the Faison Center. Under Wendy's leadership, JFS has grown in services offered, number of staff and impact in the community. In 2024 JFS celebrated the 175th anniversary of its founding and impact of its mission to Transform Lives and Strengthen our Community.

In her award acceptance remarks, Wendy quoted Mr. Rogers:

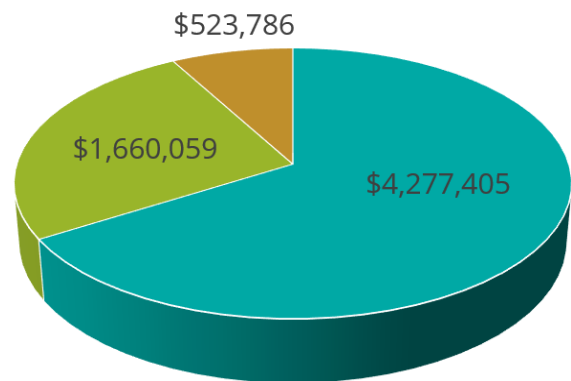
Revenue/Expenses

Revenue



- Program Revenue
- Fundraising
- JCFR/JSSF
- Other

Expenditures



- Program Services
- Fundraising
- Management & General



For 176 years - through pandemics, wars, and recessions - Jewish Family Services has served Richmond-area families and individuals of all ages, faiths, races, and incomes with exceptional care, guidance, and support.

Thank you for helping make it all possible.

JFS IS A PROUD PARTNER OF _____



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Transforming Lives. Strengthening our Community.