



MAKING AN IMPACT ONE PERSON AT A TIME



Annual Report 2022

JCA BY THE NUMBERS IN OUR 49TH YEAR

Thanks to our generous funders, supporters, and partners, JCA directly served more than 6,000 people during the fiscal year that started July 1, 2021 and ended June 30, 2022. We also reached at least 18,000 indirectly through our website, social media, and *Senior Resources Guides* in *Washington Jewish Week*.

Here's just a sampling of our success:

55 individuals

with early-stage memory loss participated in our Samuel J. Gorlitz Kensington Clubs through both in-person and online programming.

We served **514 students** with 167 adult volunteers serving a total of 4,667 hours through the Heyman Interages® Center.

109 people

graduated from the Career Gateway, the second year of record-breaking numbers.

2,137 people were guided through Medicare intricacies by the State Health Insurance Assistance Program (SHIP).

A total of **2,832 jobseekers** participated in nine virtual 50+ Employment Expos, six in Montgomery County, MD and three for Northern Virginia.

71 trainees

received on-the-job-training through the Senior Community Service Employment Program (SCSEP), a **16% increase** over last year.

378 callers

connected with our Senior Helpline.

Elder Buses made **19,557 trips** to senior centers for 180 passengers.



We continued our Loaves of Love program to deliver challah for the Sabbath tables of 24 families once a month. This small program is extremely meaningful to volunteers and recipients alike. Board President Howard Gleckman (right) delivered challah regularly and affirmed, "It's a wonderful way to start my Sabbath."

LETTER FROM THE PRESIDENT



“We have developed a new strategic plan that will guide us as we expand the services we provide to older adults and their families in our community.”

It has been my great honor to serve as JCA's Board president for the past two years. As my term ends, I'd like to reflect on what JCA is doing for older adults and their families today and, more importantly, where the future will take us.

It has been an eventful time. CEO Shane Rock will soon begin his third year leading JCA, supported by an enthusiastic and committed Board. We've successfully navigated the pandemic for yet another year.

This past spring, we held an in-person event for new and old friends. And we've found new ways to help older adults and their families in the greater Washington area thrive.

We have developed a new strategic plan that will guide us as we expand the services we provide to older adults and their families in our community. We've put JCA on a stronger financial footing. We've even done our part to help the environment — and save some money — by putting solar panels on our roof.

But let's look ahead.

We are expanding our Interages® program, as we find new ways to build connections between older adults and school-age children through in-person and virtual mentoring, letter-writing, and more.

The pandemic taught us that virtual 50+ Senior Expo job fairs are more effective and convenient than in-person events. That means we will continue to build our online programming for older adults who are looking for jobs and local businesses who want to hire them. At the same time, we will grow our mentorship and training programs for older adults looking for jobs.

Our Gorlitz Kensington Clubs adult day program for people with early-stage dementia will continue to evolve and grow. We took KC virtual during the pandemic. We are back in-person now while still providing some virtual programming. In the coming year, we hope to expand KC to serve new communities.

That's just a taste of where JCA is headed.

As my term as Board president ends, I'll be leaving JCA in the capable hands of CEO Shane Rock, our new Board president Ronna Borenstein-Levy, and all of our staff and lay leaders. I'll continue to volunteer and support JCA, and I hope you will too. Together, we can help older adults maintain dignity, vitality, and independence. And thrive.

Best regards,

A handwritten signature in black ink, appearing to read 'Howard Gleckman'.

Howard Gleckman
President (2020-2022)

HIS NEURONS ARE FIRING

Kathy Hankins first noticed that her intelligent and lively husband, Turhan Robinson, seemed less interested and quieter. The man she knew who had served in the U.S. Army before earning a law degree and working in the Maryland Attorney General's office seemed to be fading into his own world.

"He had all these goals, and then he just kind of got quiet," said Hankins. "This wasn't the guy I dated." Together, they had talked of retirement plans, and now, "He didn't do anything. He sat on the sofa." And when she asked questions, Robinson mostly replied, "I don't know."

She was worried, realizing her husband was struggling, but didn't quite know where to turn. She brought home a spunky Havanese named Charlie, thinking a dog would bring him back.

Soon creditors started calling asking why bills weren't being paid. That was concerning because her husband normally never missed a payment. That was a warning sign. But then there was the car ride.

"We were driving home and he was being very quiet. I was talking about retirement and how much money we would have and he wasn't answering. Finally, I said, 'Turhan, what's 15 plus 15?' And when he couldn't answer, 'That's when I knew.'"

Not long after that, Robinson was visiting a relative in the hospital when he passed out. He was diagnosed with amyloid angiopathy. The devastating news was that his brain cells were being demolished, but there was some good news that gave the couple hope. Robinson's body was capable of creating new neurons, meaning the progress of the disease could be slowed, if he were continually stimulated.

Hankins, who works with older adults by teaching yoga and working for Yoga Alliance, started working on a plan. But no sooner had she started when Covid-19 struck, and the world shut down. Any program or class she had looked into was no longer in operation.

Right before her eyes, she watched her husband go downhill. "He sat, and he said nothing much. He watched television and communicated with me very little." Whenever she tried to strike up a conversation or ask a question, "He just said 'okay' all the time."

Then she visited the Samuel J. Gortz Kensington Clubs and watched the members sing, exercise, and be constantly stimulated. "Bells and whistles and everything rang for me." Not only did she believe it was the right place for her husband, but even better, "Turhan fell in love. He said, 'I want to go there.'"





He ended up taking a strong dose of anti-depressants.

As the world started slowly opening up, Hankins searched around for a program, but nothing excited her. At one place, the participants spent time watching movies. At another place, they spent the day sitting in the garden with no scheduled activities.

Then she visited the Samuel J. Gorlitz Kensington Clubs and watched the members sing, exercise, and be constantly stimulated. “Bells and whistles and everything rang for me.” Not only did she believe it was the right place for her husband, but even better, “Turhan fell in love. He said, ‘I want to go there.’”

After only participating a few times, Robinson, who is 76, got into the car to return home and started talking about the people he met, saying that one guy was so funny. It was the most she’d heard her husband say in a long, long time.

Now, he often sings the tunes he learned that day.

“He’s sitting less. He’s talking more. He’s communicating. He tells me when he’s hungry,” and, she said smiling, “He even does the laundry.”

“His neurons are firing. Kensington Clubs never lets their minds stop. There is someone to talk to them at lunch, when they snack, all the time.”

She is not fooling herself. The man she married later in life will never be the same, but at least now his life is so much better, she said. He currently is being weaned off the anti-depressant entirely.

“Kensington Clubs is a very good place. I was mourning. Now I have moved on, and it’s just a different life. Kensington Clubs helped me move on.”



Turhan Robinson and Kathy Hanks at the Kensington Club



A MENTOR'S NETWORK OPENS DOORS

“I wouldn’t have been able to get through all the ups and downs, and twists and turns of what it takes to have a successful job search, if it hadn’t been for Amy,” says Natalia Guerrido of her Career Gateway mentor.

Guerrido had been laid off just before the pandemic. Having been raised by a single mother, Guerrido had chosen a career in business, primarily for the stability it would provide.

Now, she reflected on what her family and friends had been telling her for years: “You should be a teacher.”

She thought back to her own childhood, with a mom who didn’t speak English. She’d read an article in the *Washington Post* on how much academic ground all students were losing because virtual learning forced COVID-19 school closures. She knew from her own childhood experiences that would mean immigrant children with limited English language skills would be even worse off.

Inspired, she decided to pursue a new career in teaching. But where to start? Even her roles as a career consultant and executive coach didn’t show her a clear path; “I was spinning my wheels.” Plus, she acknowledged, “I do so much better when I’m with a group of people like myself. I just knew I couldn’t do it alone.”



The Career Gateway mentor pair met entirely on Zoom. They have never met in person!



Natalia Guerrido’s first ESOL teaching job included supporting students in a class on electricity.



Guerrido signed up for JCA's Career Gateway program, which is designed to help professionals age 50+ find their next great position. That's where she met her mentor, Amy Lowenstein, a volunteer with the program and someone who, during her career in human resources, was known for being gifted at connecting people.

"I've found mentoring with Career Gateway to be energizing and rewarding" Lowenstein said. "Some of the people in Career Gateway have had a negative prior job experience or have been out of the workforce for a while. Although they have impressive credentials, they need to rebuild their confidence. Some fear that hiring managers will prefer younger applicants." Often, participants need Lowenstein's confidence boost to understand that they have valuable experience that will be an asset to a new employer.

Guerrido thought she knew exactly what she needed. "I know how to set goals, but I needed a mentor to help me stay accountable," she explained. "Knowing that I was meeting with Amy the next day would force me to get things done."

But, Lowenstein did much more than keep Guerrido on task. She lived up to her reputation as being a connector.

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— Amy Lowenstein

Through her mentor's network, Guerrido met a teacher who took the time to have a long chat with her. A couple of months later, when that teacher was leaving her job, she alerted Guerrido about the opening. And that's how Guerrido landed her first job as an ESOL teacher at Thomas Edison High School where she co-taught Electricity and English Language Arts GED content.

Another contact she made through Lowenstein gave her crucial advice. With her background, she said, Guerrido could apply for teaching jobs, get hired on a "conditional contract", and the school system would pay for her teaching certification! This gem will save Guerrido money and time.

For her second year in the school system, Guerrido is teaching at Montgomery Blair High School while pursuing her certification program.

"I'm so grateful to Amy for all her advice and support," she said. Lowenstein returned, "It's so satisfying to see Natalia end up in such a terrific place and to know I played a small part in her success."



Career Gateway mentor Amy Lowenstein

A BORN TEACHER

Maria Pearson always wanted to be a teacher. As a child, she would ask her cousins to sit on the sidewalk as she tutored them. She arrived here from her native Honduras when she was 12 years old. Although she earned a college degree in psychology and spent many years working for the Marriott Corporation, her love of education remained.

Several months after her daughter was born, Pearson opted to spend time with her child rather than return to the business world. She opened a childcare business and then earned a master's in education and an ESOL teaching certification from the University of Maryland. By the time her daughter started third grade, Pearson did the same, as a third-grade teacher. She spent 22 years as an elementary school teacher before retiring in 2015.

But her love of teaching never faded. She worked as a substitute for a while, and then in 2018, Pearson discovered JCA Heyman Interages® Center while searching Montgomery County's list of volunteer positions.

In December of 2020, she began tutoring two brothers who recently had arrived here from Nicaragua, unable to speak English.

At the time, the younger brother was in kindergarten and unfamiliar with a computer keyboard. The older brother, a fourth grader, was more familiar with schooling and could read in Spanish. The boys were forced to adapt to their new schooling over Zoom due to the pandemic.

"They are sharp, smart kids" but needed to catch up with their classmates, said Pearson, who tutored them four days a week at first, gradually reducing that as time went on. Some of efforts were through Zoom. Other times, she went to their Germantown home.

"The change in these kids is so amazing. They have picked up the language," she said. "They are a sweet family. They are really sweet kids. The little one gets excited every time he sees me." Pearson modestly explained she just helped the boys the way she would have for any of her students.

Besides helping the brothers, she has volunteered with other Interages programs, including the virtual bilingual reading program at Brown Station Elementary School. She was an in-class mentor with seven ESOL students at Gaithersburg Middle School and participates with the Highland Elementary Summer Book Club for fifth graders, and the Montgomery County Public Library's Summer Grandreaders program in for kindergarteners through third graders.

Each program – and each child she helps – is so special to her, she said, adding, "This teaching thing. I want to do it as long as I can."

"This teaching thing. I want to do it as long as I can."

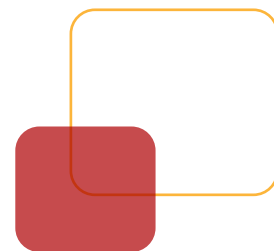
— Maria Pearson





JCA SAVED MY LIFE

There was a time when Brian Drake was on top of the world. He had a great career as a development manager with Marriott, traveling around the country while hiring and training people.



Perhaps he was just too content with his life to let a growth on his back bother him. “I saw it growing but for some reason, I thought it would disappear,” he admitted.

Three years after first noticing what turned out to be a tumor, Drake was diagnosed with stage three non-Hodgkin’s lymphoma in 2008. “That’s the last time I worked,” he said. He was only in his forties.

His savings lasted a few years, but then with zero income, he felt himself watch his life crumble. He got on federal disability but that meant he could not work. He just was not ready to sit around and watch the world go by without him. Not only did he want to move on with his life, but he was having trouble making ends meet with just his disability check to depend on.

He moved in with his father and now lives with his aunt and uncle. Unfortunately, he found himself resigned to a life he never foresaw.

Finally, he decided enough was enough and started contacting agencies whom he believed could help. But that only led to a trail of unanswered phone calls and lots of waiting.

Then, during a sleepless night, he Googled SCSEP, Senior Community Service Employment Program. “Boom, I saw Jewish Council for the Aging.” He immediately called the number and left a detailed message even though it was 4 a.m. He spent the next few hours hoping for a response and praying they would help him, even though he isn’t Jewish.

To his surprise and extreme pleasure, JCA’s SCSEP Director, Cathy Nestoriak, called him at 8:15 the very next morning. A few hours later, he was in JCA’s Rockville office for an interview.





“I would have moved back to North Carolina and just given up. JCA saved my life. Yes, I am going to say that. It changed my life. I am more confident, and I feel more hopeful.”

— Brian Drake



“I was jumping up and down,” Drake said, adding that he got his first work assignment one week after that. Now the Silver Spring resident has a fascinating job transcribing documents for Sandy Spring Museum to preserve the stories of our community.

Drake can’t thank JCA enough. Without it, “I would have moved back to North Carolina and just given up. JCA saved my life. Yes, I am going to say that. It changed my life. I am more confident, and I feel more hopeful.”

He is about to turn 60, and it’s going to be a good birthday, he vowed. “I never saw myself getting food stamps and Section 8 housing, but there I was.” Now, “I really want to focus on me. I’ve already lost 15 pounds.”

LEADING THROUGH THE MEDICARE MAZE

Residents of the Revitz House, an affordable independent living facility of the Charles E. Smith Life Communities in Rockville, often have questions about their Medicare coverage.

“I’m a social worker, but that doesn’t make me an expert in Medicare,” said Laurie Rudorfer, long-time staff member at Revitz House. Plus, she has to be careful not to tell people what to do.

That’s what makes the objective information provided by JCA’s State Health Insurance Assistance Program (SHIP) so important. SHIP’s staff and certified Medicare volunteer counselors provide health insurance counseling, offer enrollment guidance and assistance, and in general help solve problems related to Medicare benefits and other public and private health insurance.

Rafael Espinoza, director of SHIP, makes presentations at Revitz House periodically. “It’s a challenge for seniors to be able to understand all that Medicare involves,” said Rudorfer. “Our residents always have a lot of questions.”

After giving a basic talk on Medicare, Espinoza spends the rest of the session answering those questions.” Rudorfer said, “The information is invaluable for so many reasons. Some people aren’t sure what works best for them. Others are confused about the various prescription plans. Everybody, of course, has unique situations. We have new residents all the time, some from different states. He can address all that.”

And it is not just the residents who benefit from all the information. “I learn something every time he comes,” Rudorfer said.



SHIP Director Rafael Espinoza routinely makes community presentations and appearances at libraries, senior centers, and other senior resident buildings to help people muddle through the confusing paperwork.

FY22 AWARD WINNERS

JCA could never accomplish all we do without help. At the FY22 annual meeting, held online in September 2021, we were delighted to honor these five individuals for all they gave to JCA.

Jacqueline Unger Community Service Award



High school student **Marina Maglente** volunteers with both our Interages Center and Kensington Clubs. During the pandemic shutdown, she prerecorded music videos and also made

numerous musical Zoom appearances for KC@Home. In the words of Colleen Kemp, Kensington Club director, “Marina brings her lovely voice, cheerful personality and positive attitude to our KC@Home program. She is interested in music therapy and has started a club at her high school. Her goal is to one day work in the medical field and be involved in either pediatric or geriatric care.”



Amy Lowenstein wears many hats as a Career Gateway volunteer and assists our 50+ jobseekers in achieving success in this mercurial job market. She brings dedication, commitment, and

compassion to everything she does for the Career Gateway program. Her professionalism and expertise make her a true standout in her work as a resume reviewer, mentor, and demonstration interviewer — doing it with enthusiasm and charm as she provides the guidance necessary to help our graduates achieve their goals of finding meaningful employment. Read more about her work with Career Gateway on pages 4-5.

Ruth Breslow-Young Staff Award of Excellence

This year, we honored two outstanding staff members.



Karen Miller joined JCA in the fall of 2016 and has worked with our Kensington Clubs (KC) ever since. As manager of our White Oak site, she runs the social day program there. She also is the manager of KC@Home, where she devises the schedules so that

during pandemic shutdowns, our members could have programs on Zoom six days a week. With the KC members and caregivers, she shows a joyful enthusiasm and a constant high energy level. She makes everyone feel like family when they walk through the door. Administratively, she runs a “tight ship,” managing a rock-solid program that members adore.



Elaine Looney, case manager with JCA’s Senior Community Service Employment Program since November of 2019, “brings incredible passion to her work every day,” said Cathy Nestoriak, JCA’s senior employment director. “She is a tireless

advocate for SCSEP and its participants,” Nestoriak added. If someone seeking employment through SCSEP is having problems not necessarily related to employment, like obtaining housing, Elaine steps up to help, even sometimes on weekends.



David Gamse Humanitarian Award

In September 2021, JCA established the David Gamse Humanitarian Award in recognition of CEO emeritus **David Gamse’s** extraordinary 30-year career of leadership and

service to older adults. The award recognizes an individual in the Washington region who demonstrates passionate commitment to serving older adults combined with tireless advocacy on behalf of older adult issues. We were proud to award Gamse himself with the first award.

FY22 LAY LEADERS

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Vice President: Ronna Borenstein-Levy
Secretary: Phyllis Coburn
Treasurer: Scot Farrell
Assistant Treasurer: Donald Silverstein

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Marion Kristal Goldberg		

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Lorna Forde	Donna Phillips Mason	Rabbi Matthew Simon
Irwin Goldbloom	Susan Miller	
Barry Hartzberg	Maricé Morales	

KEY VOLUNTEER ADVISORS

Bylaws & Ethics Counsel: Marion Kristal Goldberg, Goldberg & Goldberg, PLLC, Wash., D.C.

General Counsel: Kenneth Jacob, Arent Fox, LLP, Wash., D.C.

Medical Director: Susan Miller, M.D., Bethesda, Md.

Owner's Representative and Construction Manager, Ann L. Bronfman Center: Terry Korth, The Korth Companies, Inc., Gaithersburg, Md.

Personnel policies counsel: Edward R. Levin, Saul Ewing Arnstein & Lehr, LLP, Wash., D.C.

Retirement plan counsel: Linda Rosenzweig, Keightly, & Ashner, LLP, Wash., D.C.

PAST PRESIDENTS

George Hurwitz*, 1973-1975
Julius Sankin*, 1975-1978
Rosalie B. Gerber*, 1978-1980
Saul I. Stern*, 1980-1982
Sidney Z. Mensh*, 1982-1984
Samuel J. Gorlitz*, 1984-1986
William Goldwater*, 1986-1988
Irvin "Bud" Lavine*, 1988-1990
Lawrence L. Levin*, 1990
Stella M. Bernstein*, 1990-1992
Sylvia Raphael, 1992-1994
Win Greenwald*, 1994-1996
Sally M. Herman, 1996-1998
Judith S. Ball, 1998-2000
Michael Goldberg, 2000-2002
Elaine Kotell Binder, 2002-2004
Richard Dine, 2004-2006
Ed Bonder, 2006-2008
Linda Kaplan, 2008-2010
Barbara "Bobbe" Mintz, 2010-2012
Samuel G. Kaplan, 2012-2014
Sheldon Grosberg*, 2014-2016
Natalie Cantor, 2016-2018
Norman Goldstein, 2018-2020

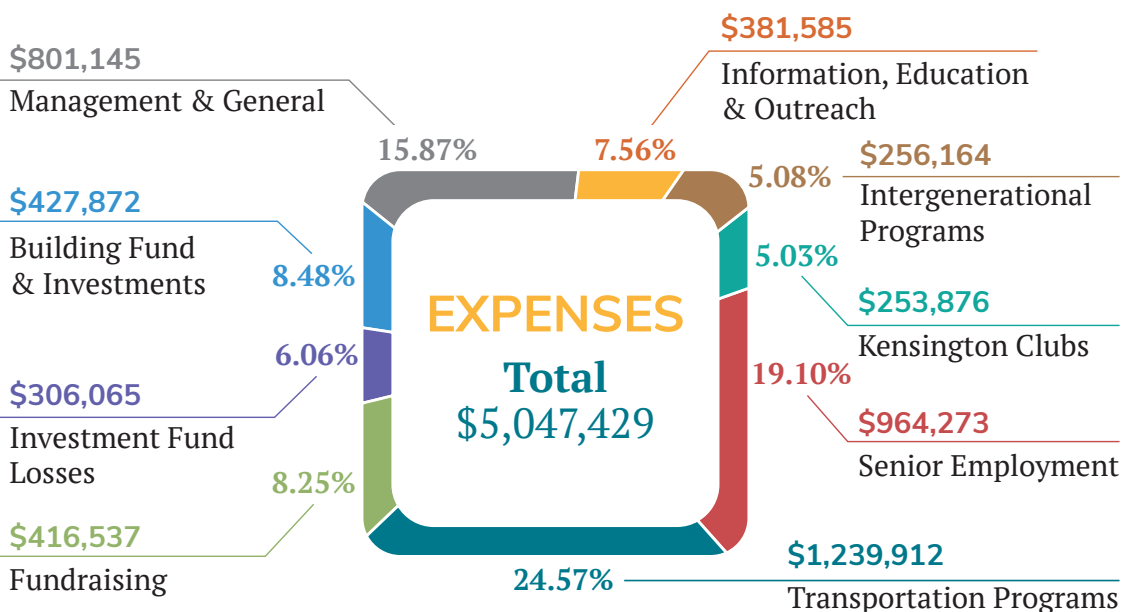
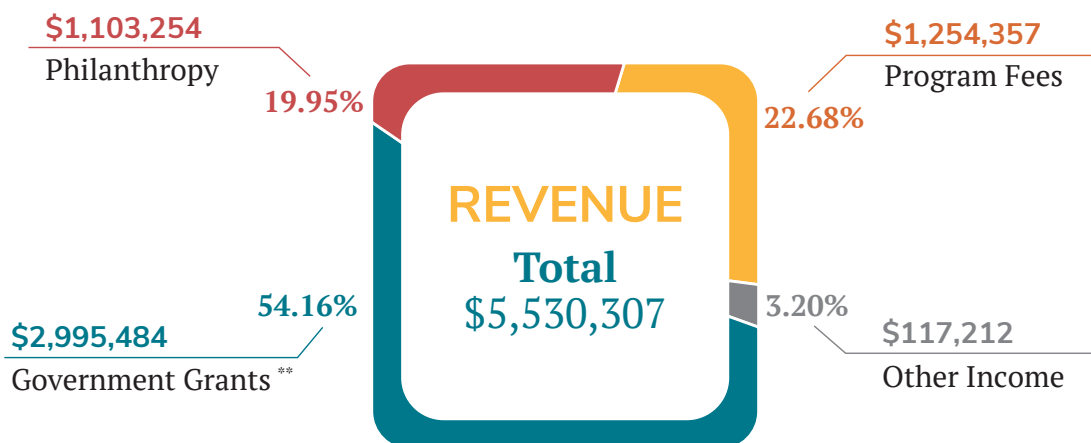
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Laurel Barron Mendelsohn
Irma Poretsky
Kenneth Simonson
Kathleen Wiseman

**of blessed memory*

FINANCIAL HIGHLIGHTS

Financial Highlights of Fiscal Year 2022, from July 1, 2021 through June 30, 2022*



* These data are preliminary estimates and are unaudited. See our audited statements for a full accounting presented according to Generally Accepted Accounting Principles. Email info@AccessJCA.org for a copy.

** Consistent with prior year reporting, this number includes PPP Loan forgiveness amounts (\$84K in FY21 and \$741K in FY22).



**Jewish Council for The Aging
of Greater Washington**
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Rockville, MD 20852



JEWISH COUNCIL FOR THE AGING OF GREATER WASHINGTON

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Main number: 301-255-4200
Senior HelpLine: 240-290-3311
703-652-1515
AccessJCA.org



JCA builds caring connections,
empowers independence, and
offers solutions to help older
adults, their families, and the
wider community thrive.

Partner Agency of
The Jewish Federation
OF GREATER WASHINGTON



PROUD MEMBER OF
United Way
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CREATE A
JEWISH
LEGACY

