



**Jewish Family and Children’s Service of Greater Philadelphia (JFCS)  
11-Month Grant Report to the Friends Foundation for the Aging (FFA) – March 2021**

**1. What problem were you addressing?**

JFCS is grateful to FFA for your generous \$30,000 grant for our Hoarding Support Program in the grant period of April 2020-March 2021. This program addresses the mental health issue of Hoarding Disorder among older adults in the Greater Philadelphia region. We help alleviate the negative home safety, emotional, physical, social, financial, and other impacts this disorder brings to those who live with Hoarding Disorder and their loved ones, direct service providers, and the general community.

**2. Change Created – Progress Towards Objectives, Outcomes, and Outputs.**

JFCS’ program objectives were to continue individual support services for older adults with Hoarding Disorder; increase the frequency of group-based interventions; and explore new partnership opportunities to sustain our program and expand awareness about Hoarding Disorder. COVID-19 dramatically changed our service delivery plans. We shifted in-home support services to phone and online client communications, and transitioned support groups and community trainings to Zoom. Even with these shifts, our program objectives remained the same. As such, progress towards each of these objectives is below.

<b>Service</b>	<b>Outputs</b>	<b>Outcomes</b>
Individual Support Services	<u>Goal:</u> 45 total clients (15-18 new clients). <u>Actual:</u> 32 total clients (11 new clients). Shift from in-home to virtual and phone support services, due to COVID-19.	- 100% of clients at risk of eviction due to hoarding behaviors maintained housing and avoided eviction (goal: 85%). - 50% improved or maintained the state of clutter in their homes (goal: 85%). - 100% improved or maintained the level of squalor in their homes (goal: 85%). - 67% improved or maintained their Activities of Daily Living (ADLs) due to hoarding within the first year (goal: 85%).
Buried in Treasures Support Group	<u>Goal:</u> 20 total clients, three or four 16-week sessions. <u>Actual:</u> 35 clients, four 16-week virtual sessions.	- 100% of clients improved or maintained their ADLs due to hoarding. - 100% improved or maintained scores on the Hoarding Rating Scale. - 100% improved or maintained scores on the Savings Cognition Inventory. - 33% improved or maintained scores on the Adult State Hope Scale.
Mindfulness Support Group	<u>Goal:</u> 10 total clients, five or six eight-week sessions. <u>Actual:</u> nine clients, four 16-week virtual sessions.	Surveys not administered by facilitator.
Family Support Group	<u>Goal:</u> Launch pilot session, 8-12 family members served. <u>Actual:</u> Four clients, one eight-week virtual session.	- 86% of participants learned about topics such as effective communications, where to access support, and how to maintain self-care (no goal set). - 93% were satisfied with the group (goal: 80%).
Art Therapy Support Group	<u>Goal:</u> N/A, new activity. <u>Actual:</u> 14 clients, three completed and one current eight-week virtual sessions.	- 84% of clients found art to be a constructive way to express their emotions. - 88% felt committed to maintaining a clear space to create art on a weekly basis.
Educational Trainings	<u>Goal:</u> 350 individuals trained in 8-10 trainings. <u>Actual:</u> 275 individuals in three virtual trainings.	- 98% of participants were satisfied with the program. - 91% found the series useful. - 88% learned about Hoarding Disorder from the series.

### **3. Measuring Success, Clients Served, and Organizational DEI Efforts.**

JFCS evaluates success based on the number of clients served, and by measurable improvements to clients' health, safety, relevant behaviors, skillsets, and knowledge. Outcomes for individual support services are measured using five evidence-based assessment tools and our internally-created Hoarding Assessment. Most evaluations take place at intake and quarterly, with results tracked in JFCS' Credible database. Details about these tools are in JFCS' renewal request. For Buried in Treasures, we use evaluation tools provided by this curriculum. This year, JFCS created anonymous support group participant surveys, which utilize five-point Likert scales (1 = strongly disagree, 5 = strongly agree) to measure levels of agreements to questions and statements customized to the topics and target outcomes of each group. We began using these surveys for family and art therapy support groups, and will begin using them in mindfulness groups in the coming year. Because JFCS began offering Continuing Education Units (CEUs) for training participation for the first time, we also began administering required post-training surveys to all participants.

Qualitatively, JFCS has viewed program success in the past year in terms of our ability to adapt services to meet the evolving needs of our clients. For example, thanks in part to the additional FFA Innovation Grant, we quickly equipped many clients who lacked access to or financial means to afford technology with equipment to participate in virtual services. We worked one-on-one with each support group participant prior to their start date on how to set up a dedicated space in their home and/or utilize a pre-set Zoom background, to mitigate feelings of stress or embarrassment around others seeing their lived environments. And, we were excited to launch a new art therapy support group not listed in our proposal, entitled "The Art of Letting Go." Inspired by the many creative-minded program clients and led by JFCS' new licensed Art Therapist now on staff, this weekly virtual offering utilizes "art journaling" as a tool for self-expression and reflection in the process of letting go of clutter.

Clients Served: The number of clients served by each service component is provided in the above chart. Of clients receiving individual support services for whom demographic information is available, 95% are low-income (250% of federal poverty line or below), 49% are retired, 14% are disabled, and 77% live alone. In line with FFA requirements, most clients (85%) are ages 65+; other program funders support services available to other age groups.

DEI Work: JFCS stands behind the values of anti-racism, justice, and inclusion. Last month, all board and staff members completed a seven-month DEI training series. The goal of this series was to identify steps required to create meaningful, systemic change internally, and build a more equitable organizational environment. With the help of outside facilitators, these trainings covered topics including understanding DEI terminology; implementing DEI at all levels of the organization; and implicit bias trainings. We are in the process of evaluating the impact of this series, and forming board and staff committees to help continue to make DEI a part of our daily work and policies at all levels of the organization.

### **4. Collaborations and Staff Empowerment.**

JFCS continues to serve as a referral partner to many local agencies, to reach new clients struggling with hoarding tendencies and to help existing clients access more robust services when needed. And, as shared earlier with FFA, this year's Philadelphia Hoarding Task Force annual conference shifted to a virtual event which, due to high interest, became a three-part series. JFCS leveraged our existing technology resources and capacity to serve as the series host, managing registrations and all other administrative components.

This year, our two part-time care managers and one intern (MSW student) continued to lead individual support services and co-lead support groups. We introduced the peer co-facilitator role for Buried in Treasures groups. One former group participant observed a group session and will co-facilitate a session in spring 2021. A second peer co-facilitator is set to co-lead a session in summer 2021. In addition to reducing staffing costs, this structure empowers clients to take on a leadership role, and fosters management skills among staff co-leaders as they mentor and support clients' personal and professional growth in this way.

## **5. Unanticipated Outcomes, Barriers, and Changes.**

COVID-19 forced significant changes to our service delivery. For example, staff are unable to enter client homes for individual support services and decluttering assistance. As a result, we shifted our focus from the physical work of decluttering to helping clients make more emotional and behavioral progress, such as understanding and working through their motivations around hoarding tendencies. Another barrier to virtual service delivery has been around measuring impact, as many of the assessment tools for individual support services require images of client homes to gauge the level of clutter and safety hazards. We now temporarily rely on pictures and what clients show their care managers via video conferencing, which not all clients are able to provide. This has resulted in lower-than-anticipated outcomes along some assessment scales; we anticipate capturing additional improvements/reflections once we return to in-person assessments.

Another COVID-19 related service change has been around community trainings. We were thrilled to offer the three-part web series in partnership with the Philadelphia Hoarding Task Force, as detailed above. However, we were unable to offer any other community-based trainings due to the pandemic.

At the same time, we have seen many benefits associated with virtual programs. Virtual support groups eliminated transportation-related issues that previously limited access to in-person sessions at JFCS' Brodsky Enrichment Center. This has been particularly valuable for "Finders Keepers" groups, in which Buried in Treasures participants continue to meet outside of a formal JFCS structure. Whereas groups traditionally struggled to find a convenient location to meet for all members, they are now able to connect virtually. We are excited that many members of our summer 2020 Buried in Treasures session have fostered meaningful friendships and continue to connect in this way.

## **6. How do you plan to share and replicate your results?**

JFCS continued to share program results and insights through our partner network, the Philadelphia Hoarding Task Force, and agency-wide communications (newsletters, etc.). Through virtual trainings, we shared our work with new professional audiences from both within and beyond the Philadelphia region, including the Chicagoland Hoarding Task Force and some international colleagues in Canada and Australia.

## **7. Project Financial Statement, Budget Variances, and Sustainability Plans.**

A financial statement is enclosed. Expense variances were largely due to the shift to virtual service delivery. In addition to ongoing revenue sources, the transition to JFCS' administration of the "From Challenge to Hope" hoarding web series resulted in revenue associated with this project covering JFCS' costs for hosting the event. Given high community interest, we see this as a revenue source with future growth potential. Other potential future revenue sources include billing insurance and Medicare for support groups and individual support services. Our application for adding hoarding support services as a waiver to the Long-Term Support Services Benefit Package continues to advance with the Philadelphia Community Behavioral Health.

## **8. FFA Interactions and Feedback.**

JFCS appreciated help from FFA in promoting our webinar series and virtual support groups among your own networks. We look forward to any continued resource-sharing FFA provides among grantees.

## **9. Additional Comments.**

JFCS' Older Adults Services Department is assisting with vaccine education and access among clients, including Hoarding Support Program clients. Care managers provide information and answer questions to help clients increase their understanding of vaccine options and offer one-on-one assistance and troubleshooting to help clients schedule online appointments. JFCS offers free rides to/from vaccine appointments using our handicap-accessible van. And, we launched new tools in our Credible database to track client interest in receiving a vaccine (which prompts care managers to help them sign up), date(s) vaccines are received, and vaccine type. Given current Pennsylvania vaccine eligibility requirements, care managers are conducting outreach and tracking this information among clients ages 75+. We will expand this effort to other client populations as eligibility expands.

**JFCS Hoarding Support Program**

**Budget vs. Actuals**

**4/1/2020-3/31/2021**

<b>Revenue</b>	<b>Budget</b>		<b>Actuals</b>	<b>Explanation</b>
Education and Group Fees	\$1,500		\$3,951	Participation fees collected for support groups. Total collected was higher than projected as this also includes revenue from the three-part web series, hosted in partnership with the Philadelphia Hoarding Task Force.
Community HealthChoices	\$8,000		\$0	JFCS continued conversations with CommunityHealth Choices but did not begin collecting fee-for-service revenue during the grant period.
Friends Foundation for the Aging	\$30,000		\$30,000	
Contributions	\$43,905		\$30,167	
<b>Total</b>	<b>\$83,405</b>		<b>\$64,118</b>	

<b>Expense</b>				
Program Director 10%	\$9,158		\$6,032	
Social Worker 30%	\$21,342		\$21,779	
Social Worker 30%	\$17,513		\$17,425	
Benefits 30%	\$14,404		\$13,750	
Occupancy	\$1,558		\$1,673	
Insurance	\$890		\$1,294	
Communication	\$640		\$150	
Printing/Marketing	\$250		\$499	
Consulting	\$0		\$3,663	Outside experts and speakers for three-part web series.
Training	\$150		\$0	
Transportation	\$7,260		\$0	No transportation costs due to COVID-19 restrictions on in-person service provision.
Mileage	\$1,400		\$0	No transportation costs due to COVID-19 restrictions on in-person service provision.
Client Expenses	\$500		\$355	
Overhead 10%	\$8,340		\$6,662	
<b>Total</b>	<b>\$83,405</b>		<b>\$73,282</b>	

Net	-	-	(9,164)	
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