



# IAJVS Executive Quarterly Report

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## IAJVS Mourns the Events of September 11, 2001



The staff of IAJVS offers our sincere condolences to all Americans who suffered as a direct result of the events on September 11, 2001. We are extremely proud to be part of a network that is not only capable, but also extremely willing to lend support to the families, friends, and co-workers of the victims. We understand that many of the JVS/JFS in our network have been called upon to provide service in areas where they hold much expertise.

We would like to specifically acknowledge our pride for a few agencies that have gone above and beyond in order to provide relief in the aftermath of September 11<sup>th</sup>.

### JF&VS Middlesex

The Jewish Family and Vocational Service of Middlesex, New Jersey offered critical incident debriefing to businesses and corporations in their area. This service was particularly geared to employees who had been relocated to New Jersey from their previous locations in the World Trade Center. Middlesex also assisted some insurance companies that were having difficulties handling the claims and inquiries coming in.

Currently, JFVS is an active member of the Middlesex County’s Jewish Community Support Team and they are co-organizing a community forum for October 14<sup>th</sup>. Furthermore, the agency provided for social workers to visit local Jewish day schools and yeshivot immediately following the day’s events.

## JVS MetroWest

The New Jersey Counseling Association approached the Jewish Vocational Service of MetroWest, on behalf of the American Red Cross, to aid in grief and crisis counseling. A number of the staff has volunteered to provide this noble assistance.

Furthermore, JVS of MetroWest has been proactively reminding its community members of the valuable services it can offer. Currently, JVS of MetroWest is running a full-page ad in its local/federation Jewish newspaper, which is designed to attract members of the community who may be in need of vocational services as a result of the events of September 11<sup>th</sup>. JVS MetroWest is analyzing the needs of its community and is preparing to respond accordingly.

Thirdly, JVS MetroWest has reached out to the lay leaders in its community. Going beyond their own board of directors, JVS MetroWest has also engaged lay leaders from the local Federation, Jewish Family Service, Jewish Community Center and Jewish Nursing Home Board. The hope is that the lay leaders within these networks will serve as mentors to community members who will need additional guidance in the coming days.

## FEGS New York

Immediately following September 11<sup>th</sup>, FEGS New York began providing Emergency Crisis Intervention Counseling and Employment Support Services. Through the FEGS hotline, the agency has been continually collecting information about all unfilled job openings in and around the City to further help those seeking employment as a direct result of this tragedy.

In addition, FEGS New York is offering four specialized crisis support hotlines: Counseling and Critical Incident Stress Debriefing, Emergency Employment Assistance, Outplacement Assistance for Businesses Concerned About Employers whose Jobs May Be Affected, and the Long-Island Support Services. Below, is an article submitted to the OP-ED page from Executive Vice President and CEO of FEGS New York, Al Miller.

## **They Also Serve**

By: Alfred P. Miller

On what started out as a glorious afternoon on September 11th, 2001, I was on vacation with my wife in the beautiful Dordogne region of central France, on the way back to our hotel from a tour of magnificent prehistoric cave paintings. Suddenly, our driver turned to us and exclaimed excitedly "There is a news bulletin that a plane has hit the World Trade Center in New York." Since the headquarters of F.E.G.S., the largest health related/social service organization in the nation that I serve as CEO, is located in Tribeca, just north of the Trade Center, I instinctively grabbed my cell phone and dialed the office. I reached an associate who shouted excitedly "An airplane just crashed into one of the Twin Towers and the building is burning and another plane is flying very low headed in our direction." At that point the phone went dead.

When I finally managed to get through again to my colleagues, eight hours later, and learned how they had responded to the crisis, I felt a tremendous pride at what they had accomplished during the course of that terrible day. The first priority of staff was to attend to and reassure hundreds of F.E.G.S. consumers with mental illness and developmental disabilities who participate in day programs in the building, as well as in other facilities, and, in the absence of public transportation, to shepherd many hundreds of them back to group homes scattered throughout the city. At the same time, our overstretched mental health staff set up a walk-in crisis center on the ground floor of our headquarters building to provide crisis intervention and support services, as well as sent teams of clinicians to work with survivors and families of survivors.

Staff worked double shifts at group homes and residences to assure continuity of services. They provided crisis counseling at our facilities and at the Pierre Hotel to bereaved family members of people dead or missing in the ruins of the World Trade Center and to firms like Cantor-Fitzgerald, which lost hundreds of employees in the collapse of the Twin Towers, providing emergency employment counseling to hundreds of people at all occupational levels faced with the loss of their livelihood as a result of the tragedy.

As I have discovered, since my return from France a week ago, the inspired, selfless and deeply compassionate response by our staff to the events of

September 11th was hardly a unique phenomenon. Thousands of people at not-for-profit/human service and social service agencies throughout the city similarly rose to the occasion on that terrible day - throwing budget restraints and regular work schedules to the wind and working to the point of physical exhaustion and beyond to do whatever they could to alleviate the enormous human suffering that enveloped New York.

The appropriate focus on the terrible sacrifices endured by our fire and police departments in an epic battle to save lives has, of course, been fully deserved. The heroic performance of New York City's fire fighters, police and rescue workers, so many of whom lost their lives in that frenzied tragic rush up the collapsing Twin Towers to succor thousands in peril and whose surviving members have worked feverishly ever since in a desperate effort to locate survivors under the wreckage serve as a model of exemplary human behavior and sacrifice. Yet, it is important that the inspirational contribution of thousands of mental health and human services workers and volunteers not be overlooked in the process. The men and women in the not-for-profit field together with their partners in government agencies, United Way, UJA-Federation, The American Red Cross and so many others have played an indispensable role over the past two weeks in keeping our city from coming unhinged, helping untold thousands of New Yorkers to find the inner strength not to give way to panic and despair.

The quietly heroic performance of so many unnamed people in the helping professions who have worked non-stop in the aftermath of the attack on the World Trade Center to succor our city fills me with pride and inspires me anew with a sense of enormous privilege to be a part of a system devoted to servicing to people in dire need. This terrible event should remind all Americans that the dedicated professionals and volunteers of the not-for-profit sector, acting in partnership with government and the private sector, provide many of the human services and connections that hold our society together and give it such inspiring resiliency in times of crisis.

For too long, American culture has lionized people known mainly for wealth, prowess on a sports field or other celebrity status. In the new America, profoundly transformed by in the cataclysm of September 11th, let us also recognize as heroes and role models those who get up every morning and give all of their considerable expertise and personal

fortitude to the aid and comfort of those in our society most in need of a helping hand.

## **The IAJVS Network Works!**

*IAJVS believes that its most important contribution to our member agencies is facilitating an increase in programming and funding in local communities. We are always thrilled to discover the continuous ways our agencies benefit from our services. It is with much pleasure that we present the following recent examples of the importance of the IAJVS network.*

- Thanks to the *shiddach* ("match") made between the Miller family (benefactors of the Melvin N. and Eunice A. Miller Foundation) and JVS Baltimore staff at the IAJVS Annual Meeting in June, a local Philadelphia program is being replicated nationally. JVS Baltimore is now the second site for New Linkages, a successful program designed to provide unaffiliated Jewish college students with new connections to the Jewish community through semester-long internships in Jewish agencies and three Jewish learning seminars.

The New Linkages program enables JVS Baltimore to offer a new service to Jewish college students and to develop relationships with local colleges and universities. Through the internships, students will learn about the Jewish world of work while their participation in the study seminars will expose them to the world of Jewish learning. New Linkages demonstrates the importance of vocational services in creating and maintaining Jewish identity in an "at-risk" population.

- JVS Minneapolis and JFS of the North Shore represent another example of increased local funding thanks to participation in an IAJVS national program. Both agencies participated in RETAIN, the network's national welfare-to-work program, originally funded by the U.S. Department of Labor. Although funding for the national program expired in September, JVS Minneapolis and JFS of the North Shore were able to secure local funding based on the success of RETAIN and the agencies' involvement in the national program. With \$223,500 from the City of Minneapolis, JVS Minneapolis will continue the RETAIN program through at least June 2002, with the possibility to renew for an additional year. JFS of the North Shore, with \$115,000 from state and federal

sources, will continue to serve welfare-to-work clients through RETAIN.

- The disAbility Employment Initiative (DEI), the network's national program to provide computer training to individuals with disabilities, was also a jumping point for additional funding. With federal funding slated to end in September 2001, JEVS Philadelphia, one of the five participating agencies, successfully looked to the Hassel Foundation for \$25,000 to continue the program. This funding, combined with dollars raised through the agency's *Strictly Business* fundraising luncheon, will ensure individuals with disabilities in Philadelphia can continue to receive computer training for the next year.

## **IAJVS Board of Directors heads to Miami Beach for the annual EDC Meeting**

Members of the IAJVS Board of Directors will find themselves in sunny Florida this year when they meet on December 1<sup>st</sup> and 2<sup>nd</sup>. The meeting will be held at the Eden Roc Resort & Spa in Miami Beach, Florida. The two-day conference will kick off with a business meeting on Saturday evening. The Executive Forum, entitled "Enhancing Organizational Capacity: Exploring the Options", will fill the agenda for much of the day on Sunday.

This all-day, interactive forum will explore various options in enhancing organizational growth while maintaining autonomy. Options to be discussed during the meeting include: partnerships, mergers, joint governance structures and acquisitions.



The day's highlight will consist of presentations from the IAJVS network. The presenters include Al Miller, CEO of FECS, David Saltman, CEO of Jewish Communal Service of Florida and Lew Chartock, CEO of MERS/Goodwill. The three members of the panel will offer their professional insights in addition to personal experiences during major organizational transformations within their agencies.

The day's keynote speaker and facilitator will be Dr. Patricia Bidol-Padva, an international organizational consultant with over twenty-five years of experience

in the design and management of high performance organizations. Dr. Bidol-Padva has worked closely with a number of Jewish organizations in strategic planning, and organizational transformations. Currently, she is working with Jewish Community Services of South Florida in managing the transition to its new organization.

# **NEC**

**NEC Foundation of America**

## **Grant money received to fund YouthAbility Tech Access Program**

IAJVS proudly announces receipt of its newest grant of \$42,000 from a corporate foundation. The gift from **NEC Foundation of America** will be used to fund the *YouthAbility Tech Access Program*. This new venture, created to enhance the network's *YouthAbility* program will provide assistive technology to national and community service agencies.

Assistive technology is any item, piece of equipment, or product system that is used to increase, maintain or improve functional capabilities of individuals with disabilities. This definition includes something as simple as a ramp, which when installed near entryways, provides access to individuals who may otherwise have been unable to enter. At the same time, assistive technology expands to encompass items of a high technological nature. For example, a touch sensitive computer monitor would help in cases where an individual has difficulty utilizing a standard keyboard or mouse. The acquisition of such equipment will enable national and community service agencies to adapt their programs to make them more inclusive and accommodating to youth with disabilities.

Beginning in December, IAJVS will use the award to provide "mini-grants" to national and community service agencies in areas where it has already implemented *YouthAbility*: Atlanta, Baltimore, Boston, Chicago, Cincinnati, Cleveland, Los Angeles, Philadelphia, St. Louis, and the greater Washington, D.C. There will be a competition held quarterly for mini-grants, which will be awarded in amounts up to, but not exceeding, \$1,000. IAJVS expects to award three to five mini-grants each quarter.

The *YouthAbility Tech Access Program* is made possible through the generous support of **NEC Foundation of America**. Established in 1991 and endowed at \$10 million by NEC Corporation and its United States subsidiaries, the foundation supports programs with *national* reach and impact in the areas of 1) science and technology education, principally at the secondary level, *and/or* 2) efforts to apply technology to assist people with disabilities. For further information on **NEC Foundation of America**, please visit their Website at [www.necfoundation.org](http://www.necfoundation.org).

## **Genie Cohen Visits Toronto: Preparations Underway for the IAJVS/AJVSP Conference 2002**



In July, I had the pleasure of visiting the Inn on the Park, our conference site for the IAJVS/AJVSP Conference 2002. Located just fifteen minutes from downtown Toronto, the hotel is surrounded by 600 acres of wooded parklands (ideal for strolling or jogging if you happen to sneak out of the conference!)

The JVS Toronto host committee and I visited some wonderful venues for the Sunday evening reception, among them the Royal Ontario Museum and the Gardiner Museum of Ceramic Art. Both are located in the heart of the city, in the exclusive Bloor/Yorkville district, and offer unique settings for this special conference event. We hope to secure a choice cultural site in the next few weeks.

Thanks to Karen Goldenberg and her hardworking staff. The search for inspiring and thought-provoking presenters from the Toronto community is well on the way. I would also like to thank Kaye Chavinson, Jon Firger, Abby Snay, Karen Goldenberg, and Len Schneider for agreeing to be on the Program Committee. We are all looking forward to a great conference.

## **IAJVS Welcomes Howard Berger as New Executive Director of JVS Montréal**

*Welcome*



A graduate of McGill University Law School, Howard has been practicing in the area of civil and commercial law and litigation as a member of the Quebec Bar since 1976. A decade of active volunteer work with Montreal's Federation as a Member of its Board of Trustees and Executive Committee, saw Howard awarded its Young Leadership Award, co-chair its Community Planning & Allocation Committee, and actually assumed the professional role of Director of Community Planning in 1985-86.

Returning to private practice, Howard remained active as volunteer on the boards of the JCC, his children's Hebrew day schools, and as well as serve for three years as President of Congregation Dorshei Emet, the Reconstructionist Synagogue of Montreal. Most recently, he served as a key campaigner, helping to raise \$3.6 million for the shul's capital building campaign.

Howard is no stranger to JVS. His late father, the founding Executive Director of Montreal's Jewish Community Foundation, served on the JVS board and executive committee in the 1950's, when he insisted that Howard attend for vocational testing. As he went through law school, Howard worked as the Summer Student Employment counselor at JVS in 1971-73.

Howard explains his decision to make a career change as just a logical evolution of his interest in the delivery of social service, a reflection of the values inculcated by his parents, both active in community affairs, and his hope to make a small contribution towards Tikkun Olam.

Howard has been married for 27 years to Ellayne Kaplan, a textile designer, who is also the immediate past president of their shul. His daughter Rachel, 23, is studying in a doctoral program in history at the University of Toronto. His son Joseph, 21, is a senior in journalism at Concordia University in Montreal.

## Agency News



*A special thank you to everyone who submitted information for this column. If you would like us to print something about your agency in our next quarterly report, please send your news to Bill Lynch (lynchw@iajvs.org)!!*

### JF&CS Atlanta

Jewish Family & Career Services (JF&CS) is proud to announce the latest offering in their roster of services: [www.AtlantaAtWork.org](http://www.AtlantaAtWork.org)- Metro Atlanta's newest employment website, developed by the Careers @ Work division of JF&CS and funded through a grant from The Jewish Federation of Greater Atlanta.

[www.AtlantaAtWork.org](http://www.AtlantaAtWork.org) was developed to provide easy access to both job seekers and employers looking for qualified people. Employers can post their job openings as well as browse the online resumes. Job hunters can view job listings and post their resumes.

### Israel Elwin (Jerusalem)

Israel Elwin has received a grant in the amount of \$200,000 from the Harry and Jeanette Weinberg Foundation. The gift was received in the form of a challenge grant, contingent on raising an equal amount from other sources. This funding was awarded to complete important site development, landscaping and program space development on the exterior of the Esther and Salomon Sabbah Center in Jerusalem. This grant from the Weinberg Foundation reflects the second such donation from that organization.

### MERS/Goodwill St. Louis

The buzz around St. Louis is about the recent merger of MERS with Missouri Goodwill Industries, Inc. The merger of the two organizations became effective August 1, 2001 and was announced by Jack Minner, Chairman of the Board of MERS and Shanti Khinduka, Chairman of the Board of Missouri Goodwill Industries, Inc. Lewis

C. Chartock, Ph.D., has been named President and CEO of the new organization.

Goodwill, best-known nationwide for operating stores that provide employment for the disabled and disadvantaged, and MERS, the largest provider of vocational rehabilitation services in the state of Missouri, have agreed to pool their resources in order to better meet the needs of their clients in the greater bi-state area. Increasing complexity of the issues involved in rehabilitation, training, employment, and self-sufficiency for individuals in need led to the merger decision.

Plans for the future include expansion in both the urban St. Louis area and in rural areas of Missouri and Illinois. Combining resources and sharing areas of expertise will enable the new organization to diversify and reach out to serve the needs of the disabled and disadvantaged members of their community.

Furthermore, as a combined entity, MERS/Goodwill opened a new skills training program this year: A+/N+ Certification for community members interested in computer technology and repair careers.

### JVS MetroWest

JVS MetroWest recently received the Heldrich Award for Workplace Excellence, presented by the Bloustein School of Planning and Public Policy at Rutgers University. The award recognized JVS for "innovative and influential practices that are of national significance to the workplace and workforce." In collaboration with the NJ Department of Labor and a local manufacturing company, JVS designed and implemented a 31-week customized training program to give dislocated and incumbent workers the basic skills and hands-on technical skills needed for high demand jobs in the metal stamping industry. Fourteen workers participated in the program and all graduates were guaranteed employment. One year after training, all participants remained employed at the company; three were pursuing college degrees with tuition paid by the employer; and all were earning \$19 an hour, with the potential to earn \$80,000 a year within two years.

JVS MetroWest also received a three-year grant from the State Office of Refugee Resettlement as lead agency for a seven-agency consortium to provide increased access to mainstream community

services for older refugees throughout the State. With a first year funding of \$350,000, services to be provided in cooperation with the State Offices on Aging include: case management, advocacy, information and referral, translation and interpretation services, transportation services, and outreach to educate older refugees and their families about existing services and how to access them. Included among the partners in this grant is JFVS of Middlesex County, NJ.

### JEVS Philadelphia

JEVS recently completed a reorganization to better position the agency to respond to industry trends and focus energy on new business development. In restructuring, JEVS created the position of Chief Development Officer, held by Connie Beresin, a role she has been fulfilling in a part-time capacity until now, overseeing the fund development, public policy, quality assurance and strategic planning activities. In addition, two positions of New Business Development Officers were created to support JEVS's two operating divisions towards these goals.

The reorganization was strategic. It was the result of the increasing amount of competition among not-for-profit organizations, with for-profit companies and their role as increasingly strong competitors and with new trends in the many arenas in which JEVS works. The New Business Development Officers are an important addition to JEVS, part of an overall strategy to better manage the corporate image, be more proactive looking for new business, and put JEVS on the cutting edge of industry trends such as fiscal and payment agent services, mental retardation system transformation, self-determination and interest in specialized services for welfare recipients approaching their lifetime TANF limit.

In addition to these changes, Marian Baldini has assumed the position of Chief Operating Officer for the Home, Health and Work division. As COO, Marian will oversee the operations of our residential and day programs, vocational rehabilitation and drug and alcohol services. Marian brings over 20 years of experience in community-based health and human services management.

### JVS San Francisco

#### *Labor Department Announces New Grant to Support Youth with Disabilities*

The U.S. Department of Labor awarded a \$50,000 grant to JVS San Francisco to develop a demonstration High School/High Tech program that would be coordinated with an existing Workforce Investment Act (WIA) youth-related program. JVS was one of 12 organizations nationwide to receive this grant, which will support the President's New Freedom Initiative goal to integrate Americans with disabilities into the workforce.

The High School/High Tech (HS/HT) grant will provide start-up funds to launch new services based on a national model of programs that provide young people with disabilities an opportunity to explore their interest in technology-related careers. Through the HS/HT project, JVS will serve both in-school and out-of-school youth with disabilities in a year-long program of corporate site visits, mentoring, job shadowing, guest speakers, after school activities and paid summer internships.

#### *New Services for Recently Unemployed*

The unemployment rate in San Francisco has increased steadily over the last nine months, from 2.5% to 5.5%. The impact of the attacks on September 11 and the current war effort have not yet been fully realized. Employers, unnerved by world events as well as the economy, may limit additional hiring. Meanwhile, when openings do occur, they will likely go to the most experienced candidates, making it even more difficult for those with barriers to employment. According to the Job Market Index, published by Challenger, Gray and Christmas, the time job seekers spend on their job search has increased substantially, from 2.1 months in the second quarter of 2001 to 3.04 months in the third quarter.

JVS has seen a steady increase in the number of clients who want and need career and employment counseling services, but cannot afford to pay fees. To respond to the increasing numbers of unemployed individuals, increased lengths of job search times and increased competition for the hardest-to-serve clients, JVS plans to provide more frequent job search skills training, including emotional support groups, structured job search assistance, resume consultation, interview

techniques and employer panels that focus on industries that are hiring.

Although the future job market is uncertain, we are currently receiving a steady stream of job listings though our new JVS Jobs Online service, [www.jvs.org](http://www.jvs.org). We are in the midst of an aggressive outreach campaign to increase the number of both hiring managers and job seekers who use this valuable resource, and we have received several hundred job listings and many more resumes over the last few months.

## Job Openings

### JVS Cincinnati

- Vocational Case Manager, full-time, to provide vocational case management and job retention services to individuals with disabilities. Minimum qualifications include Bachelor's degree in a Human Services field, excellent communication skills, & experience working w/ severely mentally disabled individuals. Preferred qualifications include vocational case management exp. or job retention experience.
- Clubhouse Manager, full-time, to facilitate the partnership between staff and members, as well as coordinate 365-day/yr. clubhouse. Minimum qualifications include Ohio Counselor/Social Work license or license eligible, 2yrs. experience in program management. 2 yrs. experience working with individuals with serious mental illness, & valid driver's license/good driving record. Preferred qualifications include Clubhouse experience or experience working with substance abuse issues.
- Job Coach, part-time, to training individuals with disabilities in the community. Minimum qualifications include high school diploma or equivalent, excellent communication skills, flexible & able to work independently. Preferred qualifications include experience in Job Coaching or related field.
- Work Center Operations Manager, full-time, to work hands on to resolve problems & build relationships within the agency/community. Minimum qualifications include 4 yrs. supervisory/management experience, excellent customer service skills, creative & innovative, organized & detail oriented. Preferred qualifications include MA in business or rehabilitation and/or sheltered workshop experience.

### JFVS Louisville

- Jewish Family and Vocational Service of Louisville has an open Career Counselor position to fill. The position requires a Masters degree in Career Management or a related field and experience is preferred.

### JF&VS Middlesex

Jewish Family and Vocational Service of Middlesex has four open positions to fill.

- JF&VS is currently seeking an articulate individual to coordinate its statewide program on Medicare/Medicaid Alert. The position involves training the trainers and working with the State Office on Senior Health and with AARP/
- LCSW with good family and group skills needed.
- LCSW geriatric specialist is needed for diversified work with an elderly population.
- Entry-level position (for a holder of a B.A.) as a recreational/program aide at a senior adult daycare

## **IAJVS Partners with Everett JewishJobFinder.com to Recruit the Next Generation of Jewish Professionals**



The Everett JewishJobFinder.com ([www.JewishJobFinder.com](http://www.JewishJobFinder.com)) – the ultimate online Jewish job placement and information service - is the first-ever-centralized resource for employers and job seekers within the worlds of Jewish education and Jewish communal service. The site, made possible by a lead gift from Henry and Edith Everett, targets college students, young adults and others who are looking for or are willing to consider careers in Jewish education or in Jewish communal service.

The Everett JewishJobFinder.com has been developed by JESNA in partnership with the United Jewish Communities and in cooperation with IAJVS, AJFCA, AMOD, CAJE, The Foundation for



Jewish Camping, Hillel, JCC Association, JCPSC, JEA, The Lookstein Center, NAA, and NATE.

The development of the Everett JewishJobFinder.com is anticipated to have a dramatic effect on the Jewish job market. At the click of a mouse, visitors to the site will access a color-coded, graphic-rich site containing hundreds of job openings throughout the continent and a range of information on career paths, job openings, internships, and training opportunities. Employer users can post jobs and search resumes; job seekers can post resumes and search and apply for jobs posted to the site by employer users.

While enhancing job-seekers' searches with extensive job openings and career information on the Jewish community, the Everett JewishJobFinder.com also serves as an invaluable resource for the employers, placement offices, search committees and other recruiting bodies looking to fill openings in their schools, camps, organizations and other institutions.

IAJVS member agencies can help IAJVS be an active partner with the Everett JewishJobFinder.com by submitting any and all job openings they have to Bill Lynch • [lynchw@iajvs.org](mailto:lynchw@iajvs.org).

## It's a Boy!



IAJVS is proud to welcome **Patrick Klain McCann**, born to **Lucy Klain** on Friday September 14, 2001. Congratulations to Lucy and Chris and to their family!!!

## How to Contact Us

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We welcome your comments and suggestions

