

The **Intake & Resource Connection (IRC)** team is the welcoming gateway to JFCS. We offer a compassionate, confidential first point of contact for individuals and families reaching out for support. Our intake counselors use a holistic, person-centered approach—taking time to listen, understand each situation, and connect community members to the services and resources that best meet their needs.



*"You all do great work.
I wish more places
looked to you for the
standard on how to
help people because
you're doing it right."*



*"Seriously thank you
for your time. It means
a lot to me because
my mental health has
been so bad and I've
been having it rough
for so long. You've
been nothing but kind
and respectful and
understanding this
whole time and we don't
even know each other,
other than the phone."*

- Intake counselors responded to **2,284** new calls from **individuals seeking support**, with **5,727 follow-up calls** made
- **Provided outreach** and resource connection **at key agency-sponsored and community events**, expanding awareness and access to services (e.g., *Keeping the Spirit Alive Caregivers Conference*, *PRISM's free produce distributions*, *Mental Health Education Conference*)
- Maintained **comprehensive resource directory** to support timely referrals for clients, staff and community members
- Administered the **Emergency Auto Repair Assistance** program, awarding **over \$33,000 to 21 households** to maintain safe and reliable transportation

IRC team is made up of **skilled professionals** with **backgrounds in social work, counseling, and communications**, and **extensive experience in individual and**



child therapy, crisis intervention, mental health and waiver case management, early childhood education and parenting support, hospice and hospital settings, career services and more—ensuring knowledgeable, compassionate, and coordinated support.

"Thank you for the compassion and understanding. I was in a really bad place and you helped me see through the storm."