



Ezer Mizion

Organizational Abstract





Ezer Mizion - Calling Card

- ▶ Wide range of support services for the elderly, ill, and disabled
- ▶ About 25,000 volunteers
- ▶ 57 branches and activity hubs
- ▶ More than 670,000 people receiving assistance each year
- ▶ Annual budget: NIS 420+ million
- ▶ Administrative expenses: 6.1% of the annual budget, lower than the accepted international norm and well below Israel Accountant General criteria
- ▶ 73% of the financial turnover is derived from purchase of services by government offices and public entities



Tracking and Quality Assurance by Regulators and Public Authorities





Mutual Responsibility

Based on a philosophy advocating mutual responsibility, Ezer Mizion provides services to all applicants, regardless of race, religion, or gender



BROAD COUNTRY-WIDE DEPLOYMENT



Haifa
Zichron Yaakov
Raanana
Netanya
Herzliya
Kfar Saba
Petach Tikvah
Bnei Brak
Ramat Gan
Ohr Yehuda
Ganei Tikvah
Tel Aviv
Holon
Bat Yam
Rishon Lezion
Rehovot
Jerusalem
Modi'in Ilit
Tzohar
Beitar
Karnei Shomron
Rosh Ha'ayin
Lod
Sha'alavim
Ashdod
Kiryat Gat
Ofakim
Netivot



Our Motto:

**Developing services in response to
needs by planning, studying the
field, tracking, and assessment**

Scope of Activity



670,000

people assisted by Ezer Mizion services each year



872,375

donors listed in the International Bone Marrow Donor Registry



2,606

lifesaving transplants done so far



1,428

transplants from among IDF soldiers



1,942

Families of cancer patients assisted by cancer support service



3,000

children were treated by the Child Development Division



13,200

therapy sessions took place at the hydrotherapy pool and rehab center



80,000

loans of medical, rehabilitative, and developmental equipment



5,000

mentally ill benefited from counseling, treatment and rehabilitative services



4,760

people assisted by the Geriatric Support Services Division



25,000

volunteers in action in dozens of cities across the country and around the world



3,160

blood units collected in blood donation campaigns



650,000

meals distributed in hospitals and homes of patients' families



48,500

calls made to the Medical Referral and Counseling department



78,900

transports of patients and mobility impaired by ambulance and volunteer vehicles



EZER MIZION

Israel's Largest
Health Support
Organization

Choosing life.

Governmental Recognition



"With your good deeds and your spirit you are personifying Israel's beautiful side and moral nature."

**Shimon Peres, o.b.m.,
Former President of Israel**



"The collaboration between the IDF and Ezer Mizion has saved many lives. That mutual responsibility, that simple giving, is what connects one person to the next and creates our living fabric as a nation."

**Mr. Reuven Rivlin,
President of Israel**



"There is a saying: 'What you give remains yours forever.' I believe that a person's ability to give of himself to others is a great gift. Whoever merits to save a life will carry that sense of satisfaction and tremendous joy with him as long as he lives."

**General Benny Ganz, Former IDF
Chief of Staff**



**Israel's Prime Minister Binyamin
Netanyahu joins the Bone Marrow Registry**

Partners along the Way - Government Offices



Partners along the Way - Foundations



מؤسسة "شاليم"
The Shalem Fund
لتطوير خدمات لتتخصص في
Development of Services for People with
الافتقار المعرفي في المجتمعات المحلية
Intellectual Disabilities in the Local Councils
פיתוח שירותים כאדם עם פיגור שכלי
ברשויות המקומיות



The Harry and Jeanette Weinberg Foundation, Inc.



EDMOND J. SAFRA
PHILANTHROPIC FOUNDATION



ועידת התביעות
Claims Conference
The Conference on Jewish Material
Claims Against Germany



THE MAURICE AND VIVIENNE WOHL
PHILANTHROPIC FOUNDATION



Bernard
van Leer
FOUNDATION

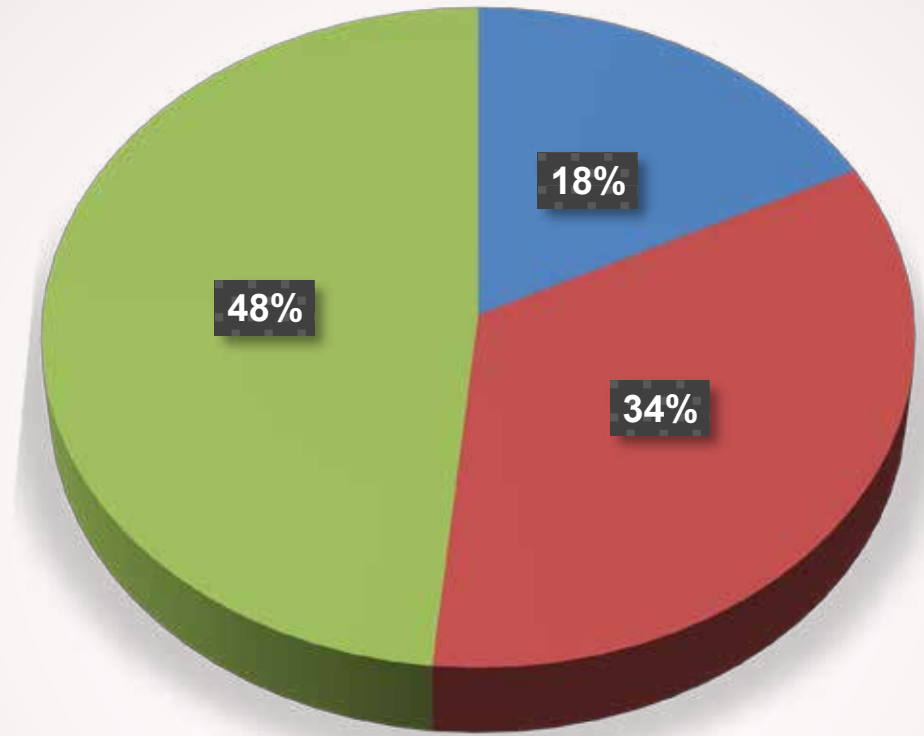
Partners along the Way - Business Sector



Organizational Financial Snapshot in 2016

Income Breakdown

2016 Revenue Cycle = \$120,026,767 | NIS 420,573,793



48%

Income from service provision for
government offices and public entities

\$58,132,599
NIS 203,696,628

34%

In-kind income
by volunteers

\$40,898,539
NIS 143,308,482

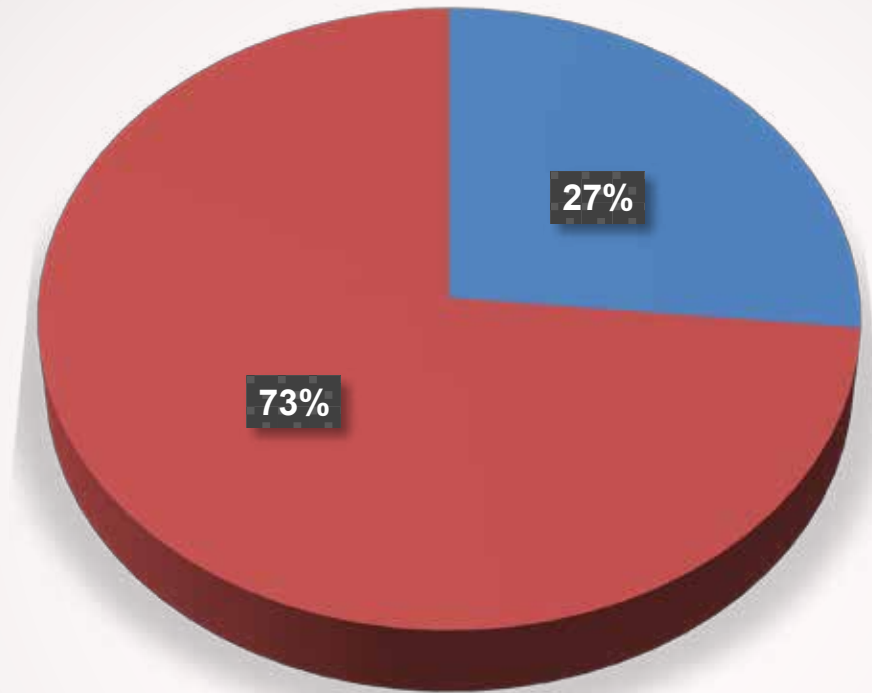
18%

Income from donations

\$20,995,628
NIS 73,568,682

Income Breakdown

2016 Revenue Cycle = \$79,128,228 | NIS 277,265,310



73%

Income from service provision for government
offices and public entities

\$58,132,599
NIS 203,696,628

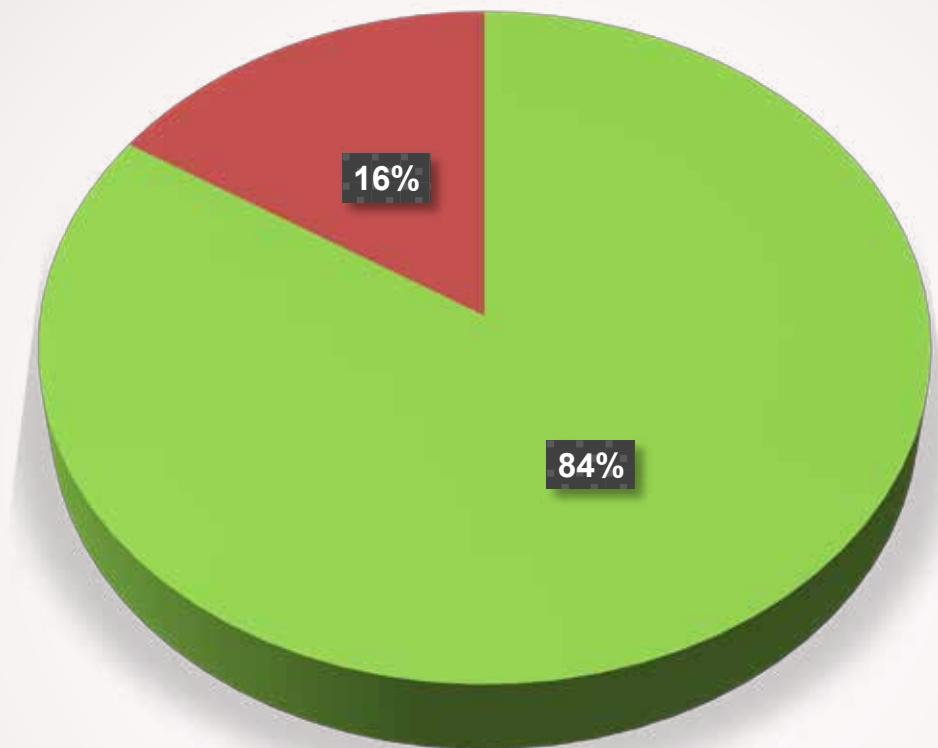
27%

Income from donations

\$20,995,628
NIS 73,568,682

Total Donations

\$20,995,628 | NIS 73,568,682



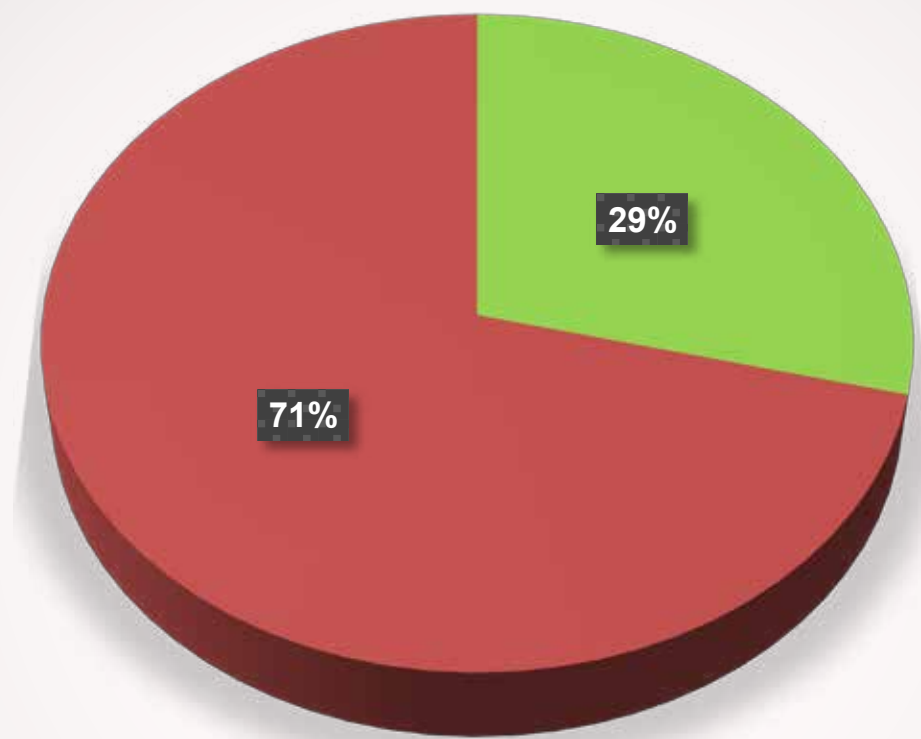
84%

Donations from Israel ▶ **\$17,655,897**
NIS 61,866,264

16%

\$3,339,731 ◀ Donations from abroad
NIS 11,702,418

Donor Population Breakdown



29% \$6,056,481
NIS 21,221,909 ◀ Major donors

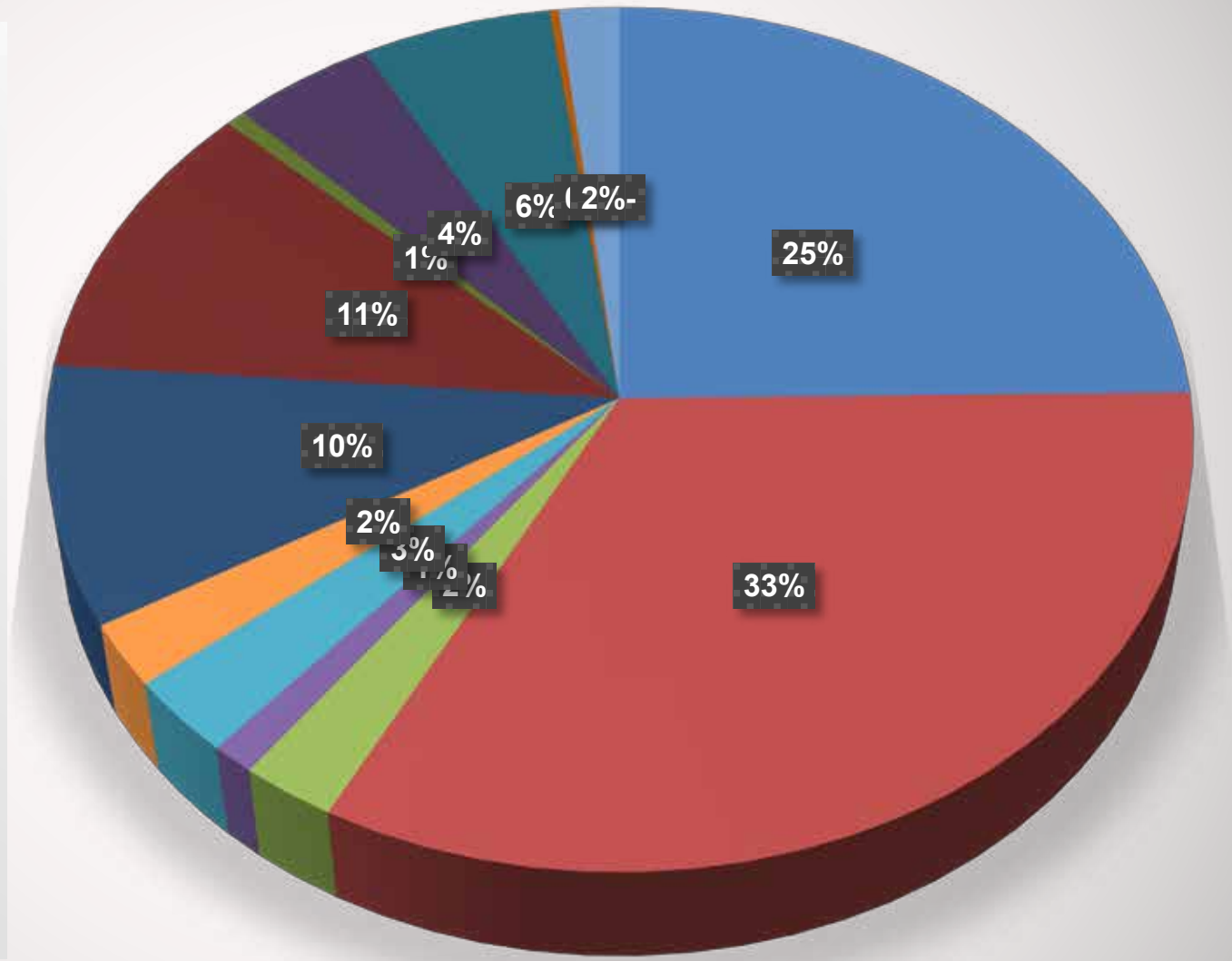
Grassroots/smaller donors ▶ \$14,939,148
NIS 52,346,773 **71%**

Ezer Mizion Fundraising Strategy: to reach the most effective outcomes at the lowest costs. To achieve this, we take the guidance of outsourced analysts and marketing experts.

More than reflecting an approach of moving away from reliance on mega philanthropists, the shift to grassroots donors is an expression of our sincere belief in the importance of social partnerships and community involvement through commitment by the general public.

Breakdown of Expenses by Category

- Geriatric services
- In-kind donations and volunteers
- Mental Health Division
- Office and communication maintenance
- Work on behalf of patients and other recipients
- Ambulance division, vehicle maintenance, and transports
- Childrens Division
- Bone Marrow Registry and Cancer Support
- Hydrotherapy Pool
- Branches and volunteer coordination
- Administrative and general expenses
- Financing expenses
- Other income



Breakdown of Expenses by Category

	In NIS	In USD	Percentage
Geriatric services	₪ 107,813,781	\$ 30,768,773	25.7%
In-kind donations and volunteers	₪ 143,308,483	\$ 40,898,540	34.2%
Mental Health Division	₪ 10,763,347	\$ 3,071,731	2.6%
Office and communication maintenance	₪ 4,925,798	\$ 1,405,764	1.2%
Work on behalf of patients and other recipients	₪ 12,593,010	\$ 3,593,896	3.0%
Ambulance division, vehicle maintenance, and transports	₪ 10,231,241	\$ 2,919,875	2.4%
Childrens Division	₪ 41,995,600	\$ 11,985,046	10.0%
Bone Marrow Registry and Cancer Support	₪ 46,703,809	\$ 13,328,713	11.2%
Hydrotherapy Pool	₪ 2,709,890	\$ 773,370	0.6%
Branches and volunteer coordination	₪ 19,132,747	\$ 5,460,259	4.6%
Administrative and general expenses	₪ 25,558,748	\$ 7,294,163	6.1%
Financing expenses	₪ 1,221,241	\$ 348,528	0.3%
Other income	₪ -8,092,618	\$ -2,309,537	-1.9%
Total Expenses	₪ 418,865,077	\$ 119,539,120	100%
Surplus/Deficit	₪ 1,708,715	\$ 487,647	

Ezer Mizion Services

While the brain center of the organization's programs sit at its national center building, the services are available nationwide through branches all over Israel.

Bone Marrow Donor Registry



872,375

potential donors in the International Bone Marrow Donor Registry

Among them,

455,744

IDF soldiers



11,517

matches found so far



50,000

soldiers join each year in the course of their enlistment process



2,606

lifesaving transplants in **47**
countries around the world



1,428

lifesaving transplants from among IDF soldier donors

\$50

cost of processing each sample



\$55,000,000

invested by Ezer Mizion in the Registry so far

Partners

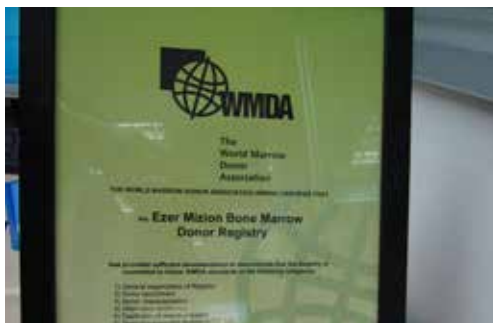




International Bone Marrow Donor Registry

In 1998 Ezer Mizion established its bone marrow donors registry with the goal of enriching the international pool with potential stem cell donors for specific underrepresented ethnicities and genetic combinations.

Ezer Mizion's registry is a lifesaving resource wherever an unrelated stem cell donor is needed around the world. 10% of cancer patients will need a stem cell transplant as a therapy protocol and no one is immune to cancer. The registry is a safety net for humanity.



International Bone Marrow Donor Registry – Achievements

- 872,375 potential donors, thanks to whom 2,606 lifesaving transplants have taken place so far in Israel and in 47 countries around the world
- Sixth largest registry in the world after USA, Germany, Brazil, Poland and China
- The Registry is a member of the BMDW, the International Center for Bone Marrow Donor Registries
- The Registry has full accreditation from the WMDA, the World Bone Marrow Donor Association – certification that was awarded to only 12 registries around the globe!
- In 2011, the Registry joined the EMDIS network
- Collaboration with the IDF enables every IDF recruit to join the pool of potential donors as an integral part of the enlistment process at the Induction Center
- More than 1,428 lifesaving transplants have already been done from among IDF soldier donors

Cancer Support Services - 2016

6,007
hostings at Oranit cancer patient guest home



1,350
participants in overnight summer camps



33,000
big-brother/big sister mentoring hours



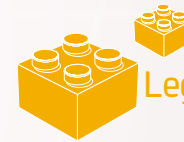
22,000
hours of animal assisted therapy



18,000
hours of art therapy



1,300
Lego workshop participants



800 participants
10 in - types of therapy sessions: Pilates, photography, etc.

10,000
hours of music and sand therapy



6,346
children assisted

3,603
adults assisted





Cancer Support Services

Cancer is among the most challenging serious illnesses and it affects the patient and the entire family fabric. Enormous physical suffering, disruption of daily living and anxiety from the unknown threaten the very foundations of many families, complicating their struggle with cancer.

The professional staff and volunteers at our cancer support services are there for patients and their families, helping them through this turbulent period. Functional assistance, therapies, and overnight hosting at our cancer patient guest home are a lifeline, keeping patients and their families going through these trying times.



Cancer Support Services

- Physical and emotional assistance and support in the hospital for the duration of hospitalization
- Shifts of volunteers to sit with the child during the hospital stay
- Delivery of hot meals to the family from the Ezer Mizion kitchen
- Transport by ambulance and volunteer vehicles
- Loan of medical equipment
- Many social activities, including retreats, outings, fun days, and parties
- Support groups for patients and their families
- Hosting at Oranit when the hospital is far from home
- Medical referral and counseling
- A variety of therapies: Animal therapy, art therapy, music therapy and sand therapy
- Mentoring project for patient's family members
- "Make a wish come true," parties and birthday celebrations, loan of computers, and more

Mental Health Division – 2016



5,000

people benefited from the division's services



220

workers at the Mental Health Division

Among them,



40

mental health field professionals



850

workshops and support groups



2,000

personal meetings

1,000

participants in retreats



2,500

participants in lectures and seminars



Partners:





Mental Health Division

The Mental Health Division was established in order to help people dealing with mental illness and their families through the process of fighting the illness, rehabilitation, convalescence, and integration into the community.

The division provides a range of rehabilitation, counseling, and guidance services, on a personal, marital-family, and community level.

Services are provided by multidisciplinary professionals, who work with a professional, systemic approach, with finely honed sensitivity and great adaptation to the needs of the client and family.



Division Services

The division operates a range of projects nationwide to assist the mentally ill and their families:

- **"Rehabilitation Package"** professional services for those eligible for the Rehabilitation Package, in keeping with the client's needs and capabilities:
 - Coaches - Personal escort in the client's home, for optimal functioning
 - Mentors - Personal social escort in the public arena, to help renew systems of relationships in the community
 - Occupational rehabilitation - work under sheltered conditions in a variety of areas, such as kitchen, bakery, music, electronics, and more
 - Supported work - professional integration and escort of the client into the open job market
 - Social and leisure-time centers - a range of cultural and leisure activities to improve social skills.
- **Family counseling center** - staff of experts in the mental health and family care fields, who give one-on-one and group support, legal counseling, realization of entitlements, lectures, seminars, and referral to therapists.
- **"Yedidei Nefesh"** - support and counseling hotline, providing a response for people coping with life challenges and burdens..
- **Retreats for the mentally ill and their families.**

Children's Division – 2016



3,000
children assisted and treated



15,000
hostings by the Hakala Respite Program



10,000
requests for assistance at the Advocacy Unit



18,000
hours of therapy at the Early Intervention Center



20
day nurseries



200
children



100
early childhood paramedical professionals



1,183
early childhood teachers trained in the Active Nurturing Early Learning program

Partners





Children's Division

Ezer Mizion's Children's Division was established to provide children with the optimal tools for healthy development and for realizing their potential. The division is staffed by a range of early childhood professionals who provide the highest calibre services to children with special needs and to those with minimal developments delays. The broad range of service options envelops the children and their families and provides them with the finest professional care along with community support services.



Children's Division Services

• Educational frameworks:

- Rehabilitative day nurseries
- Preschools
- Programs to promote development
- "Hakalah" Respite program

• Community services:

- Information and counseling center for parents
- Afternoon activity clubs
- Day camps and retreats
- Game-lending library

• Therapy services:

- Loan of rehabilitative, developmental equipment
- Developmental park
- Child development unit



Children's Division Services

- **Rehabilitative day nurseries** – with two types of classes: "Communication classes" (for toddlers on the autistic spectrum) and "Multi-disabled classes" for children with complex disabilities
- **Preschools** – for children with developmental delay or mental-developmental impairments at all levels
- **Active Nurturing Early Learning teacher training program** -trains early childhood educational staff to identify children at developmental risk and provides tools for promoting their healthy development in the areas of cognitive learning as well as communication, emotional and social skills.
- **"Hakalah" Respite program** – retreat for children and teens with special needs at the homes of host families in the community



Children's Division Services

- **Information and counseling center for parents** – providing information on methods of treating various problems, from mild emotional or developmental challenges to communication problems, mental or sensory deficits, cognitive deficits, and mental impairments. The center provides a listening ear, information about relevant schools and services, and referrals to professionals for evaluation and therapy, operates support and training groups, and helps families realize their entitlements
- **Activity clubs** – leisure-time activity groups for afternoons, weekends, and vacation times, for children with special needs
- **Day camps and retreats** – A number of day camps operate during the summer months. Each camper is assigned a personal mentor. At the day camp, the children enjoy a variety of activities
- **Game-lending library** – loan of developmental games and books to promote the therapy process



Division Services – Therapy Services

- **Loan of developmental equipment** – equipment earmarked for children, from those with mild developmental challenges to children with serious illnesses. Among the items available for loan: Standers, walkers, a variety of chairs, steps, jumping equipment, and more
- **Developmental park** – multipurpose activity expanse enabling hands-on experience on a wide selection of sensory and motor playground equipment, combining physical, sensory, and cognitive activity, using sophisticated technology
- **Child development unit** – paramedical therapy provided by speech therapists, occupational therapists, emotional therapists, and physiotherapists. Given to children ages 0-10

Geriatric Services and Support Division - 2016



4,760

seniors received services from the Geriatric Division



6,000

seniors were assisted by community services



90

social workers and 90 program leaders



850

Holocaust survivors were assisted at the Division



15

community programs



550

new calls to the Tzipora Fried Center



532

participants in workshops and support groups at the Tzipora Fried Center

Partners





Geriatric Services and Support Division

Ezer Mizion does everything in its power to ease the lives of the elderly and provide them with a good quality of life, an outgrowth of their belief that the elderly person is a central, important part of society and deserves to age with dignity, without diminishing his quality of life. The broad spectrum of services is given to every applicant with love and at no fee.

The senior receives a particularly wide range of services geared for each stage of life and every medical condition, from health promotion programs, to community projects, to home attendant services.



Geriatric Services and Support Division—Areas of Activity

- **Home attendant services for seniors eligible under the Home Attendants' Statute**
- **Community projects**
- **Tzipora Fried Center** for Support and Assistance to Families of Alzheimer's Patients



Home-Attendant Services for Seniors Eligible under the Attendants' Statute

Ezer Mizion's home-attendant services are provided with the innovative "all-embracing" approach that provides the senior and his family with an all-inclusive range of support and aid services:

- Israeli attendants who are given special training to work with the senior in his home and strengthen the bond with him
- A variety of foreign-born attendants so as to attain the optimal match to the senior's needs
- Medical counseling and referral
- Counseling on how to realize entitlements
- Loan of AAC (Augmentative, Alternative Communication) devices
- Professional mentoring, support, and guidance for families
- Absorbent products at cost price
- Loan of medical and rehabilitative equipment
- Ambulance transport at no fee



Community Projects

- **Health Promotion Center**, which runs seminars in the community to promote health, physical exercise groups, days for various preventative medical tests for seniors, walking groups in parks, age-adapted and disabled-accessible walking trips, a program to reduce the number of falls in seniors' homes, and the "Keep Moving in Kolllel" program
- **Bonding with Motion project** – physical activity for the senior implemented by his primary caregiver
- **"Eshnav" project (United Services for the Survivor at Home)** – a program geared for homebound Holocaust survivors
- **British Cafe club for women Holocaust survivors**
- **"Making a Wish Come True" project** – realizing dreams of debilitated seniors
- **55+ Club** geared for women with physical disabilities in Petach Tikvah
- **"Kabbalat Shabbat" project** – a program to ease loneliness of seniors in the Hatikvah neighborhood in Tel Aviv
- **"Cho-sen Zahav" program** – to increase personal stamina and ability to cope with the challenges of aging.



Tzipporah Fried Alzheimer Family Support Center

- Guidance and counseling for family members caring for people with dementia and Alzheimer's
- Emotional therapy for family members caring for Alzheimer's patients
- Counseling on how to deal with the authorities to realize entitlements
- Support groups for caregiving relatives
- Workshops, lectures, and seminars
- Preventative activities and programs to raise awareness of Alzheimer's
- Services are provided on a countrywide basis
- The "Kinetic and Connected" program – preserving and enhancing cognitive capabilities in Alzheimer's patients at the onset of their illness, using a special activity kit, implemented by specially-trained volunteers
- Coming soon: A club for women with dementia and Alzheimer's in Petach Tikvah

AAC (Augmentative Alternative Communication) Free Loan Center



20,000

calls since the Center was
established

2,167

loans in 2016



1,200

consultations, seminars, and evaluations at the Omer Center



160

types of devices

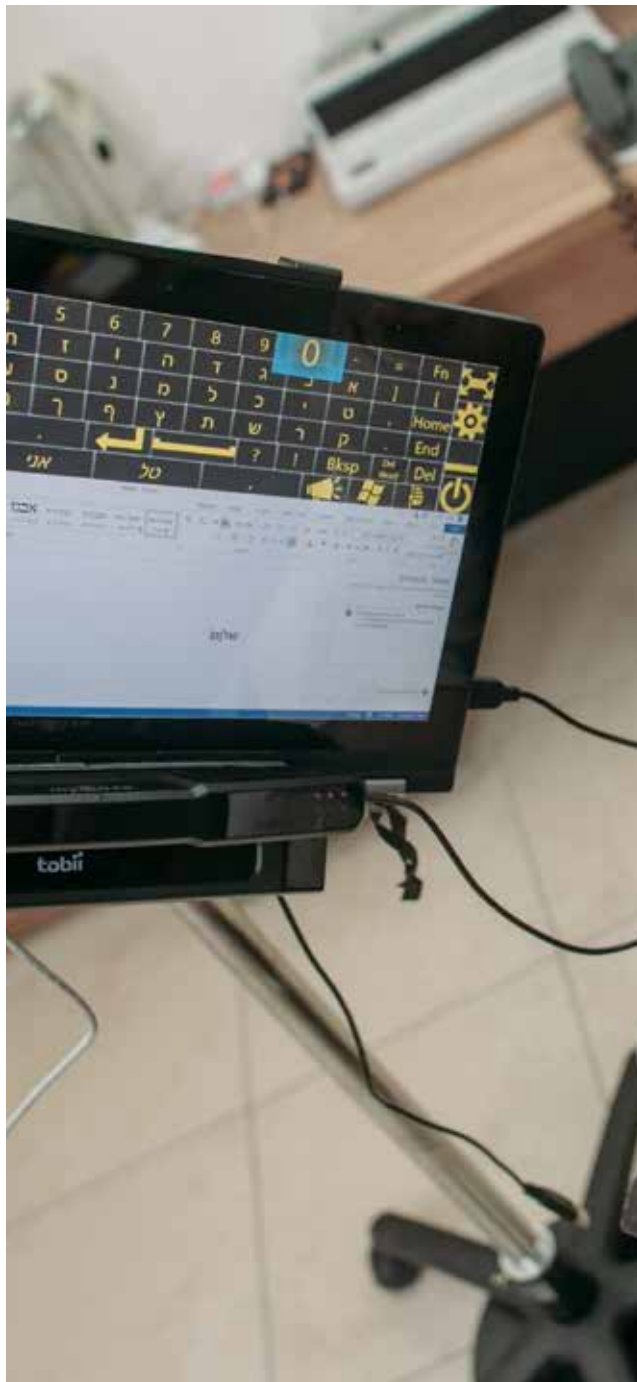


3,850

items for loan

Partners:





AAC (Augmentative Alternative Communication) Free Loan Center

Tens of thousands of adults and children in Israel struggle with severe speech impairment, due to congenital or acquired conditions, such as cerebral palsy (CP), mental-developmental disabilities, autism, strokes, cerebral tumors, road accidents, and more. As a result, they are denied the basic and vital right to determine their quality of life by communicating with those around them and being involved with their family and friends, and their development is halted.

In order to help people with these disabilities, Ezer Mizion established the National Center for Loan of Communication Devices, the only center of its kind in Israel, and one of an isolated few around the world. The Center lends speech-generating devices and talking computers that give the user the ability to communicate, using dynamic speech-generating screens. The user is able to direct the device to sound prerecorded or typed-in messages.



Division Services

- **Unit for Loan of Communication Devices** – computer, iPads, and digital devices
- **Unit for loan of accessibility accessories**
- **“Omer” Center** – for evaluations, guidance sessions, seminars, training courses, and development of resources in the field of AAC (Augmentative, Alternative Communication)

Social Service Division

28,000
hours of mainstreaming services



204,000
mentoring hours a year



52,000
hours of mentoring services



520
therapists



16
in cities

18
administrative staff and
social workers



Partners:





Social Service Division

- Providing social services for young families, in collaboration with the social service departments of the various municipalities
- Mentors to help normative children and children with disabilities or developmental delays and to move them forward emotionally, socially, and scholastically
- Mentors for children on the autistic spectrum, preparing them to cope with daily life and integrate into the community
- Coaches – guiding families who are struggling with daily functioning in their household management and teaching them parenting skills
- Mainstreaming assistants - integrating special children into normative day nurseries and family day care
- Help with housework for families in which one of the parents is not functioning or is absent from the home
- Mentors and tutors for children in foster care

Hydrotherapy and Rehabilitation Center (Rehab Pool)

35

professional staff members



110,000

therapy hours a year



150

hydro therapists enriched by
continued professional development
enrichment courses



4,500

people benefited from the
Center's services



Partners:





Hydrotherapy and Rehabilitation Center (Rehab Pool)

- Therapy for a variety of populations, of all ages – individual and group
- Professional, experienced staff, Wingate graduates
- Well-equipped center with high-level, sophisticated equipment
- Fully disabled-accessible
- Operates with absolute separation
- Holistic view of the client's needs

Food Distribution Services Division

55,000
meals to families of patients



650,000
meals distributed each year



21
cafeterias in
18
medical centers

17
full-time staff



10
kitchens across the country



1,700
volunteer cooks





Food Distribution Services Division

- Hundreds of meals distributed each day to people accompanying patients in hospitals
- Mobile cafeterias in hospitals, distributing hot drinks and cake
- Sweet package deliveries each week to the oncology wards
- Distribution of cooked meals to the homes of families of hospitalized patients
- Network of thousands of volunteers cooking and baking
- High professional standard: Food production license, hygienic inspections, professional chef, and on-site kashrut supervisor
- Integrating community assistance: Clients of the Mental Health Division who are eligible for the Occupational Rehabilitation Package are employed as part of the kitchen staff

Medical and Rehab Equipment Loan center

80,000

equipment loans each year



21

staff members



57

loan hubs around the country



7,566

items for loan



103

categories



Medical and Rehab Equipment Loan center

- Loan of basic medical equipment for patients and seniors: wheelchairs, walkers, crutches, hospital beds, lifts, feeding devices, and more
- Advice and personal tailoring of equipment
- Scrupulous maintenance and sterilization of each item before it is loaned
- Loans at no cost
- Sale of auxiliary equipment and perishable materials at cost price

Ambulance and Volunteer Car Transport Division

78,900 

rides in ambulances and volunteer vehicles

22

Ambulances and vans



80%

of the requests receive
a response

55,000

transports for vital medical care



15,000

transports for the elderly



6,900

fulfil a dream transports





Ambulance and Volunteer Car Transport Division

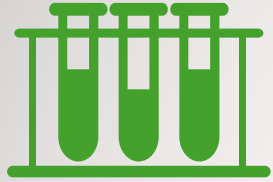
- Transport of patients and mobility-impaired in ambulances and nechoniot (vehicles for transport of the disabled) to medical treatments and appointments
- Transport of patients and mobility-impaired to family occasions and to "make a wish come true"
- All vehicles are equipped with vital medical equipment
- Skilled drivers with a senior medic license
- Assistance in getting from the house to the ambulance



Volunteers Division

- **Volunteers in hospitals** – Assisting the medical and nursing staff, distributing hot meals, operating the mobile cafeterias, escorting patients to tests, and sitting with patients
- **Volunteer in homes** – Assisting patients in their homes with daily activities; visiting homes of seniors to ease their loneliness and sense out problems; helping families of patients with child care, help with homework, cooking meals at home, or distributing meals from the Ezer Mizion kitchen, help with various errands
- **Volunteers working from their own homes** – Phone assistance to seniors and maintaining ongoing contact, cooking meals to be distributed to families of hospitalized patients, babysitting, and more
- **Volunteer drivers**
- **Volunteering in special projects** – A number of Ezer Mizion's departments and divisions run projects that are based, to a great degree, on volunteers, turning the entire community into partners in their work, such as: afternoon clubs for special children, medical equipment loan, summer camps, "Chayil" project, and more
- **Blood donors** – Ezer Mizion maintains a computerized registry with names of thousands of blood donors, some of them with rare blood types, who have expressed their willingness to donate blood regularly or as needed. The donors come to donate blood for patients once in a while, and are also accessible for a blood donation on short notice, when it is vital to save patients' lives.

Linked to Life - WhatsApp technology coordinating regional volunteers



1,856

transports of vials
for lab testing

8,500

volunteers



250

groups



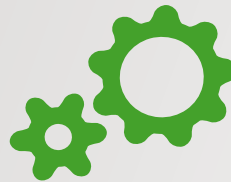
8,692

transports of volunteers to stay
with hospitalized patients



4,742

transports of vital medication



50,210

requests posted a year



8,297

transports of meals for patients
and their families



74%

of the requests
receive a response



Linked to Life - WhatsApp technology coordinating regional volunteers

Linked to Life is a unique, innovative volunteer channel, in which hundreds of What's App groups, numbering thousands of volunteers, in Israel and around the world, are available to help patients and their families, as necessary. This one-of-a-kind initiative has immeasurably expanded the scope of volunteering and the ability to provide a quick, quality response to those who need it.

- Helping patients and their families with rides to hospitals
- Transporting medications, equipment, medical documents, and bone marrow samples
- A volunteer network that works with a What's App application
- Operates on a countrywide basis in Israel, as well as in several other countries around the world