Yvonne (client): “I really like Maeve. Having her over relaxes me. She’s very compassionate.”

Maeve (volunteer): “I didn’t realize how much I missed my endangers until I started volunteering with Yvonne. I only wished I’d done it sooner.”

Our new volunteer program is robust, fostering relationships between our elderly clients and caring neighbors of all generations. As you can see in this annual report, we are creating connections that are truly life-giving. We’ve also engaged over 300 community members creating birthday cards for our clients, many of whom live alone without any family or friends. We’re also incredibly grateful to the Brooklyn Community Foundation for providing a $20,000 matching grant to spur philanthropy in our borough, home to one of the largest aging populations in New York City. Funding from all sources is still quite competitive, and we remain in need of increased financial resources. We still maintain a waiting list for services that is far too long.

Lastly, I want to thank our generous donors, whose gifts throughout the year sustain our daily work, touching lives of older adults in need. Thanks especially to those who joined us at our Spring Benefit, where we had the power to keep older adults in the community and in their homes – healthier, happier and safer. We still maintain a waiting list for services that is far too long.

As a leading partner in this endeavor, Heights and Hills is entering an exciting new partnership with New York Methodist Hospital, five verified home care facilities, two certified home health agencies and a physician house-call practice. Each organization will own its unique role to play in reducing preventable hospital readmissions.

I write on behalf of my wonderful colleagues on the Board of Directors to express our heartfelt thanks to the many ways the community has engaged. We’ve also worked with the aging populations in New York City. Funding from all sources is still quite competitive, and we remain in need of increased financial resources. We still maintain a waiting list for services that is far too long.

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As we look to the new year, we see both challenges and promises ahead. In our ongoing quest to make life better for older community residents and their families, Heights and Hills will be taking on a big new project designed to ease the transition from hospital stay back to home. Research tells us that the riskiest time for older people occurs during “care transitions” – moves between care settings, e.g. hospital to home, rehab to home, or the start or end of home care services. These transitions are usually hurried, laden with anxiety for patient and family, with poor communication and follow-up, and all too often result in a costly and further traumatic readmission to the hospital.

To address this problem, Heights and Hills is entering an exciting new partnership with New York Methodist Hospital, five verified home care facilities, two certified home health agencies and a physician house-call practice. Each organization will own its unique role to play in reducing preventable hospital readmissions.

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Hear what some of our volunteer and clients have to say

**Ursula (client):** “I enjoy talking and walking with Giselle. Usually we talk and exchange views…and we even have the same

**Bernie (client):** “Charles has put me more in contact with the real

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Our Programs
Each year, Heights and Hills serves more than 3,000 adults aged 60 and over and their family caregivers throughout 19 neighborhoods in Brooklyn including:

- Bedford Stuyvesant
- Boerum Hill
- Brooklyn Heights
- Carroll Gardens
- Clinton Hill
- Cobble Hill
- Crown Heights
- East Flatbush
- Farragut
- Fort Greene
- Gowanus
- Park Slope
- Prospect Heights
- Prospect-Lefferts Gardens
- Red Hook
- Remsen Village
- Sunset Park
- Windsor Terrace
- Wrigley

Case Management
Our multi-lingual case managers help older adults better manage the activities of daily life that can become more difficult with age. We help older adults remain in their homes, feeling connected, safe, healthy and happy by:

- Arranging for in-home care and household chores, such as laundry and cleaning
- Scheduling clients to receive home-delivered meals
- Ensuring clients are receiving the correct entitlements and benefits
- Helping clients create a support system
- Answering questions about long-term care planning
- Monitoring clients’ well-being over time

Diabetes Education Program
Our Certified Diabetes Educator works with our diabetic case management clients to understand the basics of managing their disease and to give them the tools they need to assist in their own self-care.

Caregiver Program
Our program for caregivers focuses on providing services to families who are caring for aging relatives and friends. Services include:

- Outreach to inform the community about available services and supports for caregivers
- Information and referral assistance
- Assistance in obtaining entitlements and benefits
- Individual counseling for the caregiver
- Support groups
- Training and educational sessions
- Respite services

Transportation Services
Available to persons aged 60 plus who are unable to use public transportation and who live in Brooklyn Heights, Concord Village, Boerum Hill, Cobble Hill and Carroll Gardens, our convenient and accessible transportation options include:

- A fixed-route senior shuttle
- Van service to selected locations including senior centers and shopping trips

Volunteer Services
- Friendly visiting and companionship
- Telephone reassurance
- Escort to medical appointments
- Assistance with one-time household tasks

In January we rolled out our Birthday Card Collective—an intergenerational program that provided more than 400 young people in school programs and youth groups with an orientation to what it’s like to be elderly, followed by an arts project to create personalized birthday cards for isolated homedbound elders.

To obtain information on any of our programs or services, please email us at info@heightsandhills.org or contact our office directly at (718) 598-8785 anytime Monday through Friday from 9:00 AM to 5:00 PM or visit us in person on the 4th floor of 57 Willoughby Street in Downtown Brooklyn.

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Donor List