

Hear what some of our volunteer and clients have to say



Yvonne (client): "I really like Maeve. Having her over relaxes me. We go for walks and we talk about different things. She takes me places I wouldn't go normally. She's very compassionate."
 Maeve (volunteer): "I didn't realize how much I missed my grandparents until I started volunteering with Yvonne. I only wished I'd done it sooner."



Stanley (client): "I really enjoy Greg. He helps me take care of things around the house and we like each other's company. One thing we love to do is watch 'Family Feud.' We try to see who is better at the game."
 Greg (volunteer): "I have never volunteered this way in my life. I've worked in soup kitchens and things like that, but the one on one contact is very different. You get to learn more and open your mind to others. You don't get that outside an experience like this. We're buddies."

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FINANCIAL REPORT

Financial summary derived from audited financial statement from July 1, 2011 through June 30, 2012

Revenue and support:

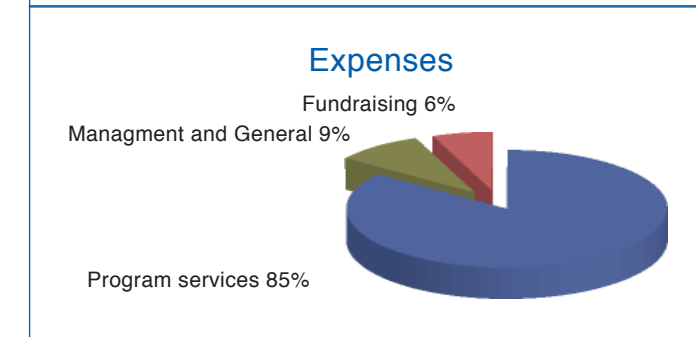
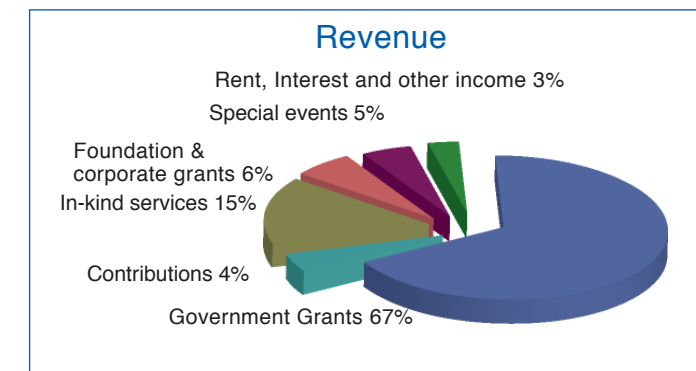
Government grants	\$1,189,401
Contributions	\$80,048
In-kind services	\$273,000
Foundation & corporate grants	\$101,000
Special events	\$89,583
Rent, Interest and other income	\$49,968
Total revenue and support	\$1,783,000

Expenses:

Program services	\$1,537,666
Management and general	\$158,045
Fundraising	\$123,054
Total expenses	\$1,818,765

Net Assets:

Net assets - beginning	\$1,061,480
Change in net assets	\$6,878
Net assets - ending	\$1,068,358



HEIGHTS AND HILLS
 supporting brooklyn's older adults
 ANNUAL REPORT 2012



I write on behalf of my wonderful colleagues on the Board of Directors to express our heartfelt thanks for the many ways the community has engaged in our work to help older adults age in place right here in Brooklyn.



As we look to the new year, we see both challenges and promise 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 skilled nursing facilities, two certified home health agencies and a physician house-call practice. Each organization will have its own unique role to play in reducing preventable hospital readmissions.

Our new volunteer program is robust, forging relationships between our elderly clients and caring neighbors of all generations. As you will read in this annual report, we are creating connections that are truly life-giving. We've also engaged over 300 young people in creating birthday cards for our clients, many of whom live alone without friends and family.

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 opportunity to honor one of our community partners, The Brooklyn Daily Eagle.

As a leading partner in this endeavor, Heights and Hills' role will be to initiate the Bridge to Home Program – a 30-day social work intervention to assist with implementation of discharge plans for those patients deemed to be at high risk for re-hospitalization. Bridge to Home social workers will make sure that patients get follow-up medical care, are able to obtain their medications and understand their usage, know "red flag" signs, and have access to any long-term services that they may need going forward. This evidence-based intervention, coupled with a cross-continuum team approach, will facilitate regular communication about shared patients, allow for clarifying clinical status, care needs, goals and identifying obstacles to achieving these goals, as well as providing the patient with reinforcement of disease management and self-care techniques.

Please consider the many ways that you can continue to help Heights and Hills. Make a gift, volunteer, or host a small party to introduce this important community organization to your friends of all ages.

This program will help older adults at what is a challenging time for anyone, much less those with no support from family or friends. It builds on our strengths and exemplifies our mission to do everything in our power to keep older adults in the community and in their homes – healthier, happier and safer.

Dona Metcalf Laughlin
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 President

Judy Willig
 Judy Willig
 Executive Director

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 birthday!"

Giselle (volunteer): "We have certain things in common. Ursula is a good motivator and it's really nice to have someone to talk to."



Bernie (client): "Charles has put me more in contact with the real world."

Charles (volunteer): "I like Bernie very much. He shares a lot about his family and I feel like I know them. It makes for a nice, full picture."

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
Wingate



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 and 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 youngsters 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 homebound 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) 596-8789 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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With deep thanks, Heights and Hills gratefully acknowledges the support of the following donors, whose contributions were received between July 1, 2011 through June 30, 2012.

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