A YEAR IN AGING FORWARD

HEIGHTS AND HILLS
supporting brooklyn’s older adults

Heights and Hills promotes successful aging in the community. Since 1971 we’ve helped people live out their older years on their terms, independently and with dignity.

3 Good Reasons We’re Still Here:

- By 2030 the number of Brooklyn’s elderly is expected to double.
- Working family caregivers can’t do it all alone, nor should they.
- Aging successfully means better social, health and economic outcomes for everyone.
Dear Friends,

I am honored to write to you as Heights and Hills’ Board President. I follow in my dear friend and mentor Dona Metcalf Laughlin’s footsteps and wish to thank her for all she has done for the organization and to prepare me for the work ahead. I also want to acknowledge former Board members Morley Bland, Patrick Burns, Connie Madeo, Alexandra Kirby Taylor, Mary Lou Wells, Trudy Whitman and Howard Zimmerman. These dedicated individuals have demonstrated exemplary stewardship and passionately guided an organization I am proud to represent.

As our city prepares for a new administration and the country grapples with sweeping changes to healthcare, Heights and Hills’ dedicated staff and Board of Directors are busily preparing to meet the needs of Brooklyn’s growing population of older adults. Silos within a large city that is committed to the delivery of many services for those in need make way for new and innovative partnerships. This year our collaborative work with New York Methodist Hospital has created the Bridge to Home care transitions program that assists patients and their caregivers to prevent avoidable readmissions to the hospital. Heights and Hills partnered with the Arnold and Marie Schwartz College of Pharmacy and Health Sciences at LIU to create a system that will red flag potentially dangerous prescription drug overlaps for our clients. Our volunteer program continues to match quality friendly visitors, bridging the work done by social workers and case managers to ensure meal delivery, good health, and client well-being. Our newly created Pen-Pal and service learning program at Brooklyn Friends School cultivates an exchange that binds generations. This is a model we proudly developed in-house to encourage personalized letter-writing, an understated, yet critical component to relationship building within a growing age divide that often marginalizes many older adults. These programs and others exist outside of our primary service contracts covered by government funding that provide in-home assessments, linkages to meals, homecare, support for caregivers and transportation.

Heights and Hills continues to make great strides and commits itself to at least 42 more years of promoting successful aging. We are happy to share the outcomes of our work with you as neighbors, partners, supporters and friends. Thank you for another great year.

Sincerely,

Mary McNeil
President

Mary McNeil, President
Deborah Juantorena, Vice President
Suzanne Nicoletti-Krase, Secretary
Jeff Helfgott, Treasurer
Katherine Bartholomaus
Scott Kleiner
Joseph Kopitz

Dona Metcalf Laughlin
Susan Leitner
Judith Miles
Anne Perzeszty
Eliza Rossman
Paul Schlesinger
Lillian Tsai
Patty Vigorita

BOARD OF DIRECTORS
Volunteer Program
In its 3rd year, our growing volunteer program supplements our case management, caregiver and transportation programs by helping individuals over the age of 60 remain happy, healthy and connected to caring community members through:

- **Our Intergenerational Focus**
  - **New**: Pen Pal Exchange
    - Heights and Hills’ Pen Pal program aims to bridge the generation gap by promising routine and planned letter writing where young and older people can share stories, family history and build meaningful relationships as neighbors. Our pilot Pen Pal Exchange group of 4th grade students matched with Heights and Hills seniors ended with a lively reception and in-person meeting at Brooklyn Friends School.
  - **Escorts to Medical Appointments**
  - **Friendly Visiting**
  - **One-off Small Household Assistance**
  - **Telephone Reassurance**

Our volunteers are the lifeforce of our annual Thanksgiving dinner, serving and delivering over 250 meals each year to our nearest and dearest older neighbors.

Volunteering isn’t always easy or intuitive. We aim to support each individual who supports us in our mission to help older adults age successfully.

**Aging 101 Curriculum**
An interactive workshop series developed for young people in order to give a more meaningful context for their work to help the elderly of their communities. Taught by Heights and Hills staff, Aging 101 is tailored to varying ages and group constraints.

**Birthday Card Collective**
Established to educate young people about the challenges of aging in New York City while giving them a hands-on opportunity to make an impact in the life of their older neighbors. Young participants ensure that Heights and Hills clients receive a personalized and handmade birthday and holiday card every year. Entire schools, specific grades, classes, youth groups and/or young individuals “adopt” a month, or multiple months, thereby committing to be part of a team of young people who produce cards for every client’s birthday.

Case Management
Our case management program helps older adults better manage the activities of daily life that can become more difficult with age.

A first-time **home visit** includes an individual assessment by **caring case managers** who are trained to **identify strengths** and challenges related to one’s daily living activities, safety, financial support, physical health status, mental health and cognition, nutrition and **social connectivity**.

**Monitoring clients’ well-being over time we help with:**
- Creating a sustainable support system
- Coordinating in-home care and household assistance
- Answering concerns and questions about long-term care planning
- Scheduling home-delivered meals
- Ensuring correct entitlements and benefits are received

**Our team of Case Managers** serves over 1,200 older adults, clocking nearly 15,000 hours of case management per year. **Troubleshooting daily**, our team provides an additional 1,000 older adults with information, referrals and temporary help and intervention a year.

**New: Bridge to Home 2013**
**Smoothing the transition from hospital to home**
A 30-day social work intervention to assist elderly patients of **New York Methodist Hospital** deemed high risk for re-hospitalization.

**Common and costly**, rehospitalization is patient admission to a hospital soon after discharge. Nearly one in every five elderly patients who are discharged from the hospital is rehospitalized within 30 days. **New England Journal of Medicine, 2009**

Heights and Hills’ **Bridge to Home** care coordinator works with our partners at New York Methodist Hospital, five skilled nursing facilities, three certified home health agencies and a physician house call practice to ensure that what could be a challenging time for an older adult and their caregiver is nearly obstacle-free for their prescribed care goals.

**One more way we do everything in our ability to keep older adults healthier, happier and safer in their community.**

**Gender Served**
- Female: 31%
- Male: 69%

**Our Partners**
- New York Methodist Hospital
- Brooklyn Community Foundation
- Visiting Nurse Service of New York
- LIU Pharmacy
- Concerts in Motion
Caregiver Program

“There are only four kinds of people in the world: those who have been caregivers, those who are currently caregivers, those who will be caregivers and those who will need caregivers.”

Former First Lady, Rosalynn Carter

Our caregiver program focuses on those family members, friends or neighbors who provide unpaid assistance, such as emotional support, shopping, cooking, bathing and bill paying for the older adult in their lives.

Caregiving can present considerable challenges to an individual giving care that ranges from physical to emotional to economic.

We help hundreds of caregivers

- Navigate the healthcare maze
- Understand an array of legal issues affecting older New Yorkers
- Obtain information on appropriate benefits and entitlements for the elderly

Our team of caregiver social workers are available to provide information and offer assistance in a supportive, confidential, individual and/or group setting. We are there to assist when there is a caregiving emergency.

In your workplace or community setting we lead the following seminars:

- Understanding Dementia
- Legal and Healthcare Planning
- Caregiving 101
- Caring for Our Elders: Dealing with Resistance
- Long-Distance Caregiving

Heights and Hills began a telephonic support group for caregivers to accommodate the limited schedules of many of our caregiver clients. Our in-person support group meetings are designed to accommodate a range of schedules.

Weekly support groups meet at the Heights and Hills office. Monthly support group meetings are also held at Brooklyn Parkinson Group and can be arranged elsewhere in the community*.

Staying connected to caregiver related support is critical, because caring for oneself is just as important as caring for the needs of an older loved one.

* Contact us at info@heightsandhills.org or 718-596-8789 to arrange for workplace, faith-based and/or local community group support meetings.

Our Senior Service Van provides home pick-up (between 9AM and 12PM) and return service (between 1PM and 2PM) to several locations in Brooklyn. Passengers must call in advance to reserve seating.

Our Senior Shuttle makes 35 stops four times per day along a fixed route on a loop through Boerum Hill, Brooklyn Heights, Carroll Gardens, Cobble Hill and Concord Village. Call 718.596.8789 for schedule updates, maps and to purchase advance tickets ($1).

### Transportation Program

<table>
<thead>
<tr>
<th>Stop</th>
<th>Landmark</th>
<th>Location</th>
<th>Stop</th>
<th>Approximate Times</th>
</tr>
</thead>
<tbody>
<tr>
<td>*1</td>
<td>175 Adams. St., Concord Village</td>
<td>*1 9:15</td>
<td>X</td>
<td>X X X</td>
</tr>
<tr>
<td>2</td>
<td>Hydrant</td>
<td>140 Cadman Plaza</td>
<td>2</td>
<td>9:30 11:00 1:30 3:00</td>
</tr>
<tr>
<td>3</td>
<td>No Standing Zone</td>
<td>Henry St. b/w Pineapple and Clark St. (corner of Pineapple St.)</td>
<td>3</td>
<td>“ “ “</td>
</tr>
<tr>
<td>4</td>
<td>Mailbox</td>
<td>Henry b/w Love Lane and Pierrepont St.</td>
<td>4</td>
<td>“ “ “</td>
</tr>
<tr>
<td>5</td>
<td>Hydrant</td>
<td>Henry, corner of Montague St.</td>
<td>5</td>
<td>9:35 11:05 1:35 3:05</td>
</tr>
<tr>
<td>6</td>
<td>St. Charles Jubilee Senior Center</td>
<td>55 Pierrepont St.</td>
<td>6</td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Hydrant</td>
<td>224 Henry St. (across from Hunts Lane)</td>
<td>7</td>
<td>“ “ “</td>
</tr>
<tr>
<td>8</td>
<td>Hydrant</td>
<td>258 Henry St. (b/w Joralemon St. and State St.)</td>
<td>8</td>
<td>“ “ “</td>
</tr>
<tr>
<td>*9</td>
<td>Corner</td>
<td>Sidney Pl. near corner of State St.</td>
<td>*9</td>
<td></td>
</tr>
<tr>
<td>*10</td>
<td>Corner</td>
<td>Sidney Pl. at Joralemon St. (Medical Arts, 142 Joralemon St.)</td>
<td>*10</td>
<td></td>
</tr>
<tr>
<td>11</td>
<td>Corner</td>
<td>Henry St. at Atlantic Ave. (b/w State St. and Atlantic Ave.)</td>
<td>11</td>
<td></td>
</tr>
<tr>
<td>*12</td>
<td>Trader Joe’s</td>
<td>Trader Joe’s (Atlantic Ave. and Court St.)</td>
<td>*12</td>
<td></td>
</tr>
<tr>
<td>13</td>
<td>Long Island College Hospital</td>
<td>339 Hicks St.</td>
<td>13</td>
<td>9:40 11:10 1:40 3:10</td>
</tr>
<tr>
<td>14</td>
<td>Ambulance sign</td>
<td>Henry St., at Cobble Hill Health Center</td>
<td>14</td>
<td>9:45 11:15 1:45 3:15</td>
</tr>
<tr>
<td>15</td>
<td>No Standing Zone</td>
<td>424 Henry St. (b/w Kane St. and DeGraw St.)</td>
<td>15</td>
<td>“ “ “</td>
</tr>
<tr>
<td>16</td>
<td>No Standing Zone</td>
<td>Henry St., corner of Sackett St. (b/w Sackett St. and Union St.)</td>
<td>16</td>
<td>“ “ “</td>
</tr>
<tr>
<td>17</td>
<td>Driveway</td>
<td>546 Henry St. (b/w President St. and Carroll St.)</td>
<td>17</td>
<td>“ “ “</td>
</tr>
<tr>
<td>18</td>
<td>Driveway</td>
<td>574 Henry St. (b/w 1st Place and 2nd Place)</td>
<td>18</td>
<td>“ “ “</td>
</tr>
<tr>
<td>19</td>
<td>No Standing Zone</td>
<td>2 Third Pl. (at corner of Henry St.)</td>
<td>19</td>
<td>10:00 11:30 2:00 3:30</td>
</tr>
<tr>
<td>20</td>
<td>Hydrant</td>
<td>Clinton St., corner of 3rd Pl. (b/w 3rd Pl. and 2nd Pl.)</td>
<td>20</td>
<td>“ “ “</td>
</tr>
<tr>
<td>21</td>
<td>Hydrant</td>
<td>Clinton St., corner of 1st Pl. (b/w 1st Pl. &amp; Carroll St.)</td>
<td>21</td>
<td>“ “ “</td>
</tr>
<tr>
<td>22</td>
<td>Hydrant</td>
<td>389 Clinton St., corner of Union St. (b/w Union St. and Sackett St.)</td>
<td>22</td>
<td>“ “ “</td>
</tr>
<tr>
<td>23</td>
<td>Hydrant</td>
<td>283 Clinton St., corner of Baltic St. (b/w Kane St. and Baltic St.)</td>
<td>23</td>
<td>10:10 11:40 2:10 3:45</td>
</tr>
<tr>
<td>24</td>
<td>Driveway</td>
<td>247 Clinton St., at Verandah Pl. (b/w Warren St. and Congress St.)</td>
<td>24</td>
<td>“ “ “</td>
</tr>
<tr>
<td>25</td>
<td>Hydrant</td>
<td>199 Clinton St., corner of Pacific St. (b/w Pacific St. and Atlantic Ave.)</td>
<td>25</td>
<td>“ “ “</td>
</tr>
<tr>
<td>*26</td>
<td>Trader Joe’s</td>
<td>130 Court St. (corner of Atlantic Ave. and Court St.)</td>
<td>*26</td>
<td></td>
</tr>
<tr>
<td>27</td>
<td>Long Island College Hospital</td>
<td>339 Hicks St.</td>
<td>27</td>
<td>10:15 11:45 2:15 3:50</td>
</tr>
<tr>
<td>28</td>
<td>Hydrant</td>
<td>175 Clinton St. (b/w Atlantic Ave. and State St.)</td>
<td>28</td>
<td>“ “ “</td>
</tr>
<tr>
<td>29</td>
<td>Hydrant</td>
<td>Clinton St., corner of Joralemon St. (b/w Livingston and Joralemon St.)</td>
<td>29</td>
<td>“ “ “</td>
</tr>
<tr>
<td>*30</td>
<td>Corner</td>
<td>Sidney Pl. at Joralemon St. (Medical Arts, 142 Joralemon St.)</td>
<td>*30</td>
<td></td>
</tr>
<tr>
<td>31</td>
<td>No Standing Zone</td>
<td>Clinton St., corner of Montague St. (Rite Aid and Montague St. banks)</td>
<td>31</td>
<td>10:20 11:50 2:20 3:55</td>
</tr>
<tr>
<td>32</td>
<td>Front of Building</td>
<td>225 Adams St., Concord Village</td>
<td>32</td>
<td>10:40 12:10 2:40 Drop off</td>
</tr>
<tr>
<td>33</td>
<td>Front of Building</td>
<td>175 Adams St., Concord Village</td>
<td>33</td>
<td>10:40 12:10 2:40 Drop off</td>
</tr>
<tr>
<td>34</td>
<td>Driveway</td>
<td>Clark St. at Henry St.</td>
<td>34</td>
<td>10:45 12:15 2:45 X</td>
</tr>
<tr>
<td>35</td>
<td>No Parking Sign</td>
<td>41 Clark St., off Hicks St.</td>
<td>35</td>
<td>“ “ X</td>
</tr>
<tr>
<td>36</td>
<td>Hydrant</td>
<td>97 Hicks (b/w Pineapple St. and Orange St.)</td>
<td>36</td>
<td>“ “ “</td>
</tr>
<tr>
<td>37</td>
<td>Hydrant</td>
<td>59 Hicks (b/w Cranberry St. and Middagh)</td>
<td>37</td>
<td>10:49 12:19 2:49 X</td>
</tr>
</tbody>
</table>
Volunteer Program

In its 3rd year, our growing volunteer program supplements our case management, caregiver and transportation programs by helping individuals over the age of 60 remain happy, healthy and connected to caring community members through:

- Escorts to Medical Appointments
- Friendly Visiting
- One-off Small Household Assistance
- Telephone Reassurance

Our volunteers are the lifeforce of our annual Thanksgiving dinner, serving and delivering over 250 meals each year to our nearest and dearest older neighbors.

Volunteering isn’t always easy or intuitive. We aim to support each individual who supports us in our mission to help older adults age successfully.

Our Intergenerational Focus

Aging 101 Curriculum
An interactive workshop series developed for young people in order to give a more meaningful context for their work to help the elderly of their communities. Taught by Heights and Hills staff, Aging 101 is tailored to varying ages and group constraints.

Birthday Card Collective
Established to educate young people about the challenges of aging in New York City while giving them a hands-on opportunity to make an impact in the life of their older neighbors. Young participants ensure that Heights and Hills clients receive a personalized and handmade birthday and holiday card every year. Entire schools, specific grades, classes, youth groups and/or young individuals “adopt” a month, or multiple months, thereby committing to be part of a team of young people who produce cards for every client’s birthday.

New: Pen Pal Exchange
Heights and Hills’ Pen Pal program aims to bridge the generation gap by promising routine and planned letter writing where young and older people can share stories, family history and build meaningful relationships as neighbors. Our pilot Pen Pal Exchange group of 4th grade students matched with Heights and Hills seniors ended with a lively reception and in-person meeting at Brooklyn Friends School.
3 Good Reasons We're Still Here:

Heights and Hills promotes successful aging in the community. Since 1971 we've helped people live out their older years on their terms, independently and with dignity.

STAFF

Judy Willig, LCSW, Executive Director
Catherine Gormley, LMSW, Director of Programs
Sandra Pottinger-Mitchell, Administrative Coordinator
Jesel Roosevelt, Director of Development and Communications
Jennifer Braunstein, LMSW, Supervisor, Case Management
Shaun Carey, LMSW, Bridge to Home, Care Coordinator
Russell Eisgrub, LMSW, Supervisor, Caregiver Program
Betsy Guttmacher, MPA, Volunteer Coordinator
Mona Spencer, LMSW, Supervisor, Case Management
Willie Acevedo, Case Manager
Soyini Dixon, Case Manager
Melissa Dobzinski, MSW, Case Manager
Tara Fried, LMSW, Caregiver Social Worker
Harry Gillespie, Driver

Sandra Krania, Case Manager
Susan Levine, Case Manager
Alma Medina, Case Manager
Safiya Mitchell, Case Manager
Tamea Pugh, Case Manager
Jaleesa Robinson, Case Manager
Beverly Sealey, Entitlements and Benefits Coordinator
Shalanda Sears, Case Manager
Adina Segal, LCSW, Caregiver Social Worker
Jean Tesoriero, Fiscal Consultant
Andrea Tillman, Administrative Assistant
Susan Vicente, Intake Worker
Jason Vomero, Case Manager
Stanley Wielgorz, Driver