

# HEIGHTS AND HILLS

2014: A YEAR IN AGING FORWARD



# Letter from the President

## BOARD OF DIRECTORS

Mary McNeil, *President*  
Deborah Juantorena, *Vice President*  
Suzanne Nicoletti-Krase, *Secretary*  
Jeff Helfgott, *Treasurer*  
Katherine Bartholomaus  
Sarah Jones  
Scott Kleiner  
Dona Metcalf Laughlin  
Susan Leitner  
Anne Perzeszty  
Eliza Rossman  
Paul Schlesinger  
Lillian Tsai  
Patty Vigorita



DEAR FRIENDS,

I was thrilled this summer to watch clip after clip of individuals dumping icy buckets of water over their heads. **I enjoyed each shriek and shiver.** I found the mix of young and old inspiring. What made this particular action take hold is magical and mysterious. I loved that the act challenged others to participate, donate dollars, and learn about a worthy cause. On top of it all, everyone knows someone who participated. It was perfect in its joyful silliness.

If I thought a bucket of ice water over my head would motivate support for Heights and Hills, believe me I would do it. Heights and Hills will not cure old age, but your continued support will help change the course of a senior's experience navigating the new Brooklyn and old age. Your willingness to share with others the value of our programs can profoundly affect a household, a community, and our borough's responsibility to the elderly.

Our ***Bridge to Home*** program slows down a cycle of hospital readmissions. Our **Volunteer program** pairs a senior with a new friend who may enjoy music or movies or playing dominoes. Our **Caregiver program** provides support and relief when caring for an ailing loved one proves overwhelming, and our **Case Management program** provides those most in need with vital resources.

Heights and Hills came into existence pre-Facebook and Vine videos because clergy and community members witnessed that their older neighbors needed home-delivered meals and a friendly knock at their door. Their concerns went viral. They congregated, shared stories, and came up with solutions together-- founding what has grown to be Heights and Hills today. We want you to know that our staff and board are working hard to anticipate the future needs of our older neighbors.

However, successful aging in the community will only continue if **we work together as young and old.** The ice bucket challenge encouraged the youngest of age groups to participate. Similarly, the solution to keeping the elderly safely living in the communities they helped to build requires the support of every age group.

We urge you to raise awareness for what is happening on your block, in your building and in your neighborhood that affects all generations. Be involved. Go viral with your everyday actions to help those with a more quiet voice than they may have had when they were young. **Continue to be generous and inspire others to do the same.**

Sincerely,

A handwritten signature in black ink that reads "Mary McNeil". The signature is fluid and cursive, written over a light blue horizontal line.

Mary McNeil  
President

Heights and Hills wishes to thank Joseph Kopitz and Judith Miles for their many years of Board service and dedication to the community.

With deep appreciation, Heights and Hills acknowledges the support of all our friends and donors.

Thank you for your continued support and commitment to our cause.

*The following donors' contributions over \$250 were received July 1, 2013 to June 30, 2014.*

#### 2014 VISIONARIES

Constans Culver Foundation  
Mannie Corman  
Herman Goldman Foundation  
Stephanie and Timothy Ingrassia  
Deborah and Jorge Juantorena  
Scott and Katharine Kleiner  
Donovan and Ann Moore  
Eliot Nolen and Tim Bradley  
Plymouth Church

#### 2014 BENEFACTORS

William David and Judith Miles  
Lisa Detwiler and Jim Cramer  
Maxwell Family Fund  
New York Methodist Hospital  
Robin and Audra Ottaway  
Eliza and Jim Rossman  
Patricia and Dr. Vincent Vigorita

#### 2014 PATRONS

Katherine and  
Gary Bartholomaus  
Dr. Charles Berk  
Anthony and Nancy Bowe  
Bob Buckholz and  
LizAnne Fontaine  
Gwenn M. Cagann and  
Ross A. MacIntyre  
CenterLight Healthcare  
Rachel Chang  
Cobble Hill LifeCare  
Benjamin F. Crane  
DF Property Management LLC  
Geri Dyer  
Steven Eisenstadt  
Emblem Health Services  
Gail Erickson and Christa Rice  
Brian N. and Margaret C. Greene  
Maggie and Ronan Harty  
Jeff Helfgott and Peter Gee  
Helena Lee and Richard Klapper  
Susan and Joel Leitner  
Jim and Mary McNeil  
Dona Metcalf Laughlin and  
James P. Laughlin  
Janet and David Offensend  
Martha A. and Robert S. Rubin  
Schall & Ashenfarb  
Samuel W. and  
Karen Patton Seymour  
John and Mary Lou Wells  
Joanne Witty and Eugene Keilin

#### 2014 PARTNERS

Lucy G. Adams  
Alexandra Alger  
Anonymous  
Martin and Mickey Baumrind  
Kristin and Peter Becker  
Morley and Fred Bland  
Boerum Hill Association  
Karen Burkhardt  
Thomas and Wendy Chittenden  
Denise C. Clayton  
William and Marjorie Coleman  
Charles Critchlow and Cecile Hanft  
Lynn Douglass  
Stephen and Martha Ellman  
Judy and Shel Gordon  
Thomas Green  
Cornelia Ionescu  
Cathy and Benjamin Iselin  
The Jandon Foundation  
Joseph Kopitz and  
Kenneth Diamondstone  
Legal Technical Consulting, Inc.  
Victor and Leslie Lewkow  
Adrienne and Eugene Lindemann  
Eileen J. Lowe  
Wanda Lucibello and Arthur Hall  
Marty and Jamie Markowitz  
Lisa Melmed Cohen  
Mirman, Markovits & Landau, P.C.  
Terry and Jane Quinn  
Chris Poe and David Zyla  
William and Susan Rifkin  
Joanne Robinson and  
Adam Pomerantz  
Anthony Schlesinger and  
Anne Forward  
Phyllis and Paul Schlesinger  
Karen Schlesinger  
Rita I. Schwartz  
Claire Silberman  
Helen and John Simonson  
Franklin Stone and David Wenk  
Gail Stone and Matt Fishbein  
Kerry and Jeff Strong  
Lillian Tsai  
Visiting Nurse Service of New York  
Sue and Robert Wasko  
Victoria Westhead  
Howard and Janet Zimmerman

#### 2014 SUPPORTERS

Ken Adams  
Leslie Alexander  
Marissa Alperin and John Lowe  
Bradley and Francesca Anderson  
Maria and Mike Avram  
Dorothy Azouni  
Dr. Emil and Regina Baccash  
Benjamin and Susan S. Baxt  
Tom and Jana Bergdall  
Derick and Suzanne Betts  
Sally and Samuel Brody  
Karyl and Peter Cafiero  
Henry and Linda Cateura  
Gerald N. Case  
Janice Cimberg  
Martin Connor  
Carey Dack-Reidy  
Dr. Jack A. DeHovitz and  
Dr. Lisa Goldfarb  
DeLaCour Family Foundation  
Brian and Katherine Deimling  
Anne and John Dockery  
Marilyn A. Donahue  
Alan and Harriet Dresher  
Ann C. Ellis and Dwight W. Ellis  
Marcia Ely and Andrew C. McKey  
Erik Engquist  
Hanna Eskin  
Anna B. Fike  
Alix Finkelstein  
Elana Frankel and Dan Tashman  
Naomi Freundlich and  
Charlie Miles  
Caroline Gates-Anderson  
Scott and Ellen Hand  
David Harrison  
Elena Hernandez-Rosenblum  
John and Diana Herzog  
Norm and Jacque Jones  
Judith Keefer  
Carol Kelly  
Dr. Eric Kenworthy  
Fred and Marion Kneip  
James and Caroline Koster  
Richard Kressler  
Julius and Hermione Landau  
Sally B. Larson  
John Lipsky  
Emily C. Lloyd  
Valerie and Joseph Louzonis  
Louis Lubrano  
Miranda Magagnini and  
Matthew Pilkington  
Ann Marcario  
Sharon McCarthy  
Myra Melamed

Dr. Concha Mendoza and  
Cesar A. Perales  
Barbara F. and Richard W. Moore  
Beverly Moss Spatt  
Suzanne Nicoletti-Krase  
and Jerome Krase  
Nora O'Brien-Suric  
Margot Owett and Ken Olshansky  
Anne Perzeszty  
Stuart Post and Chris Kelley  
Poppy B. Quattlebaum  
Edward S. Reid  
Peter and Susan Restler  
Ridgewood Savings Bank  
Elizabeth Scheines  
Richard Schetman and Coco Kim  
Judy Scofield Miller  
Carla Shen  
Stephen and Roberta Smith  
Alexandra and Dennis Taylor  
Ann Walker Gaffney  
Kathy and Bill Weigel  
Susan Whiting  
Trudy Whitman and  
Alan Nisselson  
Edward and Anne Wilson  
H. Lake Wise and Carolyn T. Ellis  
Ken Wong and Ian J. Kearney  
Robert Yi  
Michael and Barbara Zimmerman



# HEIGHTS AND HILLS 2014

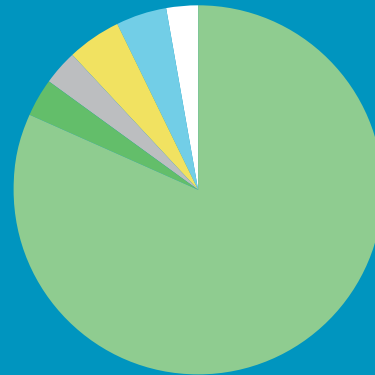
## Financial Report

Financial summary derived from our audited financial statement from July 1, 2013 through June 30, 2014.

### OPERATING REVENUE

|                               |           |
|-------------------------------|-----------|
| Government                    | 1,767,794 |
| Contributions                 | 72,696    |
| Foundation / Corporate        | 66,027    |
| Special Events                | 99,933    |
| Program Fees                  | 98,520    |
| Rent, Interest & Misc. Income | 54,345    |

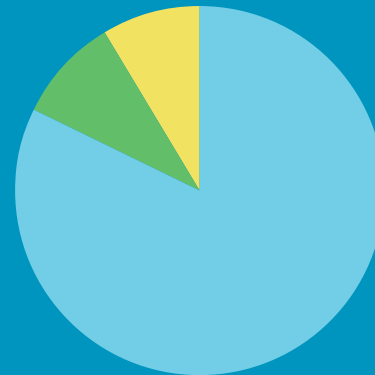
**Total Operating Revenue \$2,159,315**



### EXPENSES

|                      |           |
|----------------------|-----------|
| Program Services     | 1,707,480 |
| Management & General | 189,725   |
| Fundraising          | 177,173   |

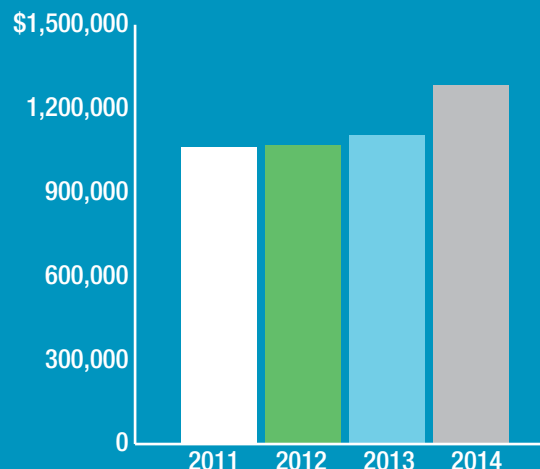
**Total Expenses \$2,074,378**



### NET ASSETS

|      |           |
|------|-----------|
| 2014 | 1,283,739 |
| 2013 | 1,103,126 |
| 2012 | 1,068,358 |
| 2011 | 1,061,480 |

**Change in Net Assets, FY2014 \$180,613**



... Serving nearly 4,000 adults over the age of 60 and their caregivers.

## Programs in Review

### BRIDGE TO HOME



*This is our 2nd year of providing assistance to elderly patients of New York Methodist Hospital!*

We meet our clients bedside. Once discharged, we operate within a team of healthcare professionals for 30 days to ensure clients' prescribed care goals are met.

**642 patients** were served. Their average readmission rate is less than 20%.

### CAREGIVER PROGRAM



Loved ones of older adults who may provide routine care and emotional support rely on our team of social workers. Our group meetings, telephone support & seminars address the present hurdles and the unforeseen emotional, physical and economic life challenges ahead for caregivers.

Over **2,800 hours** coordinated of in-home respite care.

### CASE MANAGEMENT



We meet our clients in their homes. We work to build a trusting relationship and create opportunities for successful living at home. Available support includes links to community resources, meals and homecare.

### Client Demographics

|                     |     |
|---------------------|-----|
| Under 60 years old: | 2%  |
| 60-74 years old:    | 29% |
| 75-84 years old:    | 35% |
| 85 years and older: | 34% |
| Live Alone:         | 59% |
| Live with Others:   | 30% |
| Live with Spouse:   | 11% |

### TRANSPORTATION PROGRAM



Our senior van service provides home pick-up and return service by appointment. Our senior shuttle runs on a fixed loop daily through four Downtown Brooklyn neighborhoods.

2014 brought Heights and Hills **2 brand new service vehicles.**

### VOLUNTEER PROGRAM



We help make meaningful matches for the homebound elderly who enjoy companionship.

Friendly Visiting, Telephone Reassurance and Medical Escort volunteers are selected based on geography and shared interests. Our Birthday Card Collective, Pen Pal Program and Aging 101 curriculum specifically engage local community classrooms and young people in service projects.

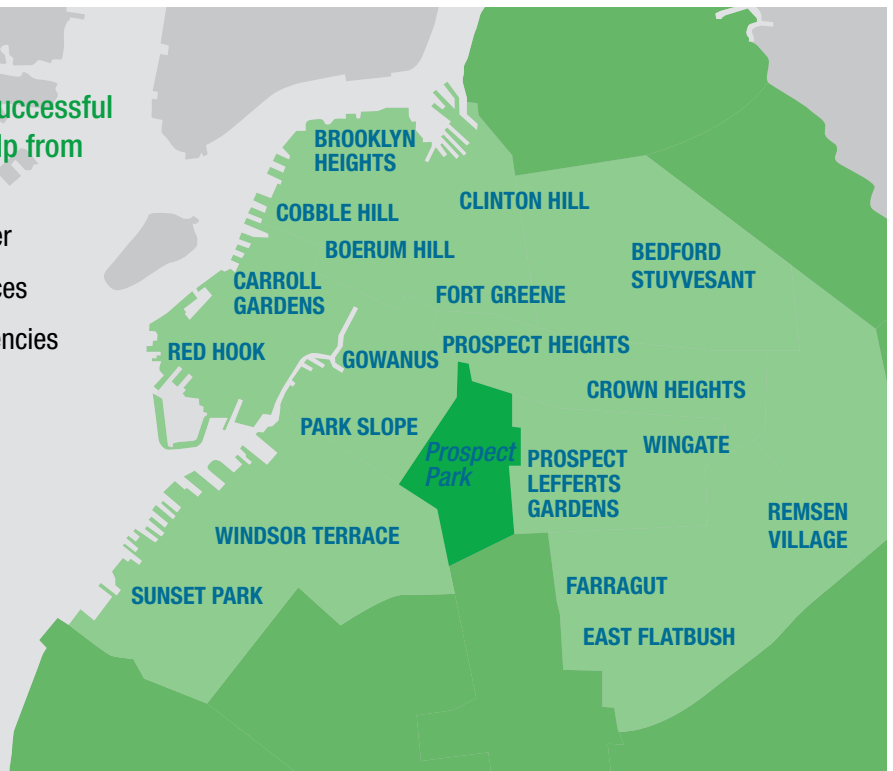
Our annual and volunteer-led Thanksgiving dinner (photo at left) at Grace Church serves over 250 meals each year.

Volunteers logged **108 chat hours** and Friendly Visiting hours increased by **25%**.

Volunteers logged **3,949 hours** spent with their senior friends.

**HEIGHTS AND HILLS promotes successful aging in the community with help from partners and friends:**

- Alzheimer's Association, NYC Chapter
- Council of Senior Centers and Services
- Federation of Protestant Welfare Agencies
- New York Methodist Hospital
- Stanford Black Alumni Association, New York Chapter
- Visiting Nurse Service of New York



## Technology Update

### Case Work on the Go

*Our core field staff now has access to tablets!*

For case managers who are always on the run, good time management is important. New tablets for our team are equipped with web-based reporting software that enables each worker to spend more time providing direct service — 1-on-1 in the home.

A built-in camera makes it easier to document a client's medication and it helps minimize transcription errors.

*A wonderful example of technology making our social work practice more efficient.*



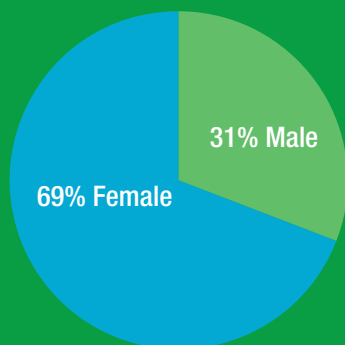
“Let’s not divide the old from the young. We absolutely must work together to support families in need across generations.”

*- Judy Willig, LSCW, Executive Director*



# 2014 Snapshot

---



*Clients served by H+H*

## Women take the lead as caregivers of the elderly.

Heights and Hills also finds that women lead men in needing services and support in their older years.

At right, friends reunited at an H+H picnic hosted by Stanford alumni.



---

## Aging successfully means better social, health and economic outcomes for everyone.

We work with people of all ages in order to combat stereotypes and promote common goals that make our community better.

H+H programs, like our Pen Pal program, help bring our community together. At right, Pen Pal participants meet for the first time.



---

## Our community's immigrant population is getting older.

Heights and Hills presented its first 4-week Spanish language workshop for caregivers along with the Alzheimer's Association.

Our workshops, support groups and activities are tailored for any community setting, conference room or classroom.



---

## Brooklyn's elderly population is expected to double in 2015.

Anyone can volunteer to help support our mission in a unique way.

In 2014 five athletic community volunteers became charity runners and champion fundraisers. At right, part of Team H+H at the NYC Marathon finish line.





# HEIGHTS AND HILLS

supporting brooklyn's older adults

57 Willoughby Street, 4th Floor, Brooklyn, NY 11201

718.596.8789 • [www.heightsandhills.org](http://www.heightsandhills.org)

Like us!   [@heightsandhills](https://twitter.com/heightsandhills)



Older adults in our borough contribute significantly to our quality of life. They make Brooklyn the special place it is.