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,

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.

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Ken Wong and Ian J. Kearney
Robert Yi
Michael and Barbara Zimmerman
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.

### 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 **1,080 friendly visiting hours** increased by 25%.
- **Volunteers logged 3,949 hours** spent with their senior friends.

### 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%
HEIGTHS 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

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