

HEIGHTS AND HILLS Impact Report 2020



2020 SERVICE DATA HEIGHTS AND HILLS

CASE MANAGEMENT PROGRAM



- 35% clients ages 60-74
- 35% clients ages 75-84
- 30% clients ages 85+



CAREGIVER PROGRAM



- 777 caregivers received social work support or attended a workshop
- 103 support groups and workshops offered
- 99% of caregivers surveyed reported that Heights and Hills' support was helpful

VOLUNTEER PROGRAM



- 73 friendly visiting clients
- 980 youth engaged through intergenerational programs
- 542 new volunteers since COVID-19



PARK SLOPE CENTER FOR SUCCESSFUL AGING



- 50% clients ages 60-74
- 36% clients ages 75-84
- 14% clients ages 85+



Heights and Hills' programs and services are funded in part under contract with the New York City Department for the Aging and with Citymeals-on-Wheels and by foundation and corporate grants and private donations.

COVID RESPONSE HIGHLIGHTS

MARCH - SEPTEMBER 2020



- 330 Shopping Squad deliveries
- 2,400 Wellness Calls to waiting list clients
- 2,270 Meals-on-Heels delivered
- 400 Emergency food bags delivered to case management clients



Virtual Programming: We are providing support groups, workshops, Tai Chi, storytelling and much more to engage and connect with our clients.

Food Delivery is vital to keeping our clients at home and healthy. We deliver meals to center members and arrange for deliveries from our food partners. Our new Shopping Squad program lets clients choose - volunteers shop for and deliver food and other items selected by clients.

Lots of phone calls: Volunteers and staff have made thousands of calls to check on PSCSA members, case management clients and those on our waiting list. These calls provide regular contact, and alert us when immediate services are required.

THANK YOU for your support!

Heights and Hills deeply appreciates the contributions from the following individuals, foundations, corporations, and government agencies.

The following donors' contributions of \$250 and over were received July 1, 2019 to June 30, 2020.

| | | |
|--|---|--|
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| Frank Aguilo | Gwenn Cagann and Ross McIntyre | FPWA |
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| Sebastian and Claudia Arango Charitable Giving Fund | Andrew Chen | Marilyn Gelber |
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| Katherine and Gary Bartholomaus | Reed and Phoebe Christian | Goldman Sachs Matching Gift Program |
| Lucy Baumrind | Citymeals on Wheels | Irma Gonzalez |
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| | Gail Erickson and Christa Rice | Natasha and Aaron Holiday |
| | Fan Fox and Leslie R. Samuels Foundation | Riva Horwitz |

"My case manager patiently listened to all my questions no matter how many questions I repeatedly asked... and always got back to me promptly, in that smooth, calming and reassuring voice that only she can deliver to a sister who is trying to do what was required and necessary while being scared all at the same time." - M.E.

Hyde and Watson Foundation
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 Henry Wang

“The exercise classes (Qi Gong, Tai Chi and Movement Speaks) and the photography class have been a lifeline while we are more or less homebound. If you can possibly extend them, please do. Also we have much appreciated the meals the volunteers have brought from the Center.” - C.H.

James Ramsay
 Casey Reckman
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 Susan and Peter Restler
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 Anne Zhu and Robert J. Haley
 Janet and Howard Zimmerman
 Rye Zupancis

CORPORATE AND COMMUNITY PARTNERS

Many thanks to the following organizations who gave their time and talent to Heights & Hills

| | | |
|--|---|--|
| 1 Hotel Brooklyn Bridge | Dance for a Variable Population | New York-Presbyterian |
| 84th Police Precinct | DOROT | Brooklyn Methodist |
| BloomAgainBklyn | East Side Community | Non-Profit Finance Fund |
| The Boerum Hill School for International Studies | Emmanuel Baptist Church | NYU Tandon Service Club |
| Brooklyn Botanic Garden | Eric O'Connor Photography | OATS |
| Brooklyn Bridge Rotary Club | Girls Scout Troop 2936 | Opportunities for a Better Tomorrow |
| Brooklyn Friends School | Grace Church | The Packer Collegiate Institute |
| Brooklyn Heights Garden Club | Intersection | Park Slope Community Church |
| Bushwick Leadership High School | JP Morgan Chase | Plymouth Church |
| Camp Friendship Food Pantry | Junior League of Brooklyn | PS 29 |
| CaringKind | Lawyers Alliance of New York | PS 58 |
| Cobble Hill LifeCare | Long Island University Occupation Therapy | PS 321 |
| Councilmember Brad Lander | Mark Morris Dance Group | St Ephrem Catholic Academy |
| Credit Suisse | MiQ | Tom Stoelker Photography |
| CUNY Service Corps | MS 88 | Unity Preparatory Charter School of Brooklyn |
| Dancewave | Neighbor Network | |
| | New York Cares | |

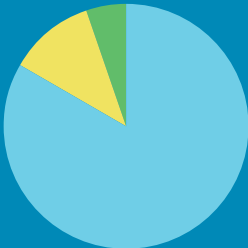
FINANCIALS

Financial Summary derived from our audited financial statement from July 1, 2019 through June 30, 2020

TOTAL OPERATING EXPENSES - \$3,952,057

Breakdown of expenses:

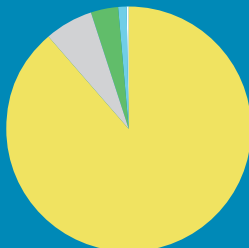
- Program Services
\$3,293,791
- Management & General
\$451,426
- Fundraising
\$206,840



TOTAL OPERATING REVENUE - \$3,871,050

Breakdown of revenue:

- Government
\$3,440,105
- Contributions & Special Events
\$237,435
- Foundations & Corporations
\$143,972
- Net Assets released from restriction
\$43,500
- Other
\$6,038



NET ASSETS \$2,027,869



Pictured above, a client gets his groceries and some of our many wonderful volunteers.

HEIGHTS AND HILLS HEROES

Many of Brooklyn’s oldest adults are confined to their homes due to the risks of COVID. Heights and Hills’ client Irma lives alone. She values her independence but admits that she is lonely; she has slowed down and doesn’t go outside anymore. Many days are spent sitting alone in her apartment with no one to speak to.

Prior to COVID, Irma’s home health aide came twice a week to help her with shopping, doctor’s appointments and housekeeping. But when COVID cases started to surge in New York City, it was not safe to continue home care. Irma’s son Ray, who lives in the Bronx, stepped in as Irma’s caregiver and now drives 45 minutes several times a week to check in on her. He grocery shops for her and takes her to doctor’s appointments. While Irma has a life alert system, Ray admits he that is anxious about her living alone and that his mom is ‘beyond a constant worry.’

Heights and Hills’ Case Management and Caregiver programs have worked together to make sure that Ray and Irma receive the support they needed during this difficult time. Irma’s case manager arranged for Meals-on-Wheels delivery and speaks to Irma often to make sure that she has enough food, and is staying healthy and connected. It was Irma’s case manager who referred Ray to Heights and Hills’ Caregiver program. Ray had lost his job due to COVID, has a young family and was feeling the stress of caring for his mother. Speaking regularly to his Caregiver social worker has provided much-needed emotional support and resources.

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OUR MISSION: Heights and Hills promotes successful aging in the Brooklyn community.

To age successfully, one needs to have:

- **Financial security** - having enough money to pay one's bills
- **Food security** - having sufficient food and nutrition
- **Access to health care** - being able to get to and pay for doctors and medication
- A safe, affordable, and comfortable **place to live**
- One's basic **tasks of daily life accomplished** - from bathing to bill-paying
- **Social supports** that prevent isolation

In addition to these basic necessities, studies have shown that social connectedness and having a purpose are linked to increased health, satisfaction, and longevity.

Heights and Hills' programs and services address all of these issues.

HEIGHTS AND HILLS

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