2020 SERVICE DATA HEIGTHS AND HILLS

CASE MANAGEMENT PROGRAM

- 2,435 clients served
- 35% clients ages 60-74
- 35% clients ages 75-84
- 30% clients ages 85+
- 29,944 case management hours

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
- 5,271 hours volunteered

PARK SLOPE CENTER FOR SUCCESSFUL AGING

- 455 clients served
- 50% clients ages 60-74
- 36% clients ages 75-84
- 14% clients ages 85+
- 12,100 congregate meals and Meals-on-Heels provided

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.

PHOTO CREDITS: cover - YUXI LUI; this page - OBED OBWOGE
THANK YOU for your support!

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The Jandon Foundation
Norm and Jacque Jones
Debbie and Jorge Juantorena
Patricia Kavanagh and James Grant

“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.
New York Foundation for Elder Care
David Noles
Northfield Bank
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Otter
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Arista Vasilakis
Carlo Vialu
Patricia and Vincent Vigorita
Rolando Villanueva
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.
CORPORATE AND COMMUNITY PARTNERS
Many thanks to the following organizations who gave their time and talent to Heights & Hills

1 Hotel Brooklyn Bridge
84th Police Precinct
BloomAgainBklyn
The Boerum Hill School for International Studies
Brooklyn Botanic Garden
Brooklyn Bridge Rotary Club
Brooklyn Friends School
Brooklyn Heights Garden Club
Bushwick Leadership High School
Camp Friendship Food Pantry
CaringKind
Cobble Hill LifeCare
Councilmember Brad Lander
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Dancewave
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DOROT
East Side Community
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Mark Morris Dance Group
MiQ
MS 88
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OATS
Opportunities for a Better Tomorrow
The Packer Collegiate Institute
Park Slope Community Church
Plymouth Church
PS 29
PS 58
PS 321
St Ephrem Catholic Academy
Tom Stoelker Photography
Unity Preparatory Charter School of Brooklyn

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
HEIGTHS 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 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.
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.*