

HEIGHTS AND HILLS IMPACT REPORT 2021

HEIGHTS AND HILLS • 81 WILLOUGHBY STREET, SUITE 302, BROOKLYN, NY 11201 • (718) 596-8789 • HEIGHTSANDHILLS.ORG



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CASE MANAGEMENT PROGRAM

31,192 hours of
Case Management

761 clients ages 60-74
788 clients ages 75-84
+ 659 clients ages 85+

2,490 phone calls
to ensure client safety
during severe weather events

2,250 clients served

100% of surveyed clients responded that case management from Heights and Hills was helpful.

CAREGIVER PROGRAM

- **18 Workshops**
- **145 Support Group Sessions**

5,599 HOURS OF RESPITE CARE



VOLUNTEER SERVICES



494 total volunteers
6,204 volunteer hours

85 FRIENDLY VISITORS
30% of Friendly Visitor
matches have been active for
2 or more years.

PARK SLOPE CENTER FOR SUCCESSFUL AGING



10,905 meals provided

500 CLIENTS SERVED

Age breakdown:
215 clients ages 60 - 74
185 clients ages 75 - 84
97 clients ages 85+

COVID RESPONSE

- **480 Emergency food bags** delivered to seniors
- **1,501 Vaccine calls** which included assistance in setting up appointments and arranging transportation

- **1,219 Wellness calls** to clients on our waiting list for a case manager

EMERGENCY FOOD RESOURCES:

- Connected **284 clients** to GetFood NYC
- Connected **519 clients** to Camp Friendship for produce, pantry, and meal deliveries

IMPACT STORIES

As we entered year two of the pandemic, loneliness, isolation, and food insecurity continued to be key areas of need for extra support for our clients.

Isolation is devastating for those who live alone as well as for caretakers, particularly for those caring for someone with dementia. Mrs. C is supported by our Caregiver Program. As the primary caregiver for her husband who has early-stage dementia, Mrs. C often expressed feelings of ambiguous loss which is characterized as grief or mourning not from a death, but from losing an aspect of a loved one or of oneself. She was dealing with a great many shifts in her life. She recently retired and was experiencing a sense of loss of her professional identity. She began to have new aches and pains associated with older adulthood. She went from having an equal partner in her husband to having to assume all the family responsibilities. And this was happening as her husband's dementia began to impact his abilities and personality. Ms. C attended our Ambiguous Loss workshop where she learned that there is a term for the grief she is feeling, was introduced to coping strategies, and connected with other caregivers going through similar experiences.

Loneliness has always been an issue for our clients, many of whom are homebound. Throughout the pandemic, loneliness was compounded by lockdowns and recommendations that we socially distance to prevent contracting COVID-19. Thanks to a grant from **The New York Foundation of Eldercare**, we were able to provide tablets and training to 25 clients last year so they could stay connected with their friends and family as well as participate remotely with online classes at the Park Slope Center for Successful Aging.



Yvan at the H&H Anniversary Virtual program

Yvan, who was one of the participants and was featured in our 50th Anniversary Virtual Program, embraced the technology fully. Yvan is a member of our Center and had regularly attended exercise classes, discussion groups, and our daily lunch. When the pandemic hit Yvan was in danger of isolation and food insecurity. Through the Center's Meals-on-Heels program, Yvan was able to get five meals a week delivered to his home by volunteers from April of 2020 until June of 2021 when we were able to reopen. Additionally, Heights and Hills provided Yvan with a tablet and internet access so that he could participate in remote programming offered by PSCSA. Yvan was able to regularly attend remote discussion groups and exercise classes which greatly helped him stay connected with others.



Some of our Shopping Squad volunteers delivering flowers to clients

Heights and Hills continued partnering with **Camp Friendship Food Pantry** this past year to help our clients receive food. Additionally, Heights and Hills received grant funding from **Northfield Bank Foundation, NY-Presbyterian Brooklyn Methodist Hospital**, and an **Edelman Community Investment Grant** to support our Shopping Squad; through this initiative, volunteers would purchase food and other necessities requested by our clients and deliver the groceries to their home.

Mr. and Mrs. T recently utilized the Shopping Squad. Their son, who had been dealing with chronic heart issues, recently died. Mr. T acknowledged that he was grieving his son's loss and was overwhelmed with his son's final affairs. Their finances were strained after paying for their son's burial expenses. That's when the Shopping Squad stepped in and provided food for the couple. This support gave them some financial relief and lessened Mr. T's caregiving responsibilities. Mr. T has expressed his appreciation for this, and his case manager feels that it has helped build trust between them during a difficult time.

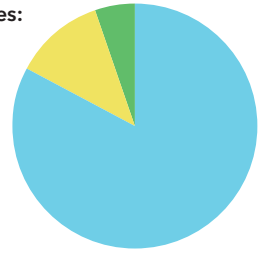
FINANCIALS

Financial Summary derived from our audited financial statement from July 1, 2020 through June 30, 2021

TOTAL OPERATING EXPENSES - \$4,562,750

Breakdown of expenses:

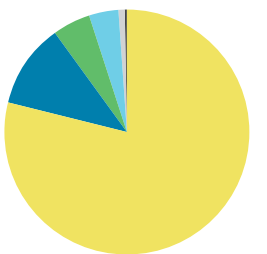
- **Program Services**
\$3,788,337
- **Management & General**
\$537,651
- **Fundraising**
\$236,762



TOTAL OPERATING REVENUE - \$4,741,372

Breakdown of revenue:

- **Government**
\$3,741,523
- **PPP Loan Forgiveness**
\$535,620
- **Contributions & Special Events**
\$236,558
- **Foundations & Corporations**
\$177,801
- **Net Assets released from restriction**
\$43,332
- **Other** \$6,538



NET ASSETS \$2,391,630

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.

Thank you for your support!

Heights and Hills deeply appreciates the contributions from the following individuals, foundations, corporations, and government agencies. The following significant donors' contributions were received between July 1, 2020 and June 30, 2021.

**Denotes longstanding donors who have given to Heights and Hills over the last 20 years.*

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One of our clients with an art activity box from "Acting Our Age"

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A volunteer with an "e-pet" which are being given to some seniors to ease feelings of isolation

THANK YOU TO OUR DONORS *continued*

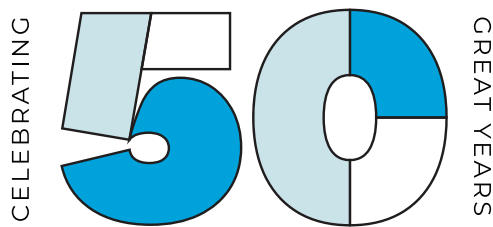
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HEIGHTS AND HILLS

In May 2021, Heights and Hills celebrated its 50th Anniversary. We honored former Executive Director Judy Willig for her 33 years of extraordinary leadership and volunteers Tom and Jana Bergdall with the Mary Ellen Critchlow Award.

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