



CASE MANAGEMENT PROGRAM



2,370 CLIENTS
RECEIVED CASE
MANAGEMENT SERVICES



1,372 CLIENTS
SERVED WITH INFORMATION
AND REFERRAL OR PROVIDED
SHORT-TERM INTERVENTION

**24,323
HOURS**



OF CASE MANAGEMENT



**1,149
PHONE CALLS**

TO ENSURE CLIENT SAFETY
DURING SEVERE WEATHER EVENTS

CLIENTS SERVED BY AGE

803 CLIENTS AGES 60 – 74

841 CLIENTS AGES 75 – 84

597 CLIENTS AGES 85+

CAREGIVER PROGRAM



**725
CAREGIVERS
SERVED**

**41 SUPPORT
GROUP SESSIONS**

**15 WORKSHOPS
FOR CAREGIVERS**

**6 MONTHLY
SUPPORT GROUPS**

**4,578 HOURS
OF RESPITE**

**56 SUPPORT
GROUP ATTENDEES**

**54 CLIENTS
RECEIVED RESPITE**

94%

OF CLIENTS FEEL THEY HAVE SOMEWHERE
TO TURN WHEN THINGS GET DIFFICULT

VOLUNTEER SERVICES



**650 TOTAL
VOLUNTEERS**

120 NEW VOLUNTEERS ENGAGED
3,479 VOLUNTEER HOURS

90 FRIENDLY VISITOR VOLUNTEERS

1,698 FRIENDLY VISITOR HOURS

**36% OF CURRENT FRIENDLY VISITORS
HAVE BEEN MATCHED FOR 2+ YEARS**

189 SHOPPING SQUAD GROCERY RUNS

PARK SLOPE CENTER FOR SUCCESSFUL AGING

365 CLIENTS SERVED

135 CLIENTS AGES 60 – 74

145 CLIENTS AGES 75 – 84

85 CLIENTS AGES 85+



**11,294
MEALS
SERVED**

**85 HOURS OF CASE ASSISTANCE/
INFORMATION PROVIDED**

90% OF CLIENTS FEEL THEY ARE PART
OF A COMMUNITY AT PSCSA

CLIENT STORY

Ana and Luis live in a 4th floor walk-up apartment in Sunset Park. They are in their 80's, immigrated to New York City from Venezuela many years ago, and Spanish is their primary language.

In late 2022, Luis was hospitalized after a fall. The hospital social worker started a Medicaid application for Luis for a home attendant and referred Ana to our Caregiver Program. A Heights and Hills Social Worker, Abby, worked with Ana to understand her situation and her needs as a caregiver.

While the couple waited for Medicaid services, Abby referred Luis to our Case Management Program and connected him to home-delivered meals. She also arranged for a Spanish-speaking respite aide at no cost, giving Ana a much-needed break from her daily tasks of helping Luis with bathing, dressing, and mobility.

Once Luis was notified of his Medicaid eligibility, one of our bilingual Case Managers worked with the couple to set up the necessary appointments for him to be evaluated for long-term in-home care. Within a few weeks, he received full approval to have a home attendant to help Luis with daily tasks.

Ana continues to receive support from the Caregiver Program, sharing her updates, feelings, and challenges as Luis's family caregiver.



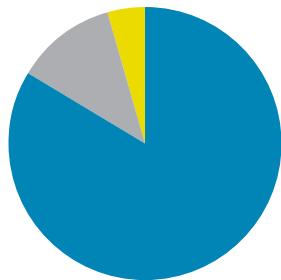
Heights and Hills Case Manager with a client



Caregiver Program Outreach event

FINANCIAL SUMMARY

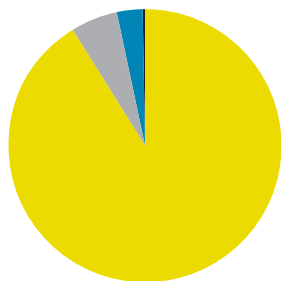
DERIVED FROM OUR AUDITED FINANCIAL STATEMENT
FROM JULY 1, 2022 THROUGH JUNE 30, 2023



OPERATING EXPENSES

●	PROGRAM SERVICES
	\$4,227,699
●	MANAGEMENT & GENERAL
	\$600,394
●	FUNDRAISING
	\$220,349

\$5,048,442 TOTAL



OPERATING REVENUE

●	GOVERNMENT GRANTS
	\$4,378,977
●	CONTRIBUTIONS & SPECIAL EVENTS
	\$265,290
●	FOUNDATION AND CORPORATE GRANTS
	\$154,215
●	OTHER
	\$155

\$4,798,637 TOTAL

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Heights and Hills operates many of our innovative programs thanks to the generous support of institutional donors:

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