

SPRING 2026

# HEIGHTS AND HILLS • at home •



## DEAR FRIENDS,

As Heights and Hills enters an exciting new chapter, we want to share our appreciation for the leadership of our Executive Director, Carrie Bloss, who has moved on to a new role. We are deeply grateful for her dedication and the lasting impact she has made on our organization and the community we serve. Carrie's commitment strengthened our programs and expanded our reach, helping more older adults and caregivers access the support they need.

While we will miss her leadership, we are delighted that she will remain part of the Heights and Hills community, and we look forward to celebrating with her at our Spring Benefit this May.

Our work continues with strength and consistency. Each day, our team remains focused on delivering the essential services our community relies on. Since the merger with Greenwich House, we have provided nearly 8,000 meals to older adults, helping to address food insecurity and support overall well-being. We have also offered 464 program sessions that bring people together, reduce isolation, and promote health and engagement.

At the same time, our Friendly Visiting program continues to thrive, with 92 active matches connecting older adults with caring volunteers, and 118 volunteers contributing their time and compassion across our programs. During the recent extreme cold and snowstorms, our staff and volunteers made more than 800 outreach calls to ensure that those we serve were safe and warm, with access to what they needed.

**These efforts are a reflection of our unwavering commitment to the community. With the support of Greenwich House, our work at Heights and Hills continues with the same commitment and purpose.**

Our merger marks an exciting step forward. One that strengthens our ability to serve while preserving the core of what makes Heights and Hills so special. By joining forces, we are expanding resources, deepening our impact, and ensuring that our programs remain strong and sustainable for years to come. We are confident that this partnership will allow us to reach even more individuals in need, while continuing to deliver the high-quality, community-centered care you know and trust.

**We are excited for what's ahead and grateful for your continued support.**



# CLIENT STORIES

## VOLUNTEER PAINT N' SIP APPRECIATION

The Heights and Hills Volunteer Appreciation Event was a vibrant celebration of the incredible individuals who dedicate their time and energy to supporting older adults in the community. This year's Paint n' Sip brought everyone together in a relaxed, creative setting, where volunteers enjoyed guided painting, refreshments, and the chance to connect with one another. Laughter and conversation filled the room as each participant created their own unique artwork, reflecting both personal expression and a shared sense of purpose. **The event was a heartfelt thank you to the volunteers whose compassion and commitment make such a meaningful difference every day.**

**Ms. H** is a 73-year-old woman with visual impairment, multiple chronic conditions, and significant anxiety. She is the primary caregiver for her husband, who has dementia and can become agitated. Following a domestic incident that required mediation, she was referred to Meals on Wheels and case management services. At the time, Ms. H felt overwhelmed by her caregiving responsibilities, frequently called EMS for assistance, and relied mainly on a neighbor for informal support.

Case Manager Breanna worked with Ms. H to secure home care services. Although Ms. H applied for Medicaid home care, she was found ineligible and her appeal was unsuccessful. Breanna connected her to alternative supports, including services for her visual impairment and mental health care. Ms. H was eventually approved for home care through another program.

Soon after, complications arose when her home care agency identified unsafe living conditions, leading to a temporary pause in services. During this time, Ms. H's husband was transferred to a rehabilitation facility, and her neighbor was no longer available, leaving her without support. Ms. H became increasingly distressed as she struggled to manage daily tasks on her own.

Recognizing the urgency, Breanna coordinated emergency resources such as grocery delivery and arranged for a deep cleaning and pest extermination. Through persistent advocacy and collaboration with partner organizations, funding was secured and the apartment was restored to a safe condition. This allowed Ms. H's home care services to resume before her case was closed.

**Breanna's dedication, professionalism, and compassion have made a significant impact on Ms. H's well-being.** While Ms. H has made progress, she continues to need more comprehensive support. Breanna is currently working to have her reassessed for Medicaid home care and continues to encourage her engagement in mental health services.

## AT THE PARK SLOPE CENTER FOR SUCCESSFUL AGING



First graders from PS321 enjoyed a special visit to the Park Slope Center for Successful Aging, where they shared a bagel breakfast with older adults and built meaningful intergenerational connections. Through conversation and storytelling, the students asked thoughtful questions and listened as participants reflected on their childhoods, creating moments of laughter, curiosity, and mutual understanding. The visit highlighted the power of bringing generations together and the joy that comes from sharing experiences across ages.



**Grace D.**, a 90-year-old Case Management client, was recently matched in our Friendly Visiting (FV) program. She beautifully illustrates how a combination of services can come together to foster meaningful connection, routine, and joy. Living independently, Grace has been eager to stay engaged with her community, and has embraced multiple opportunities to build socialization into her daily life.

In addition to her participation in Friendly Visiting, Grace has been part of our pilot shopping assistance program in partnership with Citymeals, which will be coming to a close this month. Through this program, Grace not only received practical support with grocery shopping, but also enjoyed the companionship and consistency that came with each visit.

A particularly special connection formed between Grace and our dedicated special project volunteer, Rebecca. Over the course of their time together, the two developed a warm and genuine bond, sharing stories, laughter, and conversation during their shopping outings. **Rebecca went above and beyond to make Grace feel celebrated and cared for—most notably by surprising her with flowers for her 90th birthday during one of their visits.** The gesture was deeply meaningful to Grace and marked a joyful milestone in her life.

Their connection didn't end there. At the request of Grace's case manager, Rebecca later delivered a second BloomAgainBklyn bouquet, further brightening Grace's home and spirits. These thoughtful moments of connection highlight the impact that consistent, compassionate engagement can have on our clients.



# OUTREACH INITIATIVE



In March, Heights and Hills staff Charlene and Karen engaged in a series of impactful outreach events across Brooklyn. On March 13, they presented at the Social Service Employees Union Local 371 Annual Committee of Concerned Social Workers Celebration at DC37 Headquarters, joining over 100 union members under the theme "Social Workers Cultivating Hope, Resistance, and Solidarity in Difficult Times." The event provided a valuable opportunity to share information about Heights and Hills' Caregiver and Case Management programs while strengthening connections within the social work community. Earlier in the month, they also presented at the New York State Office of Mental Health Community Mental Health Center at Elm Place, expanding awareness of services to providers and patients from across the borough. Additionally, Karen participated in Community Board 14's 19th Annual Youth Resource Fair at the Flatbush YMCA, connecting with hundreds of engaged young people and community partners during a day of volunteer outreach.



# HEIGHTS AND HILLS

supporting brooklyn's older adults

an affiliate of Greenwich House

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YOU ARE INVITED TO THE  
**HEIGHTS AND HILLS**

*Spring Benefit*

Wednesday, May 20, 2026 • 6pm – 8pm

Center for Brooklyn History

128 Pierrepont St, Brooklyn, NY 11201

PLEASE JOIN US FOR A CELEBRATION IN SUPPORT  
OF SUCCESSFUL AGING!

— Honoring —

**MICHELLE GRASPARIL**

Honoree

**LORNA SPANN**

Mary Ellen Critchlow Awardee

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