Impact Report
2018
Proud to be the go-to agency for older New Yorkers
"I am lucky to have a JASA program in my own building. My life changed."
- Albert

"JASA is a true life-saver."
- Gloria

"It's comforting to know that you have a place to go when you need help."
- Jane

"JASA helps me get older with a meaningful purpose."
- Richard

"JASA keeps us alive and enjoying life, and busy all the time."
- Henry

"JASA keeps my mind sharp."
- Phyllis

"Because of JASA I have become healthier mentally and physically."
- Bernice

"I cannot exist without JASA - it is my life!"
- Larry

"I was always alone and JASA helped me live a better, happy, healthy life."
- Frank

"I really don’t know how I would survive without JASA’s help."
- Roza

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Dear Friend,

When JASA was founded 50+ years ago, the number of older adults was already on the rise. The senior population was among the poorest in the country. There were long waitlists for nursing homes. There were few programs to help older adults stay in their homes.

JASA started with one building, one senior center, and 23 social workers. In the years that followed, JASA became the go-to agency for older New Yorkers and their families. JASA has changed the way New Yorkers age.

Today, our dedicated staff – 2,000 strong – serve 43,000+ individuals through a range of services designed to meet the ever-changing needs of adults as they age. From affordable housing to home-delivered meals, from home care to legal services, JASA helps older adults live life on their own terms in their own homes and communities.

JASA’s work could not be possible without the community of Board Members, funders, donors, and volunteers who are passionate about JASA’s mission. We are grateful for your support and look forward to continued partnership as we address the needs of the growing population of older New Yorkers.

Sincerely,

Kathryn Haslanger
CHIEF EXECUTIVE OFFICER

**Snapshot of JASA services:**

**JASA is there for our clients, every step of the way, as they age and their needs change.**

Carol is an active member at her JASA senior center, where she helps serve lunch and takes yoga, zumba, and painting classes.

Walter has lived in his apartment for 43 years. His landlord tried to evict him, to charge a new tenant twice the rent. JASA’s legal services attorneys defended Walter and enabled him to stay in his home.

Ray lives in a NORC (Naturally Occurring Retirement Community) and is a caregiver to his wife Betty. Ray shares his experience with others at one of JASA’s bi-weekly caregiver support groups.

Deborah lives in an apartment in one of JASA’s affordable housing buildings, where she enjoys sitting outside in the beautiful garden.

Norman has found it increasingly difficult to shop for groceries, and so JASA delivers hot, nutritious meals to his home every day.

Max has clinical depression and regularly attends JASA’s mental health clinic, where he receives counseling to improve his psychological well-being.

Michelle called JASA’s Help Center because her mother, Barbara, was just discharged from the hospital after a minor fall. We referred her to JASACare, JASA’s Home Care program, that arranged for a home health aide to help Barbara recover.
Our Reach: Annual Numbers

<table>
<thead>
<tr>
<th>Category</th>
<th>Number</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Older Adults across all of our programs</td>
<td>43,000</td>
<td>43,000 Older Adults across all of our programs</td>
</tr>
<tr>
<td>Members in 22 senior centers</td>
<td>11,000</td>
<td>11,000 Members in 22 senior centers</td>
</tr>
<tr>
<td>Individuals received information and assistance</td>
<td>10,000</td>
<td>10,000 Individuals received information and assistance</td>
</tr>
<tr>
<td>Members in 14 NORC programs</td>
<td>6,500</td>
<td>6,500 Members in 14 NORC programs</td>
</tr>
<tr>
<td>Case Management clients</td>
<td>6,000</td>
<td>6,000 Case Management clients</td>
</tr>
<tr>
<td>Adult Protective Services and Community Guardian program clients</td>
<td>3,100</td>
<td>3,100 Adult Protective Services and Community Guardian program clients</td>
</tr>
<tr>
<td>Home-Delivered Meals recipients</td>
<td>2,635</td>
<td>2,635 Home-Delivered Meals recipients</td>
</tr>
<tr>
<td>Tenants in 10 Affordable Housing buildings</td>
<td>2,400</td>
<td>2,400 Tenants in 10 Affordable Housing buildings</td>
</tr>
<tr>
<td>Legal Services clients</td>
<td>2,700</td>
<td>2,700 Legal Services clients</td>
</tr>
<tr>
<td>Home Care clients</td>
<td>1,000</td>
<td>1,000 Home Care clients</td>
</tr>
<tr>
<td>Volunteers</td>
<td>1,000</td>
<td>1,000 Volunteers</td>
</tr>
<tr>
<td>Advocacy participants</td>
<td>700</td>
<td>700 Advocacy participants</td>
</tr>
<tr>
<td>Partners in Dignity clients</td>
<td>600</td>
<td>600 Partners in Dignity clients</td>
</tr>
<tr>
<td>Mental Health clients</td>
<td>500</td>
<td>500 Mental Health clients</td>
</tr>
<tr>
<td>Community Health Navigator participants</td>
<td>200</td>
<td>200 Community Health Navigator participants</td>
</tr>
<tr>
<td>Sundays at JASA students</td>
<td>150</td>
<td>150 Sundays at JASA students</td>
</tr>
</tbody>
</table>

JASA Locations

- 50 years of experience
- 50+ locations
- 2,000+ staff members
- 10+ languages spoken by staff
JASA helps older adults age in place, respecting their desire to live independently and securely in their homes and communities for as long as possible.

**AFFORDABLE HOUSING**
JASA’s housing provides an affordable, safe, secure, and accessible place to live. Rent is based on income; clients pay a maximum of 30% of their income. Some of our buildings include social, recreational, and dining services and are conveniently located near shopping centers, public transportation, and medical facilities.

**LEGAL SERVICES**
When older adults are at risk of losing their homes, JASA’s Legal Services team steps in. We provide free legal assistance related to housing, evictions and foreclosures, fraud and scam prevention, and elder abuse intervention, among others. JASA’s attorneys are dedicated advocates who work with the courts to make sure clients are able to stay in their homes.

**HOME-DELIVERED MEALS**
Homebound seniors need prepared food in order to remain in their own homes longer. JASA delivers hot, nutritious, kosher and non-kosher meals five days a week to over 2,600 clients. JASA meal deliverers are often clients’ only contact during the day, and they are trained to help in case of an emergency.

**HOME CARE**
JASA provides home health aides, personal care assistance, and nursing services to enable those coping with health and daily living challenges, recovering from an accident, or dealing with a disability to remain in their homes.

**Clients share JASA’s impact:**

- “I knew that as I got older, it would become increasingly harder to keep climbing stairs. Living in JASA Housing is like a dream come true. I am very happy here.”
  - Yin
  - JASA HOUSING TENANT

- “I am 96 years old and I am a Holocaust Survivor. I am very thankful to JASA for providing meals and services.”
  - Jack
  - JASA HOME-DELIVERED MEALS CLIENT

- “It is a relief and a joy to have someone there to help me get to appointments, help with errands, make sure I eat, and remind me to take my medications.”
  - Wayne
  - JASA HOME CARE CLIENT

**AGING IN PLACE**

<table>
<thead>
<tr>
<th>2,400</th>
<th>$276</th>
<th>2,635</th>
<th>1,000</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tenants live in safe, affordable apartments</td>
<td>Average monthly rent of JASA tenants</td>
<td>Home-Delivered Meals clients</td>
<td>Home Care clients</td>
</tr>
<tr>
<td>10</td>
<td>2,700</td>
<td>537,377</td>
<td>98%</td>
</tr>
<tr>
<td>Affordable Housing buildings</td>
<td>Legal Services clients</td>
<td>Meals delivered</td>
<td>of Home Care clients are satisfied with their aide</td>
</tr>
</tbody>
</table>
Older adults face social isolation due to limited mobility and limited opportunities to spend time with their peers. JASA provides spaces for older adults to socialize, pursue purposeful activities, and find companionship.

**SENIOR CENTERS**

JASA’s senior centers offer hot lunches, trips, holiday celebrations, and classes such as art, yoga, dancing, music, and technology. Friendship is the #1 reason that seniors attend; almost all report making 5+ new friends since joining. Members are regular participants – half have been attending for seven years or more and the majority spend a significant amount of time at the center, showing up on average 14 days each month.

**CAREGIVERS**

Taking care of an aging family member or friend can be challenging. Often caregivers feel alone or need some time for self-care. JASA’s support groups bring together caregivers to help them with coping skills and practical advice. JASA also offers respite and other services as well as training and referrals to additional supportive services.

**NORC PROGRAMS**

Naturally Occurring Retirement Communities (NORCs) are communities or buildings that were not originally designed for older adults, but have a large percentage of older residents. Services include education, recreation, social work support, home care, in-home health consultations, and screenings. NORC programs promote a neighborhood support network for active, engaged, and safe aging in place.

**SUNDAYS AT JASA**

Sundays at JASA, a continuing education program, provides intellectual stimulation and socialization. College-level classes cover a wide range of topics including politics, healthy body and mind, poetry, drawing, technology, bridge, literature, theater, philosophy, and more.
During the most difficult moments for older adults, JASA is there to help. We assist those who are or have been victims of elder abuse, those who need assistance managing financial and medical decisions, and those who do not have family or friends nearby.

ADULT PROTECTIVE SERVICES AND COMMUNITY GUARDIAN PROGRAMS

Two of JASA’s programs help adults who have complex problems that affect their safety and well-being. Our Community Guardian program serves adults deemed incapacitated by the courts and who are in need of services to protect them and their property. The program helps clients manage their affairs. Adult Protective Services provides supervision of daily activities, supportive counseling, crisis intervention, and financial management for at-risk, vulnerable older adults. JASA arranges for wellness checks, in-home medical care, and home care.

PARTNERS IN DIGNITY

Individuals and family members coping with a serious, life-limiting or advanced illness, or a recent loss look to JASA for assistance navigating the complex and fragmented medical system and help with coping day to day. JASA’s Partners in Dignity program serves clients of all ages by providing information and referrals, supportive individual and family counseling, and bereavement counseling, among other services.

ELDER ABUSE PREVENTION AND INTERVENTION

Thousands of older adults in New York are abused, neglected, and exploited every year, and that number is growing. JASA mobilizes all community resources – the court system, social services, and health providers – to ensure clients’ ongoing safety. JASA’s innovative team approach consists of attorneys who provide legal representation and social workers who provide individual and group counseling and assistance accessing support services.

CASE MANAGEMENT

JASA’s Case Management program helps older adults resolve daily living needs. Social workers provide counseling, information, and connection to home-delivered meals, benefits and entitlements, and other community resources, as well as for home care and mental health services.

Clients share JASA’s impact:

“I really don’t know how I would survive without JASA’s help. I have been receiving home-delivered meals, items to help with my arthritis, and now I can go out with the aide’s assistance. I’m touched to tears.”
Roza
JASA CASE MANAGEMENT CLIENT

“I looked for help from social services and charities when my chemotherapy started breaking me down. My JASA social worker is for real and the perfect representative of JASA and for social workers in general. I’m very lucky to have met her and I’m honored and humbled by the work your organization did for me.”
Matthew
JASA PARTNERS IN DIGNITY CLIENT

“It wasn’t until I found JASA that my nightmare began to end.”
Juan
JASA ELDER ABUSE PREVENTION AND INTERVENTION CLIENT

SUPPORTING THE VULNERABLE

3,100 Adult Protective Services and Community Guardian Program clients
6,000 Case Management clients
1,600 New clients joined Case Management
1 in 20 Older adults fall victim to mistreatment or neglect each year
600 Partners in Dignity clients
1,000 Victims of Elder Abuse assisted
90% Success rate in maintaining stable housing in Adult Protective Services and Community Guardian Program
HEALTHY COMMUNITIES

Aging comes with unique physical and mental health challenges. By helping older adults manage chronic diseases and mental health issues, JASA promotes healthy lifestyles.

COMMUNITY HEALTH NAVIGATORS
JASA trains older adults to manage their chronic diseases such as diabetes, high blood pressure, and other health conditions. Seniors are trained as Community Health Navigators and teach their peers strategies to manage their conditions.

SENIOR CENTER HEALTH PROGRAMS
JASA’s senior centers offer a large variety of classes on health and wellness, along with many exercise and dance classes including yoga, zumba, aerobics, and more.

CARE TRANSITIONS: HOSPITAL TO HOME
The goal of JASA’s Care Transitions program is to prevent avoidable hospital readmissions by helping high-risk patients transition from hospital to home. JASA works in partnership with hospitals and other clinical partners to provide a short-term intervention to address the social determinants of health and other care gaps that cause readmissions. The program uses evidence-based strategies and provides essential community support to help older adults recently discharged from the hospital transition home safely.

FRIENDSHIP HOUSES
JASA’s two Friendship Houses, located in JASA senior centers, are supportive environments that offer therapeutic recreation, health-related services, and social activities designed to encourage positive community living to older adults who are living with mental illnesses.

MENTAL HEALTH IN SENIOR CENTERS
JASA brings clinicians into Bronx senior centers to support the mental health and overall well-being of clients by providing information, treatment, and referrals to other community services.

GERIATRIC MENTAL HEALTH OUTREACH SERVICE
JASA’s licensed mental health clinic in the Bronx helps older adults suffering with depression, anxiety, or other mental health issues. JASA is one of very few providers that offer mental health home visits.

PROGRAM TO ENCOURAGE ACTIVE, REWARDING LIVES FOR SENIORS (PEARLS)
Through this evidence-based model utilizing short-term in-home sessions, JASA aims to reduce depression symptoms and improve quality of life for older adults in the Bronx.

MENTAL HEALTH SERVICES
Clients share JASA’s impact:

“Before JASA, I was lonely. I was looking for assistance with mental health with a focus on older people. Because of JASA, I am able to be a part of a nurturing community of peers and staff. The people are wonderful here, they make you a part of their community right away.”
Eileen
JASA MENTAL HEALTH SERVICES CLIENT

“After suffering for over four decades with depression, I have improved my manic episodes. JASA makes my dreams come true. JASA means that I am not alone. Friendship House is the perfect name for JASA.”
Denise
JASA MENTAL HEALTH SERVICES CLIENT

Clients served by Community Health Navigator program
200

98%
of Community Health Navigator participants have a better understanding of how to manage their health

500
Clients received mental health services

1 in 4
Older adults experience mental health challenges
SERVING AS A RESOURCE

Using our 50 years of experience as a leader in the field of aging, JASA is a resource for older New Yorkers, their families, friends, neighbors, and professionals in the field.

INFORMATION AND REFERRALS
Through the Sally and Henry Pearce Help Center, NY Connects Brooklyn, and One Stop at JASA, trained and multilingual social workers answer inquiries from older adults, families, caregivers, individuals with disabilities, and professionals looking for information. JASA is a resource for New Yorkers of all ages.

ADVOCACY
Through the Institute for Senior Action advocacy and leadership program, conferences, and workshops, JASA trains older adults to be advocates for themselves, their peers, and generations to follow. Clients advocate for changes that will improve the lives of all New Yorkers.

ELDER ABUSE PREVENTION TRAINING AND CONFERENCES
JASA’s Elder Abuse Training Institute holds five workshops each year that educate social service, health, legal, and financial professionals as well as community leaders and the general public about the various forms of elder abuse. JASA is the lead sponsor of the Annual NYC Elder Abuse Conference.

VOLUNTEERS
JASA’s volunteers consist of individuals and groups of all ages, including older adults themselves who volunteer at their local JASA site. They lead classes, assemble care packages, serve lunch, and get to know JASA clients. By offering their time and skills through giving back, JASA volunteers make a big difference and build strong communities.

Clients share JASA’s impact:

“I have always been interested in volunteering. I’ve been involved for close to 10 years and I hope to continue doing so!”
Ruth
JASA VOLUNTEER

“I have been a volunteer with JASA for the last 11 years, and it is just lovely. I would not live any other way. As we get older, there is no better place than JASA.”
Helen
JASA VOLUNTEER

“I’m thankful to JASA for a wonderful course on a host of insightful information about advocacy! The speakers presented new information that I’m able to take back and share with the senior residents.”
Ron
JASA ADVOCACY PARTICIPANT

“I’m thankful to JASA for a wonderful course on a host of insightful information about advocacy! The speakers presented new information that I’m able to take back and share with the senior residents.”
Ron
JASA ADVOCACY PARTICIPANT

“The presentation on elder abuse was informative and very interesting. As a social worker working with older adults, I will share this information with my staff and use it every day.”
Alex
JASA WORKSHOP PARTICIPANT

WHO CALLS THE HELP CENTER?
1,875 calls in 2018

1,000 Volunteers

10,000 Individuals received information and assistance

5,650 hours served by JASA volunteers

350 Attended the NYC Elder Abuse Conference

200 Participated in the Elder Abuse Training Institute

700 Advocacy clients
Overview of Services

Sundays at JASA
Educational and cultural opportunities

Senior Centers
“Home away from home” for seniors seeking group activities, friendships, trips, special events, and meals

Advocacy
Advocacy training to empower older adults on relevant issues

Naturally Occurring Retirement Communities (NORCs) Program
Health, education, recreation, and social work support for seniors living in apartment complexes where a significant number of the residents are 60+

Mental Health Services
Licensed mental health clinics, in-home care, and friendship houses for older adults suffering with or recovering from depression, anxiety, or other mental health issues

Home-Delivered Meals
Nutritious and life-sustaining kosher and non-kosher meals delivered to frail, homebound seniors

Senior Centers

Mental Health Services

Home-Delivered Meals

Active Older Adults

Vulnerable Older Adults

JASA’s continuum of services is designed to address the ever-changing needs of aging New Yorkers. JASA’s goal is to support older adults so they can remain safely in their own homes and communities, living with purpose, for as long as possible.
CELEBRATING 50 YEARS

In 2018 JASA celebrated our 50th anniversary. Since our founding in 1968, JASA has honored older New Yorkers as vital members of society, and provided services that support aging with purpose. While the city’s older adult communities have grown and changed a lot in the past 50 years, JASA’s vision has remained consistent: to empower older adults to live life on their own terms, in their own homes and communities.

JASA History: A Timeline

1968
JASA founded

1972
First Senior Center opened

1973
First Affordable Housing Complex built in Coney Island

1974
Supreme Court appointed JASA as the first social service agency in the State of New York to be a conservator for mentally impaired older adults

1976
Home-Delivered Meals program established

1977
Joint Public Affairs Committee (JPAC) founded to give older adults a voice in community change and policy

1979
Adult Protective Services established

1981
Legal Services for the Elderly in Queens (LSEQ) established

1982
Sundays at JASA established

1983
Home Care program established

1984
First Mental Health Clinic opened

1989
Community Guardian Program established

1990
Adult Protective Services established
Legacy Society

JASA gratefully acknowledges those supporters who have decided to help us as an organization, and the seniors in need of our services, by making bequests and other planned gifts to the agency. Members of the Legacy Society are ensuring that JASA has the strength, capacity, and funding to enable aging adults to remain in the community with dignity now and for generations to come. In this section we gratefully acknowledge those who have informed JASA of their intent to support us through a bequest or other planned gift:

Carol Chinn, Chair
Sanford Evans
Arkady Fridman
Nancy Greene
Eric Greenhut

Grant Frankel
Jeff Frehoo, Access Staffing
Fulton Refrigeration
Sonia and Michael Gleit*
Diane and Jay Goldsmith
Sara Gould and Rick Surpin
Ayelet Grunspan
Michael Halpern
Daniel Harris
Joan and Robert Imowitz*
Diana B. Jaber
Sarah and Thomas Janover*
Evelyn Junge
Kenneth M. Kay

Rachel and Mark Klein
Larry and Ruth Krabin
Rachel Kramer
HeLEN Levine*
Claire and Stephen R. Levin*
Irene M. Kalter-Liberman and
Jared B. Liberman
David and Beatrice Maryles Memorial Fund
Carol M. Mates
Lauren and Dan Medalie
Nelle Nugent and Joloyn Stern
Corey Omer
Debbie and Marc Paley

David Hildes
Mark R. Imowitz
Saul Katz
Paul Kronish
Nan J. Morrison

Ruth Perelson
Martin Siroka
Anonymous (3)

Supporters: One Stop at JASA Donors

LEADER - $10,000+
Edith C. Blum Foundation, Inc.
Dreitzer Foundation, Inc.
The Blanca L. & Herbert J. Rosenberg Foundation

FRIEND - $1,000+
deKaye Foundation
Supporters: Elected Officials

JASA recognizes the following elected officials for their generous support of JASA’s programs and services through discretionary funds and Council Initiatives. These funds allow JASA the flexibility to enhance programs available to older adults beyond the concrete services provided in government contracts. Funds help support cultural arts, entertainment, exercise, education, group outings, and special events.

Hon. Inez Barron  
New York City Council Member

Hon. Gale Brewer  
Manhattan Borough President

Hon. Margaret Chin  
New York City Council Member

Hon. Andrew Cohen  
New York City Council Member

Hon. Steven Cymbrowitz  
New York State Assembly Member

Hon. Chaim M. Deutsch  
New York City Council Member

Hon. John M. Flanagan  
New York State Senator

Hon. Daniel Garodnick  
New York City Council Member

Hon. Barry Grodenchik  
New York City Council Member

Hon. Richard Gottfried  
New York State Assembly Member

Hon. Carl Heastie  
Speaker, New York State Assembly

Hon. Corey Johnson  
New York City Council Member

Hon. Ben Kallos  
New York City Council Member

Hon. Andy King  
New York City Council Member

Hon. Mark Levine  
New York City Council Member

Hon. Alan Maisel  
New York City Council Member

Hon. Melissa Mark-Viverito  
Speaker, New York City Council

Hon. Annabel Palma  
New York City Council Member

Hon. Bill Perkins  
New York City Council Member

Hon. Jose Peralta  
New York State Senator

Hon. Antonio Reynoso  
New York City Council Member

Hon. Donovan Richards  
New York City Council Member

Hon. Helen Rosenthal  
New York City Council Member

Hon. Linda Rosenthal  
New York State Assembly Member

Hon. Mark Treyger  
New York City Council Member

Hon. Eric Ulrich  
New York City Council Member

Hon. James Vacca  
New York City Council Member

Hon. Paul Vallone  
New York City Council Member

Hon. Jamie Williams  
New York State Assembly Member

A Special Thanks to UJA-Federation of New York

As a beneficiary agency of UJA-Federation of New York, JASA receives core funding and other critical resources that advance our shared mission each and every day. We gratefully acknowledge their support, generosity, and partnership.
INCOME

- Government Support: $64,980,535
- Managed Care: $39,204,408
- Tenant Rent: $6,547,406
- Contributions: $6,025,047
- Program Service Fees: $3,069,687
- UJA - Federation of NY Grants: $2,866,732
- Other: $1,456,543
- Housing Management Fees: $1,519,467

Total Income: $125,669,825

EXPENDITURES

- Program: $108,436,591
- Management and General: $14,599,509
- Fundraising: $421,100

Total Expenditures: $123,457,200

Excess of Revenues Over Expenditures: $2,212,625

Notes:
This consolidated financial report includes social services, housing, and managed care (home care) programs.

GOVERNMENT CONTRACTS

Federal
- Housing and Urban Development
- Department for the Aging
- Human Resources Administration
- Department of Health and Mental Hygiene
- Brooklyn District Attorney’s Office
- New York City Department of Housing Preservation and Development
- New York City Housing Authority

Nassau County
- Town of Hempstead

YOUR IMPACT

Your support of JASA has a significant impact, improving the lives of older New Yorkers, and honoring them as vital members of society. Every dollar donated, every gift and contribution, and every minute spent volunteering, makes it possible for older adults to live more active, safe, healthy, and vibrant lives. Your impact goes even beyond the older adults we serve, and also to the family members and friends of clients to whom JASA provides peace of mind.

JASA is so grateful to all of our donors, supporters, volunteers, staff members, and other stakeholders, who make New York City a good place to grow old.

We can’t thank you enough.

“I thank you for supporting JASA and for giving me a home. Thank you!”
Elizabeth

“JASA changed my life dramatically. I am very thankful for the support and guidance given by JASA.”
Yuriy

“Thank you for making my life much better.”
Sandra

JASA needs your support to continue offering vital services to help 43,000 older New Yorkers stay active and engaged in their communities.

Would you consider giving a charitable donation to JASA?

VISIT www.jasa.org/donate
CALL 212-273-5320
EMAIL development@jasa.org
Proud to be the go-to agency for older New Yorkers