Proud to be the go-to agency for older New Yorkers
DEAR FRIEND,

This year, JASA served more than 40,000 older New Yorkers and their families. There are a lot of other powerful numbers I’m excited to share with you, and you’ll see them inside these pages. But this report is not just about the numbers – it’s about the people.

We wanted to share a few of their stories with you so you can see your impact on New York’s seniors. You provided safe affordable housing for Yee. You made sure that Nat has healthy meals. You helped Khondker keep his home. You protected Eric from abuse. You created safe homes and communities for so many dynamic, intelligent, and vibrant individuals.

The need for JASA services is increasing exponentially as a result of the growing aging population, shortage of affordable housing, and increasing cost of living. The COVID-19 pandemic has made that need abundantly clear, with hundreds of new requests for services coming in weekly.

For 51 years, JASA has been the go-to agency for all older New Yorkers. With your continued partnership, I am confident we will continue to be that lifeline for older adults and their families.

JASA is so grateful to you, and to all of our donors, supporters, volunteers, staff members, and other stakeholders, who make New York City a good place to grow old. Your support has a significant impact, improving the lives of older New Yorkers and honoring them as vital members of society.

We can’t thank you enough.

Kathryn Haslanger
CHIEF EXECUTIVE OFFICER

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Photo credit: Nick Carter Photography
Our Reach

40,000+ Older adults across all of our programs
5,036 Adult Protective Services clients
5,638 Case Management clients
1,808 Legal Services clients
2,731 Home-Delivered Meals recipients
1,151 Home Care clients
1,000 Volunteers
1,170 Health Services participants
5,386 Members in 14 NORC programs
2,280 Tenants in 11 Affordable Housing buildings
9,428 Individuals received information and assistance
813 Community Guardian program clients
696 Palliative Care clients
665 Individuals received elder abuse training
450 Mental Health clients
730 Advocacy participants
493 Caregivers supported
129 Sundays at JASA students
922 Elder Abuse victims assisted
5,638 Members in 22 Senior Centers
1,151 Members in 14 NORC programs
9,428 Individuals received information and assistance
2,280 Tenants in 11 Affordable Housing buildings
9,428 Individuals received information and assistance
### Overview of Services

**Active Older Adults**

<table>
<thead>
<tr>
<th>Service</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Sundays at JASA</strong></td>
</tr>
<tr>
<td>Educational and cultural opportunities</td>
</tr>
<tr>
<td><strong>Senior Centers</strong></td>
</tr>
<tr>
<td>&quot;Home away from home&quot; for seniors seeking group activities, friendships, trips, special events, and hot meals</td>
</tr>
<tr>
<td><strong>Mental Health Services</strong></td>
</tr>
<tr>
<td>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</td>
</tr>
<tr>
<td><strong>Home-Delivered Meals</strong></td>
</tr>
<tr>
<td>Nutritious and life-sustaining kosher and non-kosher meals delivered to frail, homebound seniors</td>
</tr>
<tr>
<td><strong>Community Guardian Program</strong></td>
</tr>
<tr>
<td>Supervision of daily activities, supportive counseling, crisis intervention and financial management for abused, neglected, or exploited adults</td>
</tr>
</tbody>
</table>

**Vulnerable Older Adults**

<table>
<thead>
<tr>
<th>Service</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>JASA Focuses on the Individual.</strong></td>
</tr>
<tr>
<td>Our 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, and living with purpose, for as long as possible.</td>
</tr>
</tbody>
</table>

**Serving all Seniors**

<table>
<thead>
<tr>
<th>Service</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Housing</strong></td>
</tr>
<tr>
<td>Affordable, safe, secure, and accessible housing for seniors</td>
</tr>
<tr>
<td><strong>Help Center</strong></td>
</tr>
<tr>
<td>Trained social workers answer inquiries from seniors and their families</td>
</tr>
<tr>
<td><strong>Legal Assistance</strong></td>
</tr>
<tr>
<td>Free legal services for older adults living in Queens</td>
</tr>
<tr>
<td><strong>Advocacy</strong></td>
</tr>
<tr>
<td>Older adults learn to advocate and empower themselves on issues of importance to seniors</td>
</tr>
<tr>
<td><strong>Naturally Occurring Retirement Communities (NORCs)</strong></td>
</tr>
<tr>
<td>Health, education, recreation, and case management support for seniors living in apartment complexes where a significant number of residents are age 60 and older</td>
</tr>
<tr>
<td><strong>Case Management</strong></td>
</tr>
<tr>
<td>Individualized, comprehensive assessments that provide direct assistance or referrals helping seniors live safely in their homes</td>
</tr>
<tr>
<td><strong>Home Care</strong></td>
</tr>
<tr>
<td>Home health aides, personal care assistance, and nursing services for older adults</td>
</tr>
<tr>
<td><strong>Community Guardian Program</strong></td>
</tr>
<tr>
<td>Legal responsibility for vulnerable seniors judged incompetent by the courts</td>
</tr>
<tr>
<td><strong>Active Older Adults</strong></td>
</tr>
<tr>
<td>Seniors seeking group activities, friendships, trips, special events, and hot meals</td>
</tr>
<tr>
<td><strong>Vulnerable Older Adults</strong></td>
</tr>
<tr>
<td>Older adults suffering with or recovering from depression, anxiety, or other mental health issues</td>
</tr>
<tr>
<td><strong>Mental Health Services</strong></td>
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<tr>
<td>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</td>
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<tr>
<td><strong>Special Services</strong></td>
</tr>
<tr>
<td>Nutritious and life-sustaining kosher and non-kosher meals delivered to frail, homebound seniors</td>
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<td><strong>Community Guardian Program</strong></td>
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<td>Supervision of daily activities, supportive counseling, crisis intervention and financial management for abused, neglected, or exploited adults</td>
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**Case Management**

Individualized, comprehensive assessments that provide direct assistance or referrals helping seniors live safely in their homes.

**Home Care**

Home health aides, personal care assistance, and nursing services for older adults.

**Community Guardian Program**

Legal responsibility for vulnerable seniors judged incompetent by the courts.
Housing

Yee grew up in Hong Kong. Her family was poor and she began looking for work at an early age, finding jobs as a seamstress and a wig-maker. When she came to New York, she became a home attendant caring for seniors. She loved visiting the Statue of Liberty and the Twin Towers, and exploring her new city.

In 2000, she moved into JASA housing with her husband, who has since passed away. Yee’s finances are limited. Living in affordable senior housing means that she’s able to enjoy living in the city she loves at a rent that works with her budget. Now retired, she visits with her children and grandchildren often. Yee loves to go apple picking with friends and plan fun day trips.

She is the president of her building’s tenant association. She creates opportunities for her fellow senior residents and plans events to bring people together. Yee encourages them to be more social, and to join cards and mahjong games. At a recent bake sale to raise funds for tenant activities, Yee contributed over 100 homemade eggrolls.

As the affordable housing crisis in New York City continues to grow, low-income older adults are particularly at risk of living in unsafe environments and becoming homeless. JASA is an industry leader in providing safe, affordable, and accessible apartments for more than 2,000 older adults and disabled individuals. JASA owns, manages, and operates eleven buildings in prime locations. All buildings include on-site social services, with staff fluent in a variety of languages. JASA provides the best possible homes and communities for our residents, including ongoing capital improvements as well as green energy initiatives.

“I couldn’t afford living in New York City without JASA.”
— YEE

2,280 TENANTS
11 BUILDINGS
30 COMMUNITY SPACES

Primary Languages Spoken by Tenants:

- 57% Russian
- 16% English
- 11% Cantonese/Chinese
- 7% Spanish
- 7% Polish
- 3% Korean

JASA Impact Report 2019
Home-Delivered Meals

Born and raised in Brooklyn, Nat says there were only three bagel stores in all of New York City when he was growing up in the 1920s. He used to buy vegetables from a man driving a horse-drawn wagon. One hundred pounds of potatoes cost $1 and fifty pounds of onions cost only 50 cents.

After serving his country in World War II as a cook and a medic, he went on to work for Otis Elevators and then as a welding inspector. Always someone to embrace adventure, Nat enjoyed his work on windy days on buildings thirty stories high (he conducted inspections without a safety harness). He also loved riding his two motorcycles.

Today, at 100 years old, Nat loves being independent in his home. His two “very handsome” great-grandsons are the apples of his eye. He enjoys music and dancing, and used to be a regular at his local senior center. He’s grateful he can walk, but is less mobile these days.

Nat receives meals through JASA’s Home-Delivered Meals program. The program’s team of chefs, nutritionists, drivers, and social workers ensured delivery of over 620,000 meals to the homes of seniors this year. These meals help Nat stay in his own home, and they give his family peace of mind. JASA provides more than the food; we provide a safety net.

Many clients depend on the daily meal that JASA delivers as their primary meal. Too frequently, our meal deliverers are their only social contact during the day. JASA’s team sees clients daily, knows their routines, and knows when something is wrong.

“JASA keeps me healthy. They give me well-balanced meals that taste good!”
— NAT

2,731
CLIENTS SERVED

620,490
MEALS DELIVERED

19
DELIVERY ROUTES

95%
SATISFACTION RATE
Ed was born just a few blocks from the JASA senior center he attends most days. He started his career in the mailroom of the William Morris Talent Agency, working his way up to secretary, learning shorthand, and finally becoming a talent agent.

He fell in love with comedy and started his own agency. His success grew with his clients’ success. He represented Richard Pryor, Rodney Dangerfield, and George Carlin. He was inducted into the Friars Club by none other than Milton Berle. He met and worked with comedy legends, even visiting the White House with a client.

Today he serves as president of his JASA senior center advisory council. He excels at finding good entertainment and arranging programs. He says that his involvement in the senior center is selfish – it gives him a place to go, to know that he’s going to be with friends. He sees most of the same people every day. He appreciates learning about their lives, and listening to their stories.

Ed believes that the camaraderie experienced at the senior center keeps people going – that getting people out of the house and engaged in different activities is keeping them healthy and strong. And he loves a good laugh.

JASA’s 22 senior centers across Brooklyn, Queens, Manhattan, and the Bronx offer vibrant meeting places to socialize with friends, share a meal, participate in arts and cultural programs, and celebrate life events. Senior center programming includes intergenerational activities, computer classes, health screenings, exercise sessions, and special interest discussion groups.

"Some days I do feel older, some days I don’t. But coming here we’re all in the same boat. It’s an appreciation of life."
— ED

Senior Centers

12,100 MEMBERS
22 SENIOR CENTERS
1,015 MEMBERS ARE OVER THE AGE OF 90
21,600 CLASSES AND PROGRAMS ANNUALLY
Home Care

Alemise was born in a seaside town in Haiti. At the age of 14, she opened a small restaurant in the capital. Her signature dish was a special rendition of white rice with pigeon peas.

Due to social and economic conditions across the island, many Haitian families struggled to ensure that their children would have access to a decent education and a foundation for a successful career. Alemise made sure that all of her children attended school, the girls and the boys.

Today, she happily lives in a multi-generational home in Brooklyn with her children, grandchildren and great-grandchildren. Although her days as a restaurateur are behind her, she still loves to cook for her family, and share the recipes that brought both joy and prosperity to their family for decades.

Over the last 15 years, JASA has been a huge part of Alemise’s life. Before her husband passed, they received home care assistance from JASACare, giving Alemise assistance in caring for him at home. After he passed, and as she got older, she realized that she was developing chronic pain in her knees and needed extra help at home. She knew exactly where to turn when she was looking for a home care provider. The aide that works with her today is the same person who helped her care for her own husband so many years ago!

JASA’s home care program 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.

“JASACare is helpful in every way. My aide helps me with making appointments, getting to the doctor, and even with bathing. At my age, it is not as easy as it used to be to do these things by myself.”

— ALEMISE

1,150
CLIENTS SERVED

10+
LANGUAGES SPOKEN

150
RECEIVED NUTRITIONAL COUNSELING

1.9M
HOURS OF HOME CARE ANNUALLY
Mental Health

475
CLIENTS SERVED

450
MENTAL HEALTH HOME VISITS

Diagnoses:

- 295 Depression
- 122 Anxiety
- 67 Schizophrenia and Psychotic Disorders
- 48 Bipolar Disorder
- 31 Alcohol and Substance Abuse
- 47 Other

Paul was raised in Louisiana, and considers himself “pure Cajun.” His family led a rural life, hunting and fishing for each meal. When he was 18, he joined the army. After two tours in Vietnam, the army paid for him to go to college. He later worked as a personal care attendant in group homes for those with special needs.

In 1993, he met his future wife. She is the love of his life. They had 26 wonderful years together before she was stricken with Alzheimer’s disease.

Paul did his best to take care of her, but couldn’t do it alone. She is now living in an extended care facility and Paul visits her every week. It causes him deep pain that she doesn’t know him anymore.

Paul reports that he became depressed, staying in his apartment and playing computer games. Through JASA’s Friendship House, Paul learned to cope with his depression and found friendship. He has a place to share his stress and problems, and knows he’s not alone. He’s found comfort in the support group. JASA Friendship Houses are co-located within our senior centers in the Bronx and Brooklyn and offer a welcoming environment for older adults recovering from mental illnesses.

JASA’s geriatric mental health clinic is staffed by licensed social workers and doctors who provide individual and group therapy, pharmacological intervention, and family therapy (available in-home for homebound individuals). JASA also aims to reduce depression symptoms and improve quality of life for older adults in the Bronx through Program to Encourage Active, Rewarding Lives for Seniors (PEARLS), an evidence-based program utilizing short-term in-home sessions.

“I was really depressed. I can’t tell you how much I appreciate that JASA was there when I needed it.”

— PAUL
Caregiver Support

Andrea and Michael met at a prayer group in Brooklyn and they quickly became friends. Andrea was an elementary school teacher and math coach. Michael worked as an advocate for children. They have been married for 33 years.

They loved finding little special places in Brooklyn, visiting the waterfront, the botanical gardens, or going apple picking upstate. They enjoyed doing things together.

Michael was diagnosed six years ago with progressive memory loss. It was clear that something wasn’t right. He wasn’t paying bills. He’d misplace his jacket. Andrea was about to retire, and started learning about caregiving. Today, Michael can’t do very much and his memory loss is severe. He’s still social, but doesn’t have as much interest in the things they used to do together.

Andrea participates in JASA’s Caregiver Support Program, where she attends trainings and a support group to find services, friends, and a community. The program also provides her with a few precious hours of respite care so that she can have some time for herself. Andrea has been active in the program for several years. She appreciates the relationships with others in similar situations.

The role of caregiver to an ill or disabled family member can arise unexpectedly. The healthcare system is complicated, costly, and overwhelming. JASA’s Caregiver Support Program offers caregivers a roadmap, support, and resources.

JASA’s flexible approach provides in-home care by a trained aide as well as out-of-the-home socialization at a day center. JASA also connects caregivers with other services, including home-delivered meals, transportation services, and senior centers.

“The loneliness is the hardest part. You lose your best friend. JASA has been extremely supportive, uplifting, and helpful.”

— ANDREA
Khondker was born in Bangladesh. He worked in the Middle East for years, and in 1990 came to New York with his wife and three children. He found jobs in the retail industry and bought a house.

In 2014, Khondker was in a car accident. He required surgery and was in a lot of pain. At the time, he was working in a furniture warehouse. The pain made it impossible to lift or move furniture. He lost his job.

Khondker fell behind on his mortgage payments. The bank started an action to foreclose on his house. When Khondker first received a notice in the mail, he didn’t know where to go or what he had to do. He didn’t understand the papers. He looked for a lawyer, but they all wanted a fee before they would help him. He went to the courthouse, and when he asked for help, he was directed to JASA’s free legal services. Only then did he learn that his home was scheduled to be auctioned in a matter of days.

Khondker’s JASA attorney immediately worked to stop the sale and vacate the foreclosure. She explained the situation to the judge and settled the case so that his family could stay in their home.

JASA’s Legal Services for Elder Justice counsels older adults on issues related to housing, evictions, and foreclosures, fraud and scam prevention, elder abuse intervention, and estate planning. Attorneys work hand-in-hand with social workers as part of our innovative, interdisciplinary, and nationally recognized team approach to combat elder abuse and exploitation.

“Without the help of my JASA lawyer, my family would be homeless.”

— KHONDKER
Elder Abuse Prevention and Intervention

Eric grew up in Brooklyn, the second of five children. After graduating from Vassar, he embarked on a successful career in corporate administration and management. When his two children were young, Eric was diagnosed with acute leukemia. The multiple hospital stays and transplants were destabilizing for his family. After an illegal eviction, his family was homeless. And only days later, his sixteen-year-old son tragically died. His daughter was only ten at the time.

After she graduated from college, Eric’s daughter moved home and struggled to find employment. She became verbally abusive. Eric tried to be understanding, but then the abuse became physical. Eric sought an order of protection to remove his daughter from his apartment. His advocate connected him to JASA.

The process has been beneficial for both of them – Eric’s daughter moved out of state to start a new life and career, and Eric has found support and empowerment. He participates in JASA’s elder abuse prevention support groups, led by professional social workers. The group members learn how to advocate for themselves. Eric is determined to make sure that he and his fellow group members stay active and continue to help each other.

Elder abuse, neglect, and exploitation are under-reported and widespread. For over 20 years, JASA’s innovative Legal/Social Work Elder Abuse Prevention and Intervention program has utilized a team approach that has helped tens of thousands of victims successfully resolve crisis situations. JASA staff mobilize all community resources – the court system, social services, health providers – to ensure the individual’s ongoing safety.

“Just because we grow older doesn’t mean that we’re useless. You can’t treat us however you want to treat us. My JASA support group has been hugely empowering and supportive.”

– Eric
Advocacy

Julia’s family came to the United States from Spain. When they weren’t traveling with her mother, a famous soprano, they were at home in Brooklyn.

Julia found a career on the road, one of few women who drove a semi-truck cross-country. She loved the flexibility in her shifts and meeting new people in her travels. On the side, she would paint or play the piano. She also always had a keen interest in science, and studied genetics and molecular biology in college.

When Julia moved back to New York, she was in an accident. A drunk driver hit her. Her back was injured and it became impossible for her to walk or stand. People stopped seeing her; they only saw her wheelchair. Until then, she hadn’t realized the level of discrimination faced by people who are disabled.

Julia needed help and she found JASA. She took JASA advocacy courses to learn how the city operates. This learning experience empowered her to help others. She recently helped a man with a young daughter who had been evicted from their home. She was able to provide information about which services to visit and with whom to speak. Julia helped them find a safe place to live. That truly made her feel good.

JASA has a well-respected legacy of empowering older adults to play an active role in determining matters of importance to themselves, their peers, and generations to follow through our Institute for Senior Action advocacy and leadership program, conferences, and workshops.

“I will never stop being amazed by JASA and the wealth of information I learned. JASA was a huge stepping stone. It made the city make sense. Now I can help myself have a better life.”

— JULIA

730
INDIVIDUALS TRAINED

200+
RESOURCE FAIR ATTENDEES

100%
REPORT INCREASED KNOWLEDGE OF ADVOCACY AND CIVIC ENGAGEMENT
Naturally Occurring Retirement Communities (NORCs)

Hilda was born in Argentina. Sixty years ago, her husband had a six-month consulting job in New York City. They both fell in love with America and decided to stay. Hilda describes herself as gregarious and has always been a star. She has acted all of her life. Her first performance was in grade school, and she has continued to be involved with acting and directing. Her main interest in life is communication and empathy, and for her, acting is empathy. She used to go to the theater literally every night – to plays, ballets, the opera, dance.

Her apartment is in a housing development known as a Naturally Occurring Retirement Community (NORC), which she calls “a blessing.” She is on the advisory council, volunteers every week, and gives others the gift of laughter in her improvisation class. She has organized two reading groups, one of which focuses on comedies and dramas.

JASA embraces the Naturally Occurring Retirement Community model as an effective community-based partnership approach to help adults age in place and strengthen the neighborhoods in which they live. NORC services include individualized social work assistance and nursing support, group programming, intergenerational events, and meaningful volunteer and leadership opportunities.

NORC program staff also offer information and assistance to help older community residents secure benefits and entitlements, transportation to medical appointments, home care and home-delivered meals. Each NORC program operates as a focal point in the community and helps foster a neighbor-to-neighbor support network.

“Living here is a gift. I am very grateful for all of the extraordinary experiences.”
— HILDA
Case Management

Born in Jamaica, Malaku was independent from an early age. At 18, he became a woodworker.

At 48 years old, he started over in New York as a home health aide. The work was grueling, but rewarding. He saved money for his children and appreciated the relationships he built with clients. Even with twelve hour shifts multiple days a week, he found the time to go back to school. Malaku continued to work even while fighting prostate cancer.

He retired when his dizziness and heart problems meant he could no longer carry out his work. He’s had five heart surgeries, and suffers from high blood pressure, high cholesterol, and diabetes. With multiple ailments and medications, Malaku reached out to JASA for help staying independent in his home.

His JASA case manager connected him to services he needed, including meals with the necessary dietary requirements delivered to his home, and home care to help with daily tasks. With assistance, he can enjoy the thing he finds most satisfying – time with his family.

JASA Case Management supports nearly 6,000 frail older adults to meet the daily challenges of aging. Our staff of professional social workers appreciate that every person’s needs and preferences are unique. Case managers connect clients to vital services. They most often assist with home-delivered meals, counseling, financial support, home care, health advocacy, and applying for benefits (such as rent subsidies, Medicaid, Medicare, and rent assistance).

“Everything has become more challenging. My social worker does whatever she can to help me.”
— MALAKU

5,638
CLIENTS SERVED

92%
OF CLIENTS REPORT INCREASED FINANCIAL STABILITY

50%
OF CLIENTS LIVE ALONE
Sundays at JASA

Joe was born and raised in Detroit. He led a successful career in marketing and research in the pharmaceutical industry, guiding the strategic decisions of consumer product launches.

He met his wife through a singles dinner club. They married in 1975 and had 41 wonderful years together.

Joe was always a fan of crossword puzzles. He and his wife used to work on them together, and she had encouraged him to submit his puzzles to the newspaper. After Joe’s wife passed, their daughter wanted to help him get out of the house. She learned about the Sundays at JASA crossword construction class, and encouraged Joe to join.

At first he intended to sign up only for the one class, but then he got pulled into the history classes as well. He’s now a regular, looking forward to every semester. He learns how to construct crosswords from professionals, and has a strong sense of accomplishment from the puzzles the class has had published in the New York Times and Wall Street Journal.

Joe is close with his daughter’s family, and spends most weekends enjoying the company of his grandchildren. But he leaves Sunday mornings open for Sundays at JASA.

JASA engages adults age 55+ who are seeking stimulating and fun ways to pursue learning through Sundays at JASA, our signature college-level continuing education program. Sundays at JASA offers a variety of courses and lectures, with instructors from the worlds of politics, the arts, media, and more.
Chronic Disease Management

Deborah is Bronx-born and raised, and has been part of the Co-op City community for the last 48 years. She started her career selling stamps in the post office and moved up to balancing accounts and bookkeeping. She really enjoyed her work.

Retirement gave Deborah a chance to pursue her hobbies – traveling around the world to Dubai, Israel, and Greece, as well as to Broadway theaters in Manhattan. Always on the go, she wakes early every morning for a two hour walk around the neighborhood. But she wanted to do more to give back to her community.

After being diagnosed with pre-diabetes, Deborah started taking health workshops with JASA. She learned to monitor her blood pressure, lost weight, and decreased her risk for diabetes.

Deborah has now completed certification that qualifies her to act as a JASA Community Health Navigator and provide peer support to others to help them manage chronic diseases. She volunteers at local JASA senior centers doing blood pressure screenings. And now with her training, she will be going from taking the workshops to teaching the workshops.

JASA’s Community Health Navigators peer-to-peer program trains individuals with diabetes, high blood pressure, and other chronic conditions to manage their own illnesses and teach these skills to their peers in the community. JASA provides evidence-based group programs as well as one-on-one coaching to empower older adults to proactively participate in their own health and healthcare. Community health programs are provided in English and Spanish.

“JASA empowered me to help others. It’s been very beneficial for my own health as well.”
— DEBORAH
Palliative Care Supportive Services

Palliative Care Supportive Services address a broad spectrum of life-sustaining needs on Long Island. For those facing life-limiting illness, JASA connects families to a vast network of specialized and culturally sensitive services and resources. The program provides counseling, care management, spiritual care, information and referrals, entitlements counseling, care coordination, assistance in navigating the healthcare system for timely and appropriate care, and coping with end-of-life issues, advance care planning, grief, and bereavement.

I am writing on behalf of the Pike family, to express our sincere thanks for the help and support provided by JASA. I cannot say enough about how appreciative we are for your amazing organization. More specifically, I would like to express our heartfelt gratitude to Maria Lever, who was a godsend to our mother, Edith, and over time, to our entire family.

Maria was a strong source of support for our mother, who at the age of 93, was forced to deal with the sudden, horrifying, suicidal death of her daughter, who lived with her and was her primary caregiver. Maria came to us in the height of dealing with this tragedy two years ago. Edith immediately felt connected with Maria. She looked forward to Maria’s visits to help keep her going. Maria’s support and kindness made all the difference in the world to our mother’s outlook on life. From beginning to end, Maria treated Edith with kindness and empathy, going the extra mile to be a friend, companion, and source of support.

There are few people in this world that come into our lives and touch us in the way Maria has done. She is the ultimate professional, whose deeds leave one with no words fine enough to express what she has meant to our family. Her help was especially appreciated when we were trying to navigate through the hospice system to get things in place for our mother. Maria remained a support through the end, to Edith, to us, to our children, and to our grandchildren.

We want to thank JASA and Maria for helping to make this difficult time so much easier. Thank you, Maria, for your genuine concern for Edith and for our family. We sincerely appreciate your tireless efforts to care for Edith and her loved ones, and your eagerness to assist us at every turn.

Sincerely,

[Signature]

Dale L. Pike, William H. Pike Jr. And the Family of Edith M. Pike

Care Transitions

For older adults with medical concerns, the first 30 days after leaving the hospital can be very challenging. JASA’s Care Transitions program helps high-risk patients transition from hospital to home, with the goal of preventing avoidable hospital readmissions.

JASA partners with hospitals to provide targeted interventions that offer the social support each individual needs to live at home while staying healthy. Medically trained specialists help clients by explaining or translating their discharge instructions, reviewing their medications with them, reminding them about physician follow-up visits, offering education about their health conditions, and providing referrals to housing, transportation services, mental health services, and other services.

Care Transitions focuses on older New Yorkers who have challenges accessing health care or following medical treatments. Targeted populations include those who do not speak English as a first language, individuals with low levels of formal education, low-income seniors, and older adults with clinically complex conditions.

“I live alone. When I left the hospital, I did not understand my discharge instructions or which medications I needed to take. With JASA’s Care Transitions program, I now know what to do and I am safe at home. They have made it much easier for me.”

— CARLOS
Information and Referrals

Because of our stellar reputation in the community, JASA is often sought out when families aren’t sure how to address the needs of aging relatives and friends. JASA has three points of entry for individuals seeking practical information and guidance on resources to support older adults as they age in place.

The Sally and Henry Pearce Help Center is a free consultation service that answered 2,948 inquiries from older New Yorkers, their adult children, concerned family members, neighbors, friends and professionals. Social workers connect callers to services at JASA and other community-based organizations that could best address the needs of each family.

One Stop at JASA is a walk-in office for aging Upper West Siders who have questions about benefits and entitlements, housing issues, and concerns meeting basic daily needs. Social workers met individually with 1,476 seniors and continue to work diligently to resolve their problems.

NY Connects is New York State’s resource for older adults and people of all ages with disabilities who are seeking long term services and support. JASA operates NY Connects in Brooklyn and provided case assistance and options counseling to 5,004 Brooklyn residents in need of local services and advocacy to access these services.

Adult Protective Services (APS) and Community Guardian Program (CGP)

Roger was born and raised in Queens. He had a rough childhood and wasn’t able to continue his education past the eighth grade. He started working in a factory at a young age, and then began a long career with the United States Postal Service. He suffers from heart disease and hypertension. He also struggles with mental illness. He has no family in New York.

Roger was referred to JASA’s Adult Protective Services due to allegations that he was being financially exploited and was not able to protect himself because of his mental and physical impairments.

JASA referred his case to the District Attorney’s office for a criminal investigation and to a forensic accountant to analyze his financial records. Roger still needed more help. JASA was appointed his guardian and staff worked to ensure he had services in place to remain safe from exploitation, financially stable, and independent in his home and the community he loves.

JASA has two programs that help safeguard the frailest and most vulnerable New Yorkers: Adult Protective Services and the Community Guardian Program. Adult Protective Services is called into crisis situations where an adult’s safety is at risk due to complications caused by isolation, exploitation, loss of physical health and/or mental alertness. The court appoints JASA’s Community Guardian Program to the legal role of guardian for those who have been judged incapacitated and have no family or friends who are able or willing to take on the role.

Who calls JASA:

<table>
<thead>
<tr>
<th>Percentage</th>
<th>Calls</th>
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<tbody>
<tr>
<td>42%</td>
<td>Older adults</td>
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<tr>
<td>27%</td>
<td>Children and relatives</td>
</tr>
<tr>
<td>25%</td>
<td>Professionals</td>
</tr>
<tr>
<td>6%</td>
<td>Others</td>
</tr>
</tbody>
</table>

JASA Impact Report 2019

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JASA Impact Report 2019
Supporters: JASA Donors

JASA is grateful to all public and private funders who invest in the fulfillment of our mission. Below we recognize individuals, corporations, foundations, and other private donors who provided unrestricted gifts, programmatic support, event tickets, sponsorships, in-kind gifts, and bequests during the fiscal year ending June 30, 2019.

*Given consecutively to JASA for the last 5 years or more
**Of blessed memory

<table>
<thead>
<tr>
<th>PLATINUM</th>
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<tbody>
<tr>
<td>$2.5 Million +</td>
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<tr>
<td>UJA-Federation of New York**</td>
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<th>SILVER</th>
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<td>Charitable Lead Annuity Trust Under the Will of Louis Fell**</td>
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<tr>
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<tr>
<td>Patti and Everett B. Birch Foundation*</td>
</tr>
<tr>
<td>Marvin H. Davidson Foundation Inc.*</td>
</tr>
<tr>
<td>The Harry and Jeanette Weinberg Foundation, Inc.</td>
</tr>
<tr>
<td>New York Community Trust* Estate of Florence Segan</td>
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<tr>
<td>Meryl and Stuart Ain*</td>
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<td>Enid and Leonard Baxter*</td>
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<tr>
<td>David Berg Foundation*</td>
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<td>Patricia F. Green*</td>
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<tr>
<td>Eric and Pam Greenhut*</td>
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<tr>
<td>Janet Greenhut*</td>
</tr>
<tr>
<td>Anonymous*</td>
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<table>
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<th>MEMBER</th>
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<tr>
<td>$25,000 +</td>
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<tr>
<td>Carol Chinn*</td>
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<tr>
<td>Mark and Iaina Edison</td>
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<tr>
<td>Jessica Feder and Alan Mantel*</td>
</tr>
<tr>
<td>Herman B. Golub*</td>
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<tr>
<td>Charitable Trust*</td>
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<table>
<thead>
<tr>
<th>LEADER</th>
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<tr>
<td>$10,000 +</td>
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<table>
<thead>
<tr>
<th>PARTNER</th>
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<tr>
<td>$5,000 +</td>
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<table>
<thead>
<tr>
<th>SUPPORTER</th>
</tr>
</thead>
<tbody>
<tr>
<td>$2,500 +</td>
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<table>
<thead>
<tr>
<th>FRIEND</th>
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<tbody>
<tr>
<td>$1,000 +</td>
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<table>
<thead>
<tr>
<th>BERKADIA COMMERCIAL MANAGEMENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Robert Bishop</td>
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</tbody>
</table>
Thank You to Our Generous Corporate Partners

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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
David Hildes

Mark R. Imowitz
Saul Katz
Nan J. Morrison

Ruth Pereison
Martin Siroka
Anonymous (3)

Legacy Society

Legacy Society

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Anonymous (3)

A Special Thanks to UJA-Federation of New York

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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.

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. Adrienne Adams
New York City Council Member

Hon. Diana Ayala
New York City Council Member

Hon. Jaamal Bailey
New York State Senator

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. Chaim M. Deutsch
New York City Council Member

Hon. Ruben Diaz, Sr.
New York City Council Member

Hon. Mark Gjonaj
New York City Council Member

Hon. Barry Grodenchik
New York City Council Member

Hon. Carl Heastie
Speaker, New York State Assembly

Hon. Corey Johnson
Speaker, New York City Council

Hon. Ben Kallos
New York City Council Member

Hon. Andy King
New York City Council Member

Hon. Alan Maisel
New York City Council Member

Hon. Bill Perkins
New York City Council Member

Hon. Keith Powers
New York City Council Member

Hon. Mark Gjonaj
New York City Council Member

Hon. Barry Grodenchik
New York City Council Member

Hon. Carl Heastie
Speaker, New York State Assembly

Hon. Corey Johnson
Speaker, New York City Council

Hon. Ben Kallos
New York City Council Member

Hon. Andy King
New York City Council Member

Hon. Alan Maisel
New York City Council Member

Hon. Bill Perkins
New York City Council Member

Hon. Keith Powers
New York City Council Member

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. Paul Vallone
New York City Council Member

Hon. Jamie Williams
New York State Assembly Member

Hon. Jumaane Williams
New York City Council Member
Board of Trustees  (July 1, 2018 – June 30, 2019)

*of blessed memory

**PRESIDENT**
Mark R. Imowitz

**CHAIR**
Leonard Boxer

**SECRETARY**
Carol Chinn

**TREASURER**
Eleanor Wagner

**VICE PRESIDENTS**
Jessica Feder
Eric Greenhut
Martin L. Halbfinger
Ruth Perelson
Bonnie D. Rosenberg
Joseph Rubin
Martin Siroka

**SECRETARY**
Carol Chinn

**TREASURER**
Eleanor Wagner

**TRUSTEES**
Ilaina Edison
Patricia Green
David Hildes
Saul B. Katz

**HONORARY TRUSTEES**
Marvin H. Davidson
Martin Lifton

---

Executive Leadership Team  (July 1, 2018 – June 30, 2019)

**CHIEF EXECUTIVE OFFICER**
Kathryn Haslanger

**CO-CHIEF PROGRAM OFFICER**
Amy Chalfy

**CHIEF INFORMATION OFFICER**
Sholom Ellenberg

**EXECUTIVE DIRECTOR OF HOME CARE**
Lana Goykhberg

**CO-CHIEF PROGRAM OFFICER**
Alan Cohen

**EXECUTIVE DIRECTOR OF REAL ESTATE & MANAGEMENT**
Donald Manning

**CHIEF OPERATING OFFICER**
Tracy Welsh

**CHIEF DEVELOPMENT & COMMUNICATIONS OFFICER**
Allister Wesson

---

Financial Statements  (July 1, 2018 – June 30, 2019)

**INCOME**

<table>
<thead>
<tr>
<th>Source</th>
<th>Percentage</th>
<th>Amount</th>
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</thead>
<tbody>
<tr>
<td>Government Support</td>
<td>54.50%</td>
<td>$69,487,821</td>
</tr>
<tr>
<td>Managed Care</td>
<td>29.30%</td>
<td>$37,359,691</td>
</tr>
<tr>
<td>Tenant Rent</td>
<td>4.90%</td>
<td>$6,214,522</td>
</tr>
<tr>
<td>Program Services Fees</td>
<td>2.70%</td>
<td>$3,379,218</td>
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<tr>
<td>Contributions</td>
<td>3.10%</td>
<td>$4,008,507</td>
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<tr>
<td>UJA - Federation of NY Grants</td>
<td>2.40%</td>
<td>$3,056,222</td>
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<tr>
<td>Other</td>
<td>1.80%</td>
<td>$2,283,029</td>
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<tr>
<td>Housing Management Fees</td>
<td>1.30%</td>
<td>$1,682,906</td>
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<tr>
<td><strong>TOTAL</strong></td>
<td>100.00%</td>
<td><strong>$127,471,916</strong></td>
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**EXPENDITURES**

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<tr>
<th>Category</th>
<th>Percentage</th>
<th>Amount</th>
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<tbody>
<tr>
<td>Program</td>
<td>85.70%</td>
<td>$107,598,830</td>
</tr>
<tr>
<td>Management and General</td>
<td>14.00%</td>
<td>$17,407,865</td>
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<tr>
<td>Fundraising</td>
<td>0.40%</td>
<td>$503,636</td>
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<tr>
<td><strong>TOTAL</strong></td>
<td>100.1%</td>
<td><strong>$125,510,331</strong></td>
</tr>
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</table>

**EXCESS OF REVENUES OVER EXPENDITURES**

$1,961,585

**NOTES:**
The financial report includes social services, housing, and home care. Managed care payments funded by government payers.

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Government Contracts

**FEDERAL**
- Housing and Urban Development

**NEW YORK STATE**
- Department of Health
- Department of Law
- Office for the Aging
- Unified Court System

**NEW YORK CITY**
- Department for the Aging
- Department of Health and Mental Hygiene
- Department of Housing Preservation and Development
- Human Resources Administration
- New York City Housing Authority

**NASSAU COUNTY**
- Town of North Hempstead
Because of you...

Yee and 2,200 others have a safe place to live.
Andrea and 490 others attend caregiver support groups.
Hilda and 5,300 others are active and engaged.
Nat and 2,700 others have healthy meals.
Khondker and 1,500 others received free legal assistance.
Malaku and 5,600 others receive the daily help they need.
Ed and 12,000 others can enjoy time with friends.
Eric and 920 others are safe from abuse.
Joe and 130 others can take college-level courses.
Alemise and 1,100 others have help at home.
Julia and 730 others are advocates.
Deborah and 1,100 others are living healthier lives.
Paul and 475 others are able to cope with mental illness.

Thank you!
You make the difference for New York’s seniors.

JASA needs your support

You make New York City a good place to grow old. Imagine how many more seniors can be helped by your support. Give today.

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