



IMPACT REPORT 2019

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

JASA Locations

51 YEARS OF EXPERIENCE

50+ LOCATIONS

2,000+ STAFF MEMBERS

10+ LANGUAGES SPOKEN BY STAFF



Our Reach



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 hot meals



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



ADULT PROTECTIVE SERVICES
Supervision of daily activities, supportive counseling, crisis intervention and financial management for abused, neglected, or exploited adults

ACTIVE OLDER ADULTS VULNERABLE OLDER ADULTS



ADVOCACY
Older adults learn to advocate and empower themselves on issues of importance to seniors



NATURALLY OCCURRING RETIREMENT COMMUNITIES (NORCs)
Health, education, recreation, and case management support for seniors living in apartment complexes where a significant number of residents are age 60 and older



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

SERVING ALL SENIORS



HOUSING
Affordable, safe, secure, and accessible housing for seniors



ELDER ABUSE PREVENTION AND INTERVENTION
Social workers and attorneys assist victims of abuse



HELP CENTER
Trained social workers answer inquiries from seniors and their families



CAREGIVERS
Support groups, respite services, and referrals for family caregivers of ill or disabled older family members



LEGAL ASSISTANCE
Free legal services for older adults living in Queens

JASA FOCUSES ON THE INDIVIDUAL.
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.



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

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.

2,280
TENANTS

11
BUILDINGS

30
COMMUNITY SPACES

Primary Languages Spoken by Tenants:

57% Russian

16% English

11% Cantonese/
Chinese

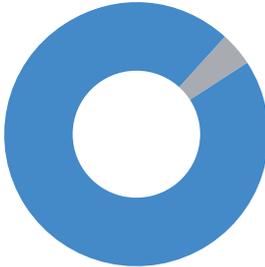
7% Spanish

7% Polish

3% Korean

Home-Delivered Meals

2,731
CLIENTS SERVED



95%
SATISFACTION
RATE

620,490
MEALS DELIVERED

19
DELIVERY ROUTES

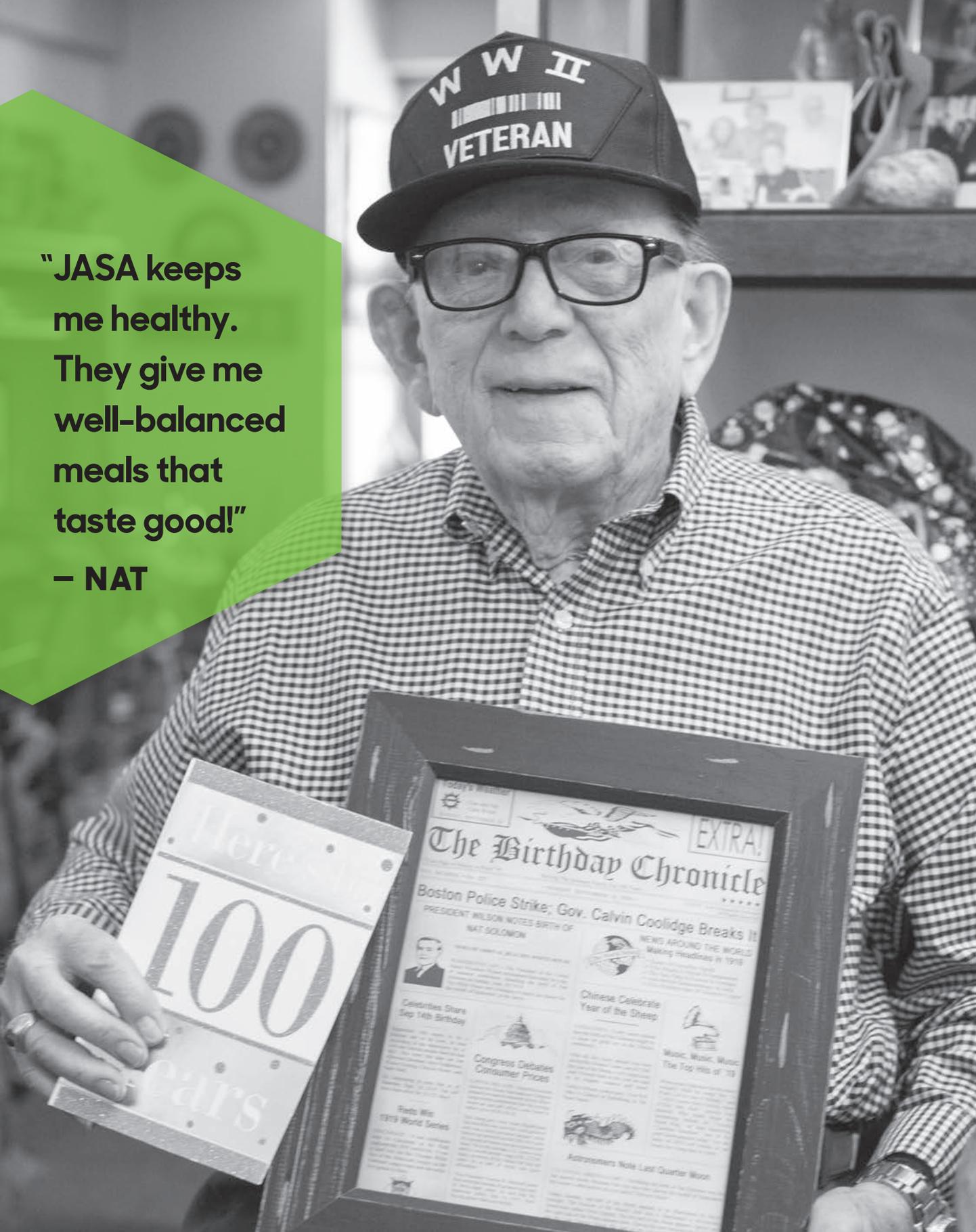
Born and raised in Brooklyn, Nat says there were only three bagel stores in all of New York City when he was growing up in the 1920s. He used to buy vegetables from a man driving a horse-drawn wagon. One hundred pounds of potatoes cost \$1 and fifty pounds of onions cost only 50 cents.

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.

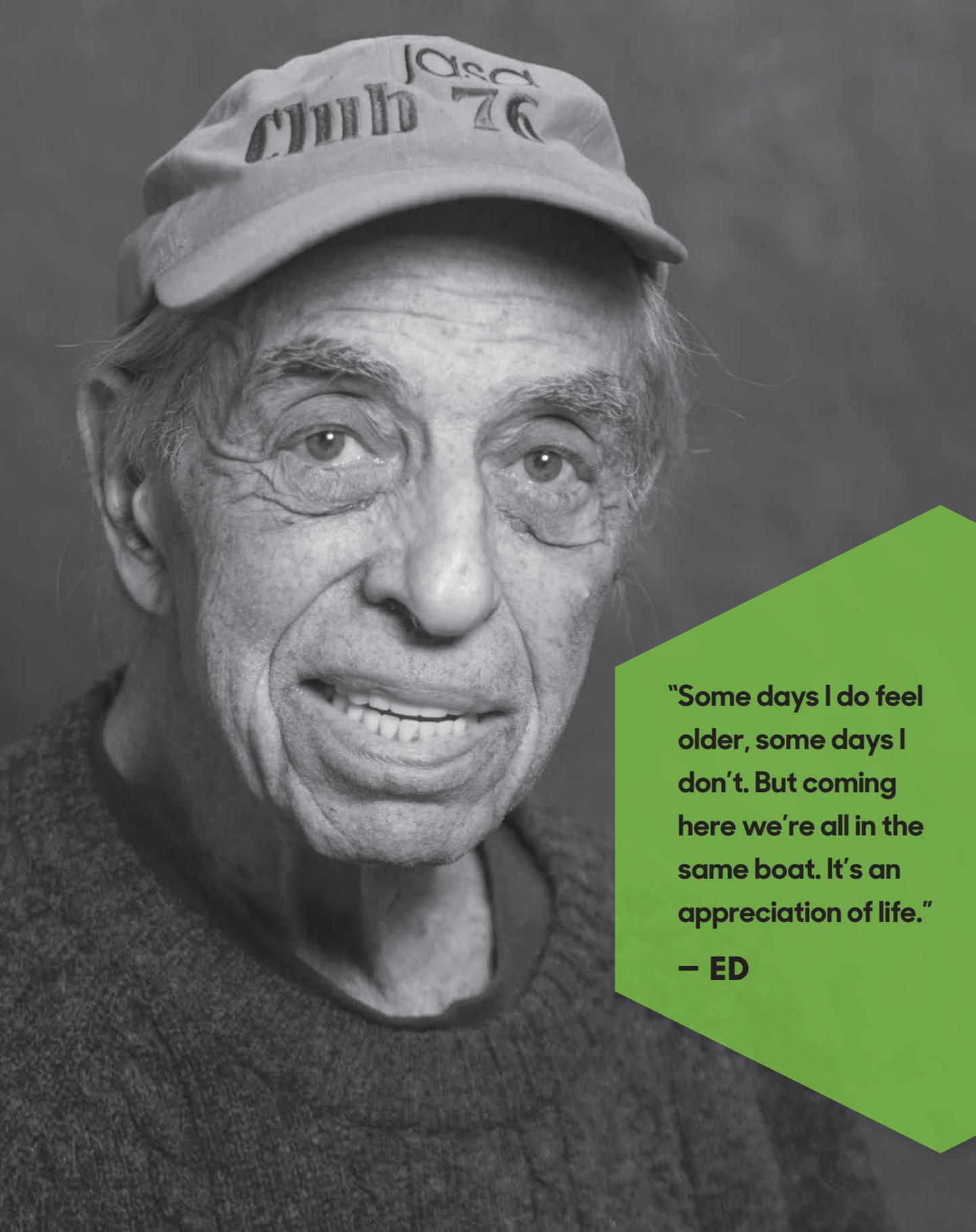
Today, at 100 years old, Nat loves being independent in his home. His two “very handsome” great-grandsons are the apples of his eye. He enjoys music and dancing, and used to be a regular at his local senior center. He’s grateful he can walk, but is less mobile these days.

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



“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

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.

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:



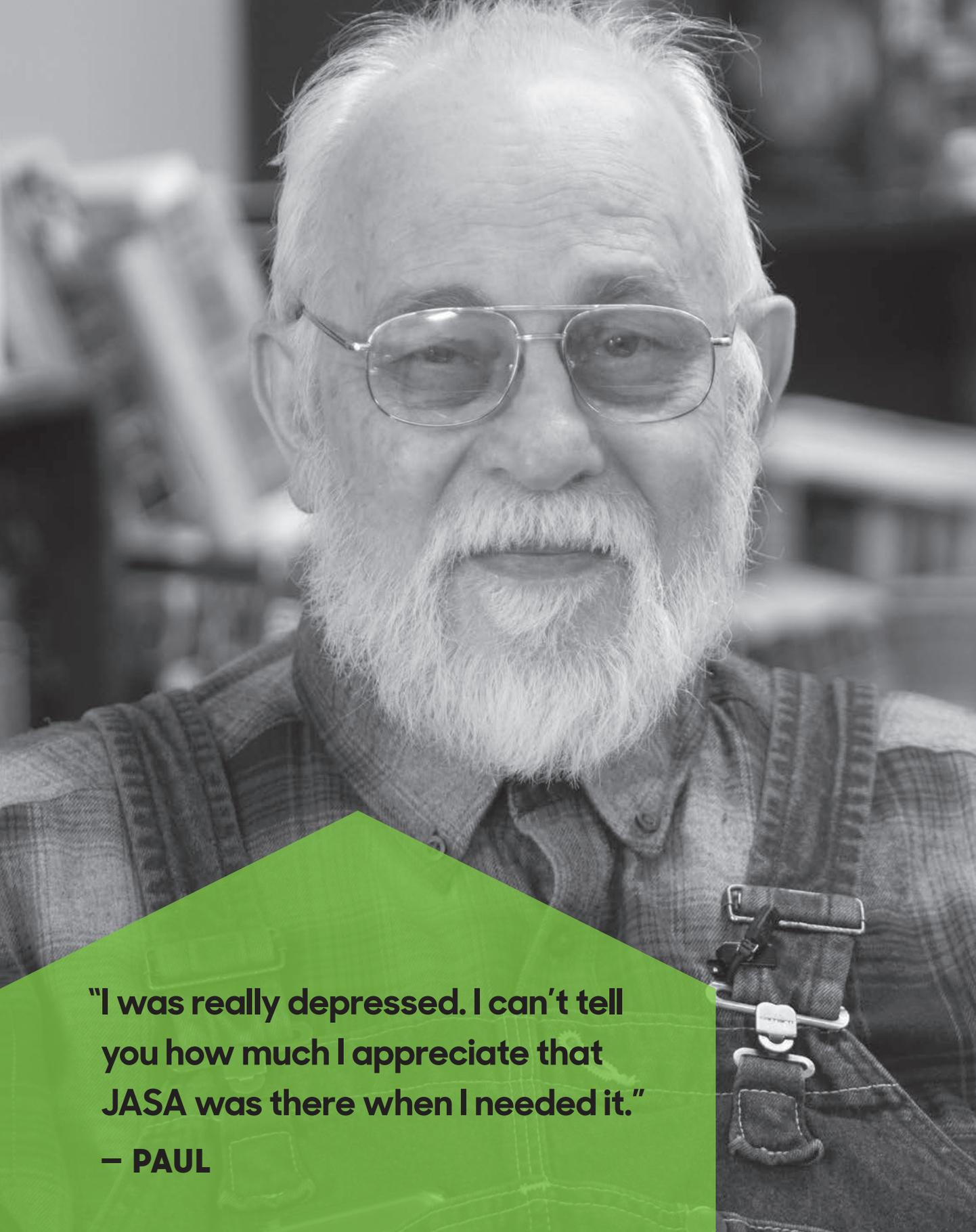
Paul was raised in Louisiana, and considers himself “pure Cajun.” His family led a rural life, hunting and fishing for each meal. When he was 18, he joined the army. After two tours in Vietnam, the army paid for him to go to college. He later worked as a personal care attendant in group homes for those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



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

— ANDREA

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.

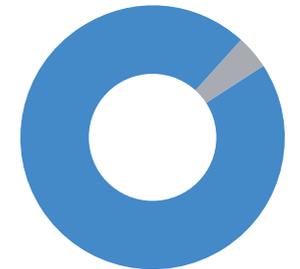
Michael was diagnosed six years ago with progressive memory loss. It was clear that something wasn't right. He wasn't paying bills. He'd misplace his jacket. Andrea was about to retire, and started learning about caregiving. Today, Michael can't do very much and his memory loss is severe. He's still 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.

493
CAREGIVERS
SUPPORTED



94%
REPORT LESS
STRESS AFTER
ATTENDING
SUPPORT GROUPS

24
TRAINING
SESSIONS

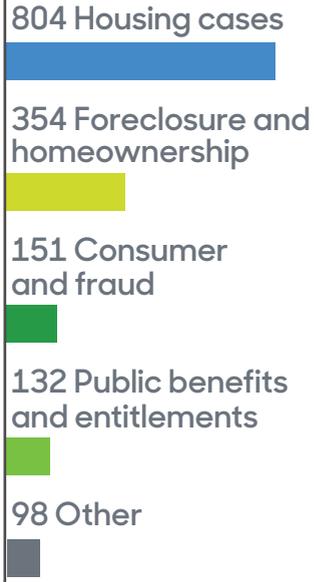
2,000+
HOURS OF
RESPITE PROVIDED

Legal Services

1,808
CLIENTS ASSISTED

252
EVICTIONS
PREVENTED

Types of cases:



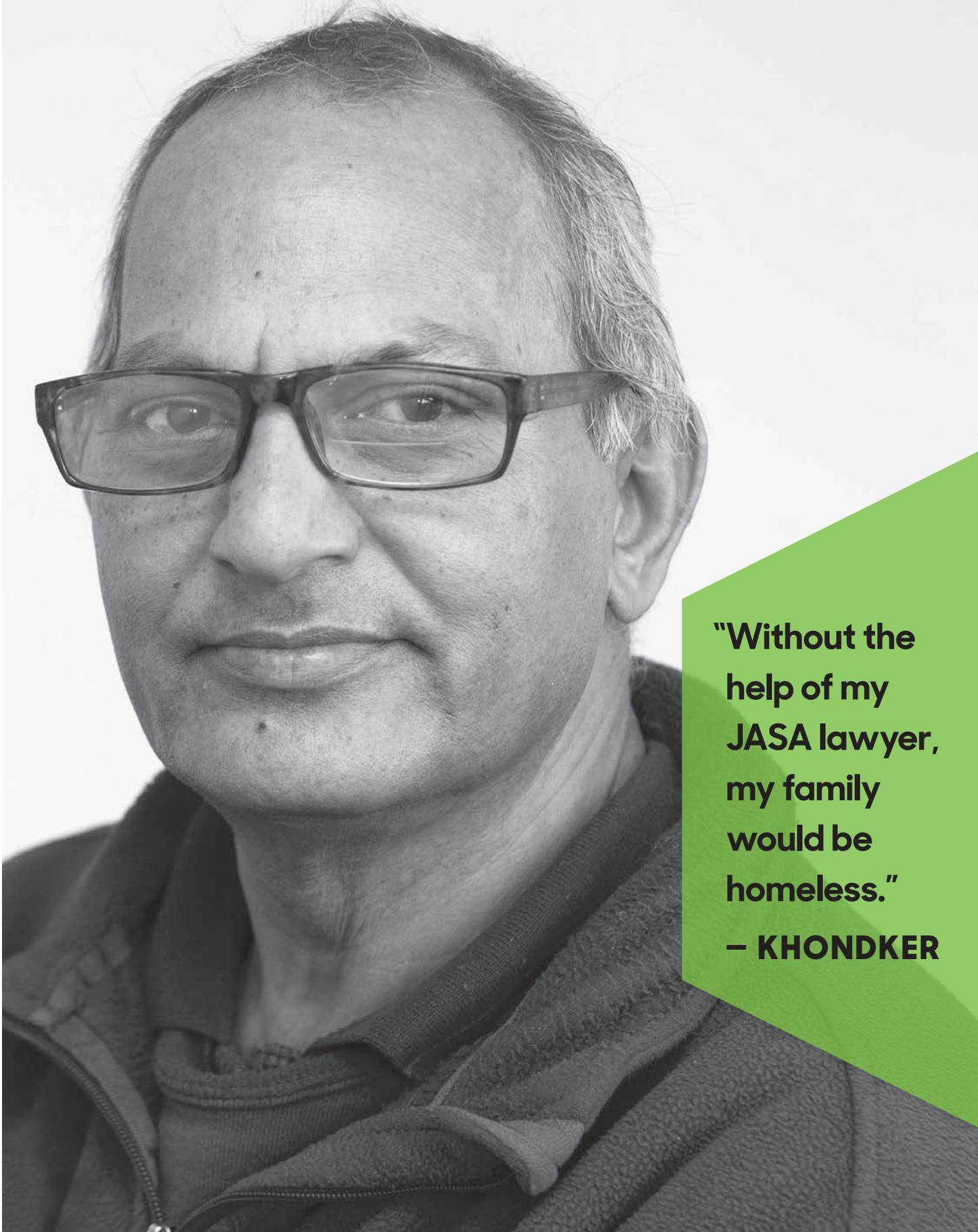
Khondker was born in Bangladesh. He worked in the Middle East for years, and in 1990 came to New York with his wife and three children. He found jobs in the retail industry and bought a house.

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 Khondkher 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.

Khondkher'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.



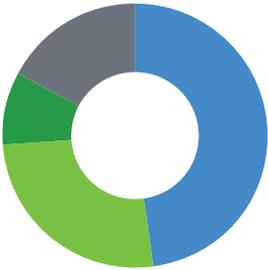
**"Without the help of my JASA lawyer, my family would be homeless."
– KHONDKER**

Elder Abuse Prevention and Intervention

922
ABUSE VICTIMS
ASSISTED

660+
PROFESSIONALS
AND OTHERS
TRAINED AT
CONFERENCES
AND WORKSHOPS

Relationship of
abusers to victims:



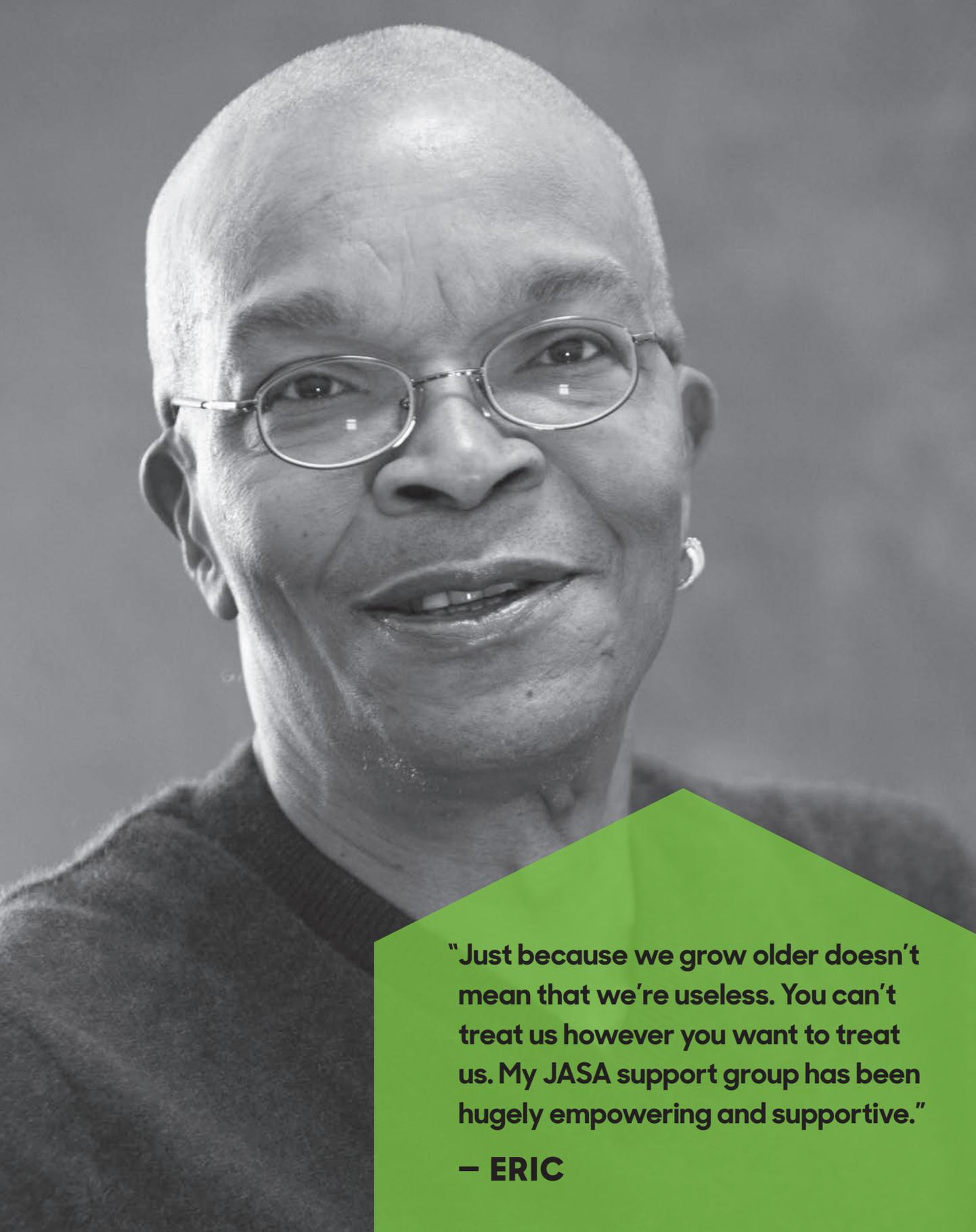
- 48% Children
- 26% Grandchildren
- 9% Spouse
- 17% Other

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)

5,386
MEMBERS

14
LOCATIONS



40%
OF CLIENTS
LIVE ALONE

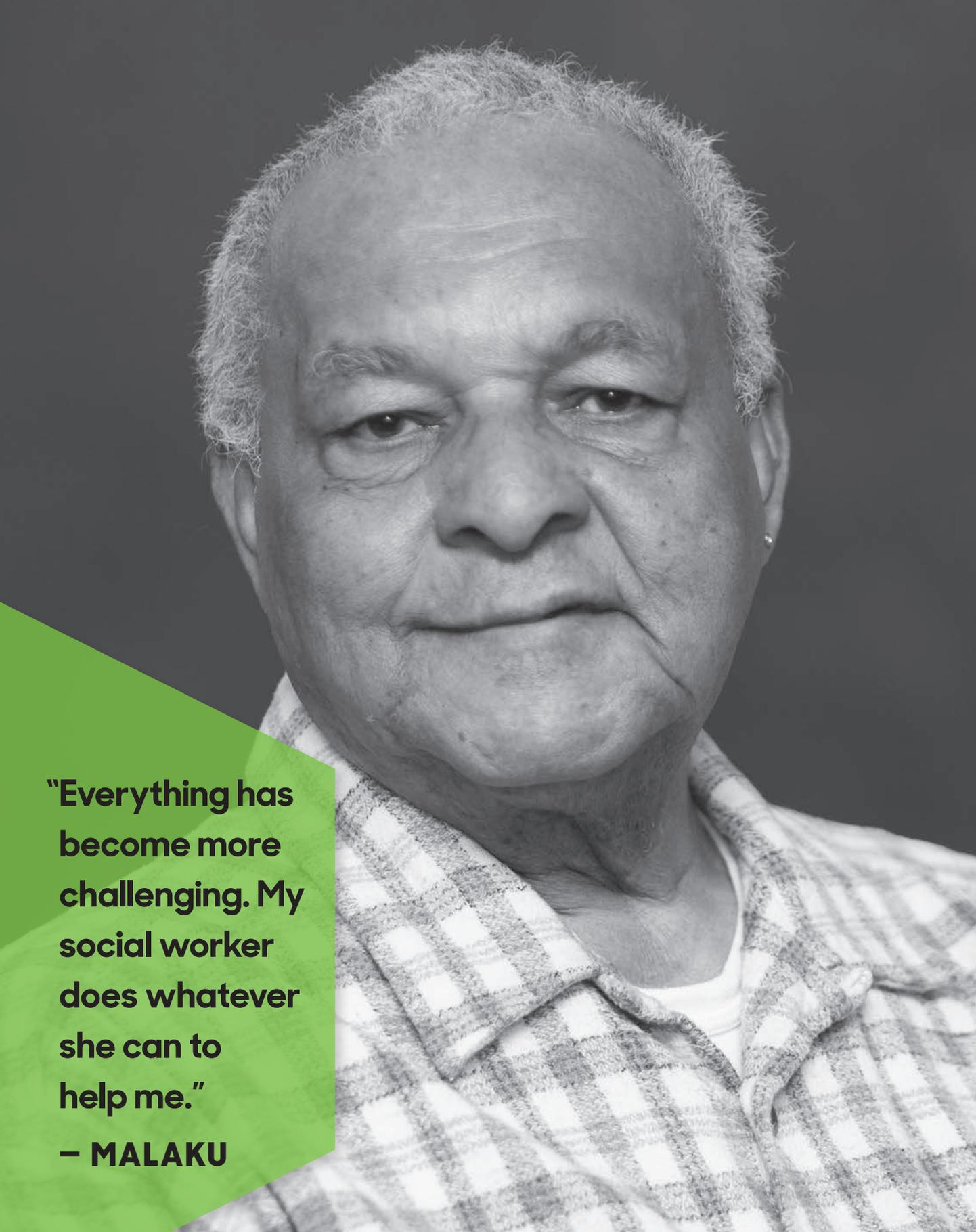
Hilda was born in Argentina. Sixty years ago, her husband had a six-month consulting job in New York City. They both fell in love with America and decided to stay. Hilda describes herself as gregarious and has always been a star. She has acted all of her life. Her first performance was in grade school, 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



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

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.

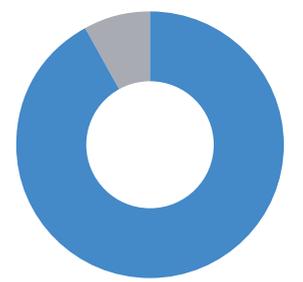
He retired when his dizziness and heart problems meant he could no longer carry out his work. He’s had five heart surgeries, and suffers from high blood pressure, high cholesterol, and diabetes. With multiple ailments and medications, Malaku reached out to JASA for help staying independent in his home.

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).

5,638

CLIENTS SERVED



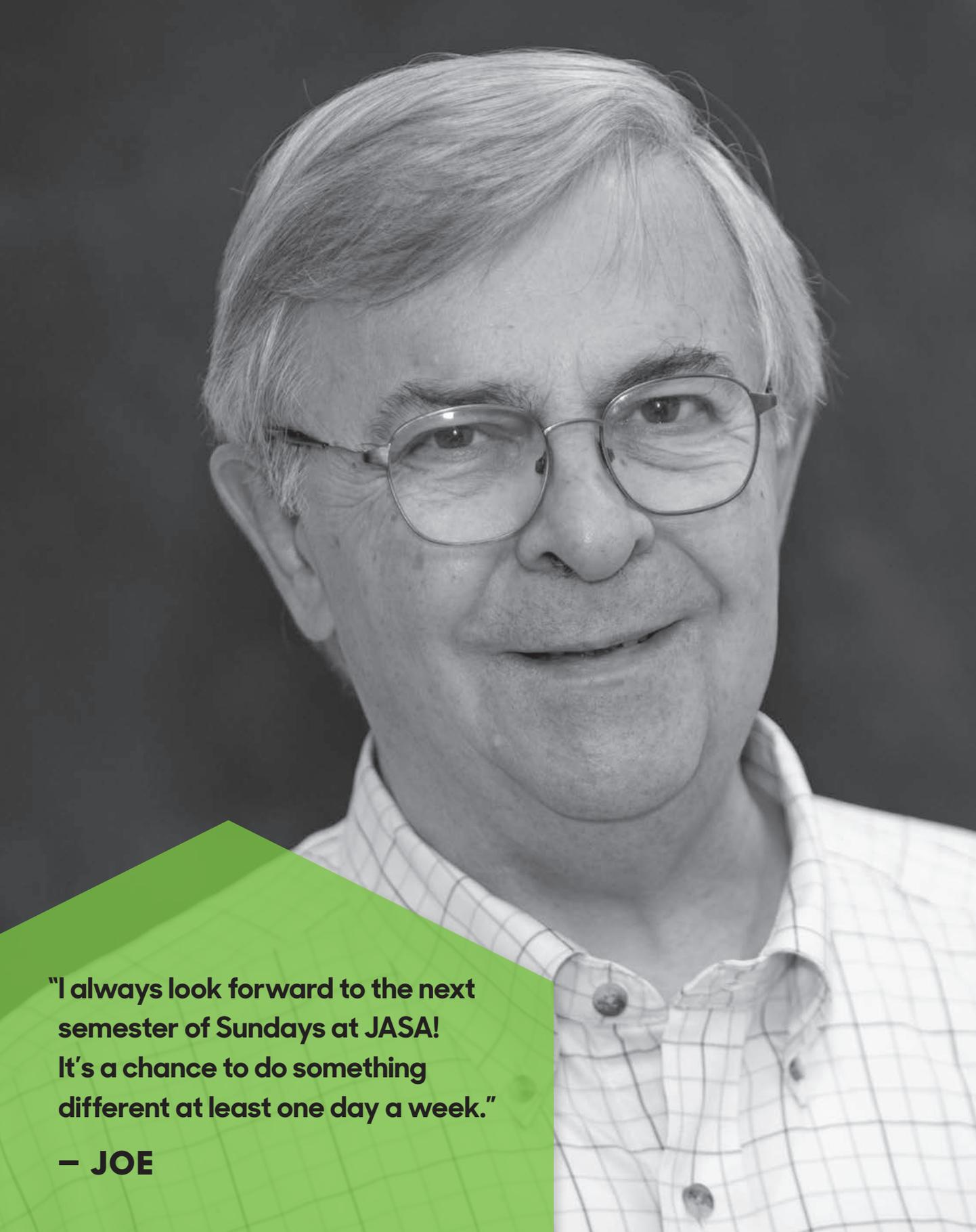
92%

OF CLIENTS REPORT INCREASED FINANCIAL STABILITY



50%

OF CLIENTS LIVE ALONE



"I always look forward to the next semester of Sundays at JASA! It's a chance to do something different at least one day a week."

— JOE

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.

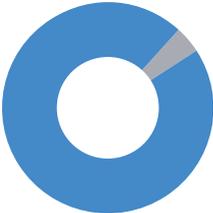
129
STUDENTS

20+
COLLEGE-LEVEL
COURSES

20+
CROSSWORD
PUZZLES CREATED
BY STUDENTS
PUBLISHED IN THE
NEW YORK TIMES
AND *THE WALL*
STREET JOURNAL

Chronic Disease Management

817
PARTICIPANTS



95%
OF ORAL HEALTH
CLASS PARTICIPANTS
MADE POSITIVE
CHANGES AFTER
ATTENDING



83%
OF HEALTHY
LIVING WORKSHOP
PARTICIPANTS
NOW ENGAGE IN
HEALTHIER BEHAVIORS

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**

Care Transitions

353
CLIENTS SERVED

18% → 11%
DECREASED
HOSPITAL
READMISSION
RATE

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

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,



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

696
CLIENTS SERVED

986
PROFESSIONALS AND
CAREGIVERS TRAINED
AT CONFERENCES

308
RECEIVED HELP
NAVIGATING THE
MEDICAL SYSTEM

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

5,849
CLIENTS SERVED

15,284
HOME VISITS

4,090
INVESTIGATIONS OF ABUSE, NEGLECT, AND EXPLOITATION

200
PSYCHIATRIC EVALUATIONS COMPLETED

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.

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.

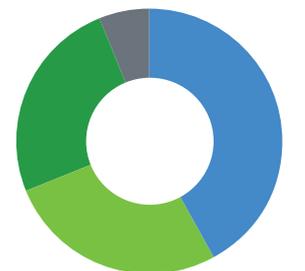
One Stop at JASA is a walk-in office for aging Upper West Siders who have questions about benefits and entitlements, housing issues, and concerns meeting basic daily needs. Social workers met individually with 1,476 seniors and continue to work diligently to resolve their problems.

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.

9,428
INDIVIDUALS ASSISTED

95%
OF HELP CENTER CALLERS WERE NEW

Who calls JASA:



- 42% Older adults
- 27% Children and relatives
- 25% Professionals
- 6% Others

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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.

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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:

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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.

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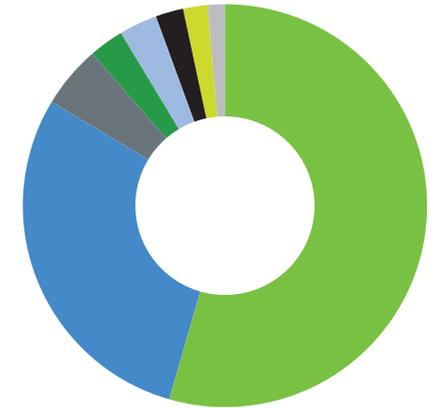
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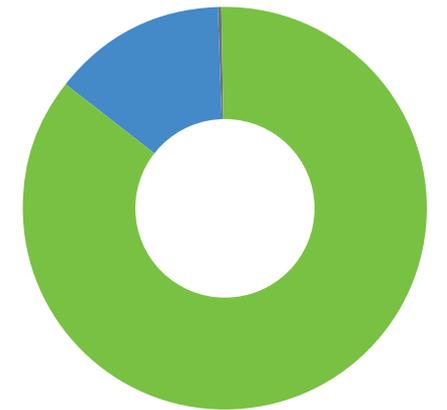
INCOME

| | | |
|-------------------------------|----------------|----------------------|
| Government Support | 54.50% | \$69,487,821 |
| Managed Care | 29.30% | \$37,359,691 |
| Tenant Rent | 4.90% | \$6,214,522 |
| Program Services Fees | 2.70% | \$3,379,218 |
| Contributions | 3.10% | \$4,008,507 |
| UJA – Federation of NY Grants | 2.40% | \$3,056,222 |
| Other | 1.80% | \$2,283,029 |
| Housing Management Fees | 1.30% | \$1,682,906 |
| TOTAL | 100.00% | \$127,471,916 |



EXPENDITURES

| | | |
|------------------------|---------------|----------------------|
| Program | 85.70% | \$107,598,830 |
| Management and General | 14.00% | \$17,407,865 |
| Fundraising | 0.40% | \$503,636 |
| TOTAL | 100.1% | \$125,510,331 |



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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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.



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