



IMPACT REPORT 2020

Proud to be
the go-to
agency
for older
New Yorkers





DEAR FRIEND,

The COVID-19 pandemic has left its mark on just about every aspect of life. Looking back at 2020, I reflect on the many obstacles we faced and the opportunities we created. The need for JASA services continues to increase, and the COVID-19 pandemic made that need abundantly clear. Hundreds of new requests for services came in weekly. During this unprecedented time, your support enabled JASA to continue to adapt, innovate, and meet the evolving needs of older adults.

The numbers enclosed in this report are breathtaking, but they don't tell the full story. We want you to meet the determined staff who have been out on the frontlines during the pandemic. We want you to hear from the remarkable seniors you've helped this year as they faced extraordinary challenges. Your generosity delivered emergency meals, thousands of wellness calls, and virtual programs to keep seniors active, supported, and engaged. You gave seniors and their families a safety net when they needed it the most.

For 52 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. These stories of perseverance, strength, and belonging are because of you - our caring community of supporters.

Thank you for your commitment to JASA and the 40,000 older adults we serve each year. JASA is so grateful to you, and to all of our donors, supporters, volunteers, staff members, and other stakeholders who make this work possible. Your support has a significant impact, improving the lives of older New Yorkers and honoring them as vital members of society.

I hope you share pride in all that we were able to accomplish together.

Our deepest thanks,

Kathryn Haslanger
CHIEF EXECUTIVE OFFICER, JASA

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Photo credit: Nick Carter Photography

JASA Locations

52 YEARS OF EXPERIENCE

50+ LOCATIONS

2,000+ STAFF MEMBERS

10+ LANGUAGES SPOKEN BY STAFF



Our Reach



Overview of Services



ARTS & EDUCATION

Continuing education opportunities



SENIOR CENTERS

Centers of community for seniors seeking group activities, trips, special events, and 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 meals delivered to frail, homebound seniors



ADULT PROTECTIVE SERVICES

Crisis intervention, supervision of daily activities, supportive counseling, and financial management for abused, neglected, or exploited adults

ACTIVE OLDER ADULTS VULNERABLE OLDER ADULTS



ADVOCACY

Trainings and resources to empower seniors to advocate for themselves and their communities



NATURALLY OCCURRING RETIREMENT COMMUNITIES (NORCS)

Health, education, recreation, and social work support for residents of apartment complexes with where many neighbors are 60+



CASE MANAGEMENT

Individualized, comprehensive assessments that provide direct assistance or referrals to help seniors live safely at home



HOME CARE

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



COMMUNITY GUARDIAN PROGRAM

Legal responsibility for vulnerable seniors judged incapacitated by the courts

SERVING ALL SENIORS



CARE TRANSITIONS

Targeted intervention to help older adults safely transition from hospital to home



HOUSING

Affordable, safe, secure, and accessible housing for seniors



LEGAL ASSISTANCE

Free legal services for older adults living in Queens



CAREGIVERS

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



CHRONIC DISEASE MANAGEMENT

Evidence-based programs that enable seniors to successfully manage their health



HELP CENTER

Trained social workers answer inquiries from seniors and their families



ELDER ABUSE PREVENTION AND INTERVENTION

Social workers and attorneys assist victims of abuse

Thank You to Our Frontline Workers

Thank you to JASA's social workers, mobile meal aides, drivers, home health aides, housing porters, maintenance workers, property managers, service coordinators, and many other staffers who risked their own safety to provide essential services during the pandemic. We are grateful for your service and your role in ensuring the health and safety of New York's seniors.



"I like doing what I do. I have to get food out and help people. We are in this crisis together." - RICKY



"I have a responsibility; I am on the front line. Once I get to the door and see the smile on the client's face, then it's a great day." - LINDA



"I didn't have the time to think about what was coming, I just need to be there for the tenants who need me." - ANASTASIYA



"I provide critical services to vulnerable older New Yorkers. The safety and well-being of all residents is a top priority." - JOSEPHINE



"I don't consider myself a hero. We have to protect the people we work with." - MIGUEL



"It's a rewarding feeling. You feel good when you can do something to help somebody else." - RADCLIFFE



"It's been really hard and scary. Luckily, I have my apartment at JASA." – JOAN



"It has been terrifying. I can no longer visit my mother. I call every day to make sure she's staying home." – PATRICK

OVERHEARD AT JASA:

“My husband and I are very grateful to live in JASA housing.

During the pandemic we were able to receive frozen meals, free Chromebooks, free Wi-Fi, and free instructions on how to use it. Many in the building speak Russian as their first language and the building has an English and Russian-speaking service coordinator, who provides great support.” – MARILYN

Housing

Joan is 80 years old and lives in one of JASA's affordable senior buildings. She says she has everything she needs – a lovely apartment, a view of the beach, proximity to shops and a pharmacy, and JASA staff downstairs if she needs help. She loves her big family. She is the youngest of six siblings and often visited her sister in happier times.

She's very close with her son Patrick. He used to visit twice a week to take her out to dinner. In the beginning of the pandemic, with social-distancing restrictions and fearful for her safety, Patrick couldn't visit her at her home. It has been terrifying for both of them – they each worry about the effect of isolation and the number of cases in Joan's neighborhood. Patrick has relied on JASA housing staff to check on his mom and ensure she has what she needs.

Since the start of COVID-19, frontline housing staff have enhanced our cleaning protocols, increased the frequency of disinfection and sanitation, distributed donated meals, responded to medical emergencies, and continually disseminated new information to tenants as changes and new updates occurred. Social services staff regularly call all the tenants to make sure they have access to food and other support and to let them know they are not alone.

JASA owns, manages, and operates 11 **affordable housing** buildings. JASA is an industry leader in providing safe, affordable, and accessible apartments for more than 2,000 older adults and disabled individuals. All buildings include on-site social services, with staff fluent in a variety of languages. JASA provides the best possible homes and communities for residents, including ongoing capital improvements and green energy initiatives.

 2,280

TENANTS

 170

HAND SANITIZER STATIONS MOUNTED

 4,000+

MASKS DISTRIBUTED

 80,000+

EMERGENCY MEALS PROVIDED

Home-Delivered Meals

 **4,085**
CLIENTS

 **746,921**
MEALS SERVED

 **5,500**
CHECK IN CALLS MADE
TO CLIENTS

 **59,100**
SHELF-STABLE MEALS
DELIVERED

 **35,000**
EXTRA SNACKS
DELIVERED

At 100 years strong, Nanette lives independently in her own home. She has received home-delivered meals from JASA for the past 18 years. The meals are one way that she is able to remain in her Brooklyn apartment, where she feels connected to the people, places, and things that give her meaning. Unsurprisingly, COVID-19 has made that tougher.

Nanette has also revealed another important trend. Serving older adults is now a multi-generational challenge. Both Nanette and her daughter Miryam are older adults and more at risk from serious complications of COVID-19. Miryam used to visit her mother regularly, but with social distancing restrictions, she has only been able to visit a few times since the beginning of the pandemic. They're grateful that they can rely on JASA to make sure that Nanette will always have a meal.

Since March 2020, the number of urgent requests from seniors and their families have tripled, with 95% needing food. JASA's meals staff have been on the front lines since

day one making sure all clients have food and know they are not alone. This program continues to operate in-person, delivering meals to roughly 2,000 seniors each week, with a modified delivery process to ensure the safety of clients and staff. Beyond the ready-to-eat meals, the program also provides supplemental shelf-stable meals to ensure that clients have enough food at home.

*JASA's **home-delivered meals** team of nutritionists, drivers, and social workers deliver meals directly to the homes of seniors. 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.*



"Our JASA social worker is so helpful. Providing dinner every day is no small task. Without JASA, it would be a huge problem."
— NANETTE

OVERHEARD AT JASA:

“ JASA's meals-delivery driver is an absolute delight. Every morning, we wave and say thank you and let him know that we appreciate his coming. **What's important is that it's not just the food.** I can do that with ordering groceries online, but **with JASA, somebody is taking care of us.** JASA is there for us. ” — TED AND HARRIET



“We really do miss the center. Although we see our friends virtually it’s not the same. We miss the parties and the dancing!”
— AARON & EVA

OVERHEARD AT JASA:

“**JASA’s virtual activities have been my lifeline**, filling my need for human contact and normalcy. They’ve helped keep loneliness, fear, and depression at bay.” — MARTA

“Before the virtual classes started, I was at a loss – a senior alone in my apartment with a compromised immune system. Thank you for giving me something to look forward to. **JASA has made all the difference for me** in these difficult times.” — ELSIE

Senior Centers

Aaron and Eva have been married for 50 years and are still inseparable. They grew up next door to one another in Guyana, and worked hard to create careers and better opportunities after arriving in the United States. Eva was a school principal and Aaron worked as a factory supervisor. They enjoy being active and helping their community.

Before COVID-19, they attended their JASA senior center every day, volunteering in the kitchen, working with other advisory board members to create programming, and taking art and ballroom dancing classes together. Although Aaron and Eva are staying home and staying safe, their connection to the senior center continues. They participate regularly in virtual activities that the senior center offers; their favorites are aerobics and strength-training. Still, they miss the center and seeing their friends in person.

In happier times, thousands of older adults attend JASA’s 22 senior centers each year, relying on JASA for daily lunch, social interaction, classes and trips. Due to the pandemic, in-person programming has transitioned to virtual, with more than 150 classes offered each week and available to seniors all over the city. JASA staff has made thousands of calls in the past few months to senior center clients, checking to make sure they have food, medical supplies, and mental health support. Senior centers have also served as distribution points for grab-and-go meals as well as Personal Protective Equipment (PPE).

*JASA’s **senior centers** across the Bronx, Brooklyn, Manhattan, and Queens 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.*

 **12,797**
MEMBERS

 **17,209**
GRAB-AND-GO MEALS
DISTRIBUTED

 **1,687**
MEMBERS PARTICIPATED
IN 270 VIRTUAL
PROGRAMS

 **28,000**
CALLS TO CHECK IN
ON MEMBERS

Naturally Occurring Retirement Communities (NORCs)

 **5,749**
MEMBERS

 **3,959**
WELLNESS CALLS
FROM MARCH - JUNE

 **4,106**
EMERGENCY MEALS
DELIVERED

 **11,509**
MASKS AND HAND
SANITIZERS DISTRIBUTED

 **1,436**
CLIENTS ATTENDED
ACTIVITIES REMOTELY

Ron was a self-described "knucklehead" in his younger years, and he's thankful that his mother and grandmother helped start him on a new path. He worked for 31 years in the Department of Corrections. He runs into former inmates on the street, and they thank him for respecting and supporting them. That's the kind of man Ron is. He and his wife fought for the Riverton community to include programming to support older residents, and considers the results stunning.

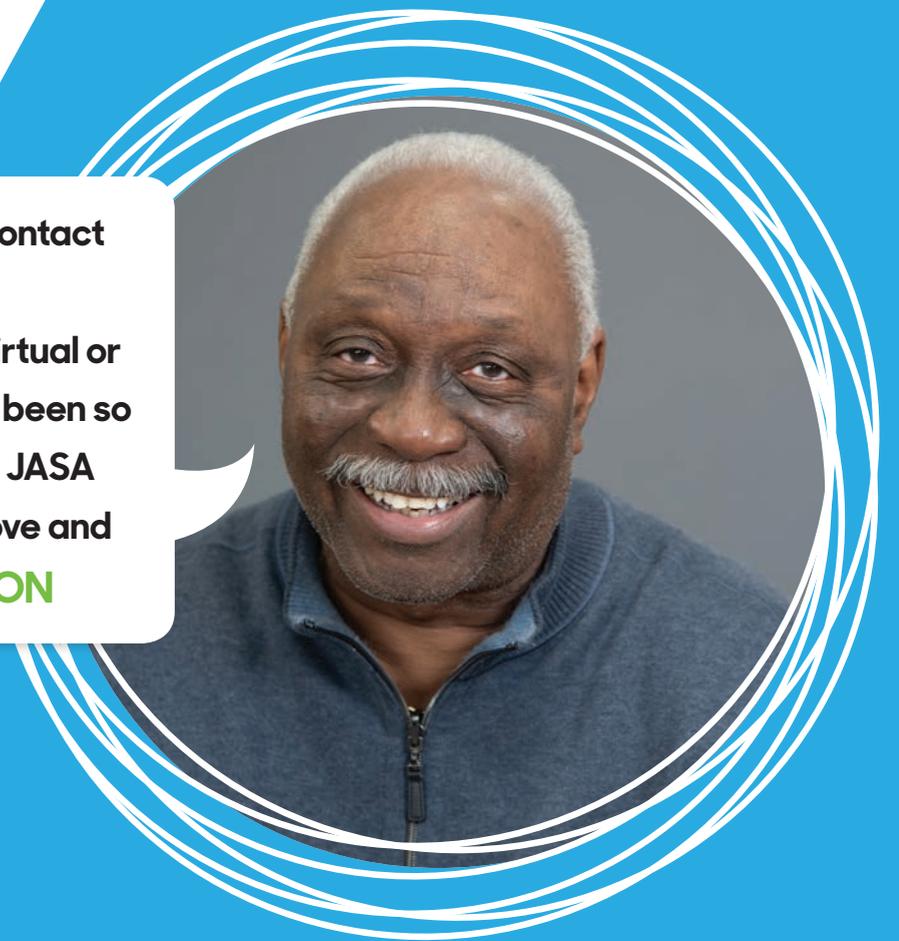
COVID-19 has presented the couple with additional challenges: Ron is a caregiver for his wife, who goes in for dialysis three times a week. He's grateful that the NORC staff is available and checking in constantly to share information and see how they can help. The NORC director has been on-site at least four days a week during this crisis, and Ron knows he's not alone. He's grateful for his community.

During the pandemic, NORC program staff and partners continued to provide daily services to clients. The program also transitioned to telephone and virtual classes about current events, emotional well-being, health topics, yoga,

and more. Staff made thousands of phone calls to check in on clients.

*JASA embraces the **NORC (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.*

"The personal contact JASA provides (whether it's virtual or in-person) has been so important. Our JASA team goes above and beyond." – RON



OVERHEARD AT JASA:

“ I felt so bewildered, frustrated, and frightened. Then we started all these zoom programs, and I was brave and got a webcam. And I have had a new life since then! JASA has been amazing because they have made all this wonderful to us. **No one could be better than the JASA staff. ” – ELLEN**

“ Thank you for all the wonderful programs and sessions you provide for us, especially during these unusual times! **You help to keep us safe, happy, entertained, informed and well-rounded! Much gratitude to all the JASA staff! ” – VICTOR**

"I'd have been lost without JASA. If it weren't for JASA, we wouldn't have had anyone to take care of my mother. They cared for her with such empathy." – HUGH



OVERHEARD AT JASA:

“ I would like to applaud JASA for **being there for me during this trying time**, looking out for my welfare and mental health. My aides are trustworthy and keep me safe. I would be worried without them. Thank you so much. ” – DONALD

Home Care

Goldie lived independently in her East Village apartment until the age of 104. She had a close and engaged family with loving children, grandchildren, and great-grandchildren. With the COVID-19 pandemic, her family wasn't able to visit as frequently. Sadly, she recently passed, but even then, she wasn't alone. Her home care aide - who she loved and who the family said took extraordinary care of her - was sitting by her side.

Goldie had received JASA Home Care services for the past several years. When she became homebound, the amount of care she received increased. She had caring and dedicated aides who came to take care of her every day, and that was a reassuring constant for her family when the pandemic started. Her son, Hugh and his family are grateful for the personal attention she received. It was a relief to all of them during this difficult time. She passed away quietly in her sleep.

The seniors receiving JASA's home care are homebound, and most receive care to help with medical conditions and health concerns. Even those with family nearby are isolated to prevent the spread of infection and follow social distancing protocols. JASA helps these clients remain safely in their homes and out of hospitals beyond capacity due to COVID-19. To keep clients and aides safe, JASA provided personal protective equipment including masks and gloves, transitioned to virtual trainings to update the aides with the most up-to-date information, and has arranged private transportation for aides serving the most vulnerable clients.

*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.*

 **843**

CLIENTS

 **10,400**

SANITIZERS AND

 **291,200**

SURGICAL MASKS

PROVIDED TO AIDES

 **125-150**

HIGH PRIORITY CASES

 **667**

PRIVATE
TRANSPORTATION
RIDES TO LIMIT
EXPOSURE OF AIDES
AND CLIENTS

Caregiver Support

 **682**
MEMBERS SERVED

 **1,128**
CALLS MADE
TO CLIENTS

 **423**
SUPPORTIVE
COUNSELING
CALLS MADE

 **100%**
OF IN-PERSON
SUPPORT GROUPS
SEAMLESSLY
TRANSITIONED TO
PHONE AND ZOOM

Brooklyn-born and raised, Brenda spent more than 40 years as a nurse. Now 80 years old, Brenda's caregiving has shifted from hospital wards to her own home where she looks after her partner, who has Alzheimer's disease. Like so many others who have witnessed their once-independent loved ones lose their capacity for self care, Brenda needed help and found JASA's caregiver program. Through the program, she has found support through participating in support groups, attending training sessions, and connecting to a community that she calls her second family.

Like in other programs, the pandemic forced the caregiver support groups and training workshops to go virtual. Brenda misses seeing her fellow caregivers in person. The one-on-one interactions and gestures of support she had been used to sharing with her friends are not the same on a screen, but they do enlarge her world and keep her connected to others.

Group respite programs were closed or went virtual, and while many clients greatly needed relief from the demands of caregiving, many did not feel comfortable

bringing an aide into their home. JASA increased the frequency of calls to our clients to provide emotional support or to combat isolation and hosted a weekly "Social Distancing Happy Hour" by phone for caregivers or care receivers that included discussion, singing, and games.

*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 meals, transportation services, and senior centers.*

"I was down about my husband's Alzheimer's diagnosis. Regular everyday life felt hard. The support group is something to look forward to. The people there really understand what I'm going through."
— **BRENDA**



OVERHEARD AT JASA:

“It's become increasingly difficult. I am glad I have my JASA support group. **I am managing - with the help of my JASA friends.** **”** — **ANDREA**

“We need all the assistance we can get in these times. **JASA helps us feel that we have not been abandoned.** You give us confidence that we remain a viable part of society, and can still contribute in our own special ways. **”** — **EILEEN**

“The staff has been so helpful in so many ways that I never could have imagined. The support is unbelievable. I can’t wait for the day when we are all back together again.” – VALERIE



“Valerie has blossomed. I have seen such a change in her – she’s full of confidence, she’s a leader. I’m so grateful to the Friendship House. It’s been a gift to both of us.” – KURT

OVERHEARD AT JASA:

“I appreciate all the information JASA gives me. I appreciate every phone call and every check in. JASA really cares about clients. I miss going to the center everyday. I get a little depressed being in the house, but I can’t let it get me down. JASA’s conference calls help us a lot. **I can’t wait to go back to JASA!**” – BEATRICE

Mental Health

Valerie lives in the Bronx and has been a member of JASA’s Friendship House for four years. She suffers from depression and credits the program with saving her life and helping her through troubling times. She loves the support groups and the different cultural activities every month. She’s gained confidence, support, a new circle of close friends, and considers the Friendship House a second home.

Like her friends, Valerie was devastated when in-person programming closed because of COVID-19. She joins the daily morning conference call to check in on other members, as well as the “Good Vibes” and women’s groups, and other support mechanisms that staff created to help members endure this challenging time. Valerie also started and leads a weekly reminiscence group. She’s grateful that staff reach out at times that they know she is more in need of comfort and support.

All of JASA’s mental health services have fully transitioned to conducting services via telephone or virtually. JASA’s mental health clinic telehealth calls have proved to be extremely effective – with travel time eliminated, JASA increased the number of therapy sessions provided. Clinical staff updated clients on COVID-19 safety protocols and helped arrange meal delivery for those in need.

JASA’s **mental health services** include: (1) JASA’s Friendship Houses, which offer a welcoming environment for older adults recovering from mental illnesses; (2) JASA’s geriatric mental health clinic, staffed by licensed social workers and doctors who provide individual and group therapy, pharmacological intervention, and family therapy; and (3) JASA aims to reduce depression symptoms and improve quality of life for older adults through the Program to Encourage Active, Rewarding Lives for Seniors (PEARLS), an evidence-based program.

 **566**
CLIENTS SERVED

 **194**
HOME VISITS
PRE-COVID

 **1,611**
TELEHEALTH
CLINICAL SESSIONS

 **200**
VIRTUAL WELLNESS
SUPPORTIVE
PROGRAMS OFFERED

 **5,780**
CHECK-IN CALLS
MADE TO CLIENTS

Legal Services

 **1,992**
CLIENTS ASSISTED

 **643**
HOUSING CASES

 **579**
FORECLOSURE AND
HOMEOWNERSHIP
CASES

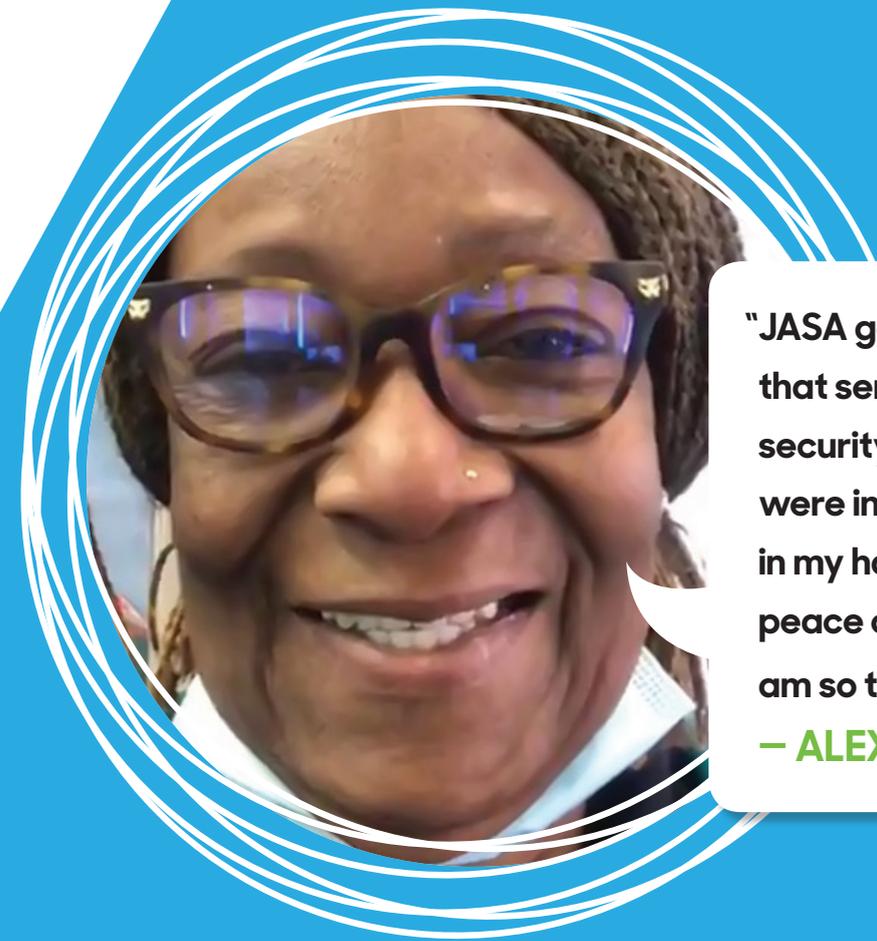
 **483**
CASES CONDUCTED
VIRTUALLY

Alexia recently lost her husband of 21 years. With their retirement savings, they had opened up a store together in Queens. After her husband died, Alexia took over all responsibility for the store - working every day, ordering new inventory, and keeping financial records. Sales dropped drastically due to the pandemic, and Alexia tries to get by on her limited income.

Shortly after Alexia's husband passed away, her stepson began acting aggressively towards her. He had lost his job and started drinking heavily. He broke into her home and made threats against her life. Security footage showed him approaching the store and banging his fists on the door. She called the police, who referred her to JASA. JASA's Legal Services team obtained an Order of Protection from the court during a virtual proceeding. Now Alexia's stepson is not allowed anywhere near Alexia or her store. She is very grateful for the assistance, and her stepson has not been back since.

During the pandemic, JASA's legal services team partnered with community advocates and other legal services organizations in Queens to hold virtual tenant meetings. JASA also filed and appeared in virtual court proceedings. Attorneys meet with clients using various smartphone apps when possible, expanding the team's ability to understand a client's home situation and effectively advocate on their behalf.

*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.*



"JASA gave me that sense of security. They were instrumental in my having peace of mind. I am so thankful."
— ALEXIA

OVERHEARD AT JASA:

"I'm so glad you spoke to us about the recent COVID-19 scam calls. I am now very cautious when I answer the phone and do not give out any information until I verify that the call is indeed real." — HENRY

"I feel so incredibly lucky to have JASA. I don't think I realized how much I missed it." – **WOODY**



OVERHEARD AT JASA:

“ I want to say how much JASA has distinguished themselves from the start to be an outstanding agency. They provided such a psychological lift in spirit. **JASA and its staff all give and have heart, making this time bearable.** ” – **GARY**

Case Management

Woody is a 94-year-old Brooklynite and is full of life. He enlisted in the Navy at 17, and is proud of his service helping the wounded during World War II. When he returned home, he started his career in the US Post Office. Until the age of 80, he was active in Veterans for Foreign Wars and Jewish War Veterans, and he also volunteered at the local Veterans Hospital. He still wears his VA hat proudly every day.

Before the pandemic, Woody participated in all the JASA events at his NORC program he could fit in his calendar. These new classes gave him an opportunity to try things he'd never been exposed to before, and he stunned family and friends with his amazing artistic talent. As he became more physically frail, the NORC director connected Woody to Case Management. Without in-person programming, Woody has fewer opportunities to do the things he loves. Luckily, his social worker not only makes sure he has home-delivered meals, but loves to hear him sing and test out new jokes during their calls.

Social workers began operating remotely due to COVID-19, making over 28,000 calls during the first six months of the pandemic, helping clients get meals, air conditioners, and other essential goods. Caseload sizes have increased 23% due to the greater demand for services, and the program is beyond capacity as referrals continue to come in daily.

*JASA **case management** supports frail older adults to meet the daily challenges of aging. Social workers connect clients to vital services including home-delivered meals, counseling, financial support, home care, health advocacy, and applying for benefits (such as rent subsidies, Medicaid, Medicare, and rent assistance).*

 **7,258**
CLIENTS SERVED

 **19,161**
CHECK IN CALLS
MADE TO CLIENTS

 **15-20**
NEW REQUESTS PER
DAY FOR MEALS

 **80+**
CASELOAD SIZES GREW
FROM 65-70 TO 80+
PER SOCIAL WORKER

 **200+**
CLIENTS RECEIVED
FREE AIR CONDITIONERS

Sundays at JASA

 **187**
STUDENTS

 **20+**
COURSES

 **255**
VIRTUAL CLASSES
OFFERED DURING COVID

 **147**
STUDENTS
PARTICIPATED IN
VIRTUAL CLASSES

Tania describes herself as a “city girl,” and most days she’s riding her bicycle through the city streets. She obtained her undergraduate and masters degrees in transportation planning and management, and recently retired from a long career with NYC Transit. She managed the certifications for more than 3,000 track workers.

She learned about Sundays at JASA through a friend at her senior center. She used to visit her daughters and grandchildren in Long Island on weekends, but the pandemic made it hard for them to be together. When Sundays at JASA programming went virtual, she had her doubts – it was the first time she’d used Zoom – but she gives the instructors an A+. She prefers virtual classes and hopes the program continues to offer them. For Tania and many of her friends, virtual classes eliminate transportation problems.

Sundays at JASA classes began meeting virtually in March 2020. With the transition to online courses, we also waived the fee requirement, making the program free for any senior who wished to attend. Classes were also spread across three days of the week to offer more opportunities for engagement. We continued these free classes throughout the summer to offer seniors mental stimulation and decrease isolation.

*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.*



“This was one of the best investments I made! The rest of the world stopped, but JASA had classes.”
– TANIA

OVERHEARD AT JASA:

“ I couldn’t get enough of the high quality speakers or the variety of classes, ranging from drawing, to the arts, history, and literary pursuits, and that is only the tip of the iceberg. In this environment I can’t imagine anything that could be more entertaining and intellectually stimulating. **This program offers it all.** **”** – LYNDA

Chronic Disease Management

Bronx-born and raised, Gladys has a passion for education and growth: she earned a degree in cosmetology, was a professional nurse for 45 years, and is now working towards becoming a certified minister. With her knowledge of the medical field and her desire to be of service to others, JASA's Community Health Navigation program was a perfect fit – she participated in trainings on chronic disease management and healthy living and became certified to teach these classes to her peers.

Luckily, Gladys lives with one of her children and grandchildren, but she misses seeing other family and friends. Staff offered her a free tablet and arranged training so that she could reconnect with her community. Having continuous classes and helping other older adults has been a silver lining to her COVID-19 experience. She's still seeing her friends, and she's grateful that JASA is now offering classes and events via Zoom.

In March 2020, chronic disease management workshops started being delivered virtually. The majority of the clients served by this program, however, lack the capacity to participate. As a result, JASA began a pilot project to provide tablets, data and training to seniors to address this gap. With so much new information about COVID-19 shared online, JASA offered sessions to share COVID-19 safety protocols and to teach seniors how to search for trusted information.

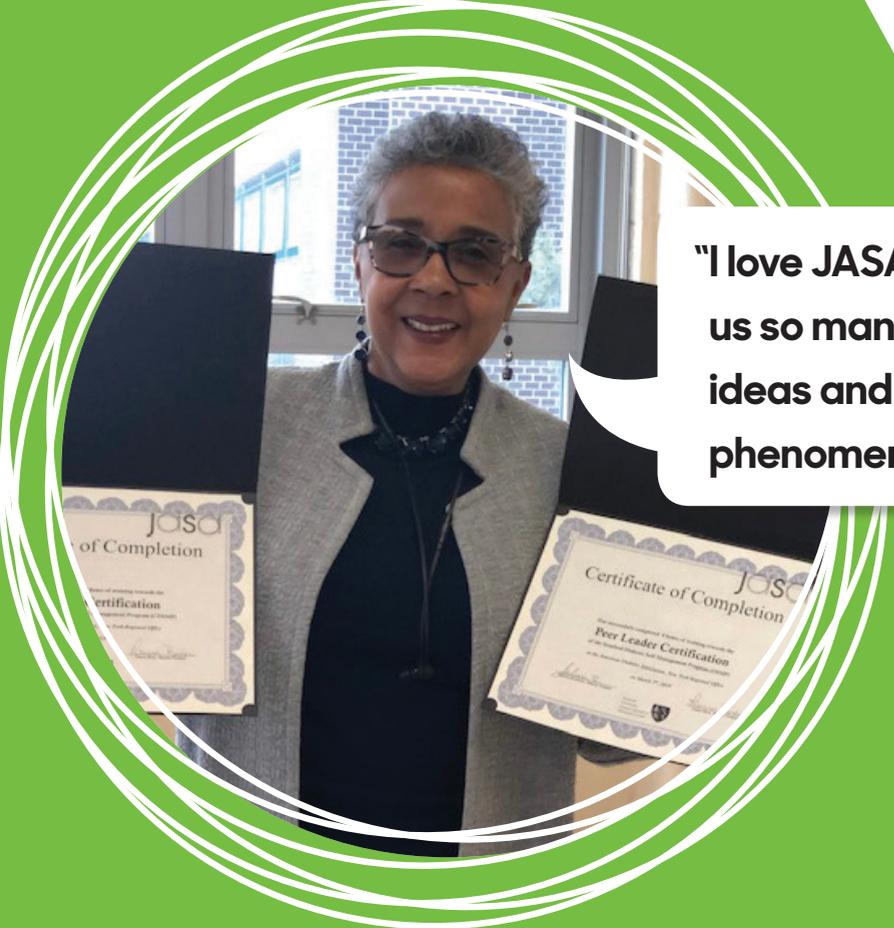
JASA's **Community Health Navigators** peer-to-peer program trains individuals with diabetes, high blood pressure, and other chronic conditions to manage their own illnesses and teach these skills to their peers in the community. JASA provides evidence-based group programs as well as one-on-one coaching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

 **256**
PARTICIPANTS

89%
SAID JASA'S PROGRAMS WERE A VITAL RESOURCE TO OBTAIN INFORMATION ON COVID

92%
SAID THEY WERE GIVEN CRITICAL INFORMATION ON COMMUNITY RESOURCES DURING COVID

100%
OF SENIORS WHO COMPLETED THE DIABETES PREVENTION PROGRAM INCREASED THEIR PHYSICAL ACTIVITY TO 150+ MINUTES PER WEEK



"I love JASA! They give us so many tools and ideas and recipes – it is phenomenal." – GLADYS

OVERHEARD AT JASA:

"JASA's workshops about how to exercise safely during COVID-19 were really helpful. I started walking outside and paid attention to make sure I was not too close to anyone. And of course I wear my mask the whole time and bring hand sanitizer with me." – MARIANA

"I had to improvise during the pandemic since I couldn't workout at my local gym. JASA's classes taught me simple exercises that I could do at home to work out my arms and back. It's a great workout!" – FRED

Care Transitions

 **1,412**
CLIENTS

 **87%**
RECEIVED HELP WITH
THEIR MEDICATIONS

 **85%**
RECEIVED HEALTH WITH
PATIENT EDUCATION

 **645**
HOME VISITS
(PRE AND POST COVID)

Jose is a care transitions specialist, part of our team that works hand-in-hand with hospitals to decrease the likelihood of patients being readmitted after they are discharged. He meets clients before they're discharged and makes follow-up visits in their homes to provide continuity across settings. He does a medication reconciliation, provides intensive patient education, clarifies discharge instructions, checks for access to healthy foods, and coordinates physician follow-up appointments and transportation. He orders equipment to help the client avoid falls and injury, and intervenes to help the client obtain food and other basic necessities.

The Care Transitions team began delivering services remotely to protect clients from COVID-19, offering phone calls and video meetings in place of home visits. Helping clients avoid readmission to hospitals became even more important as hospitals began to run out of space.

Recognizing that home visits remained the most valuable way to obtain important information about the client, some in-person visits were resumed. Jose's face is bruised from the N-100 mask he wears, but he says the pain is worth it. He is aware that COVID-19 also has increased the risks for mental health and social isolation, and staff have increased referrals to counseling and social supports.

*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.*

"Medical care is only one part of a person's health. There's also nutrition, living arrangements, transportation, mental health. That's basically what we do. People will often not tell you their basic needs - they're ashamed that they don't have enough money. I'm able to pick up on so much more seeing them in their homes." – JOSE



OVERHEARD AT JASA:

“ Thanks to JASA, my pops no longer has to pay almost \$200 every month to get his medications. **JASA helped him enroll in Medicare part D for prescription coverage and now he only pays \$15 when we pick up his prescriptions every month.** **” – LEROY**

“ My partner was discharged yesterday and we didn't know what to do when we got home from the hospital. **The knowledge of JASA staff about the health conditions and medication helped us so much. The staff showed such great empathy and compassion when we really needed it.** **” – CARLOS**



"I've always been helping people, and I love working with older people. I see the way they are being treated, and that their voices weren't being heard. This is my contribution to making their voices audible." – MARCIA

OVERHEARD AT JASA:

“The virtual JASA support group is going well. We are a very cohesive and loving bunch, and it was really great hearing everyone’s voices and seeing their faces. I prefer to spend my time enjoying life and doing for others.” – ERIC

“My daughter was violent towards me, and JASA helped me. The support group gives you an identity - there are other people with the same experience. You meet people in the group, and you help each other. I can't tell you all the good the JASA social workers have done for me.” – JULIA

Elder Abuse Prevention

Marcia is a social worker in JASA’s Legal/Social Work Elder Abuse Prevention and Intervention program. She has a passion for helping people and making sure their voices are heard. Her role is to provide supportive counseling and guidance to older adults seeking legal protection from exploitation and abuse. Pre-pandemic she visited clients in their homes and sat with them at court appointments, supporting them through every stage of the legal process, and communicating with their legal team. Marcia helps clients facing various forms of abuse including physical, financial, verbal, sexual, and emotional.

When COVID-19 hit, for the client’s safety, Marcia transitioned from home visits to phone calls. For some clients, the personal safety issue is significant; the eviction moratorium eliminates their option to remove the abuser from the household and Marcia helps her clients maintain their safety plan. The weekly virtual support group Marcia co-facilitates for victims of elder abuse encourages peer engagement and self-empowerment.

JASA’s Elder Abuse Prevention and Intervention programs have successfully transitioned to providing critical virtual support and assistance. These services include social work calls to provide counseling; mutual aid peer support groups; case assistance; safety planning which includes referrals to other community agencies; legal services; and advocacy for accessing the criminal justice system.

*Elder abuse, neglect, and exploitation are under-reported and widespread. JASA’s innovative **Legal/Social Work Elder Abuse Prevention and Intervention** program utilizes a team approach that helps 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.*

 **943**
SURVIVORS ASSISTED

 **1,440**
PHONE CALLS MADE TO CLIENTS TO CHECK IN DURING COVID

 **24**
VIRTUAL SUPPORT GROUPS WITH 75% OF CLIENTS REPORTING THE GROUPS WERE THE SAME OR BETTER THAN BEFORE COVID

Palliative Care



1,005

CLIENTS SERVED



495

CLIENTS RECEIVED
HELP NAVIGATING
THE MEDICAL SYSTEM



4,114

CALLS TO SUPPORT
CLIENTS DURING COVID



187

NEW CLIENTS SINCE
THE START OF COVID

Christy was the first nurse to join our palliative care team, part of our Long Island Center for Dignity and Support. Incorporating a nurse into the team increased the social workers' understanding of the medical process and offered a better picture of the client's needs. Before the pandemic, Christy provided home visits and phone calls to manage clients' health in collaboration with a client's physician.

The pandemic caused additional anxiety to clients already in crisis. Christy educated clients about masks, using sanitizer, and basic safety protocols. She worked closely with social workers to set up deliveries of food and medicine. Clients needed to continue going to their medical appointments, and Christy accompanied them to telehealth or in-person doctor visits. She assisted with care coordination and advocacy, ensuring clients were treated with dignity and respect.

The Long Island Center for Dignity and Support seamlessly transitioned to providing services telephonically and virtually without interruption. The team made more than 4,000 calls to provide support, counseling, education, assessment, and symptom management. They helped those having challenges coping, as well as matching those with food and economic insecurity to services. They provided crisis counseling, bereavement counseling, and caregiver support.

***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.*



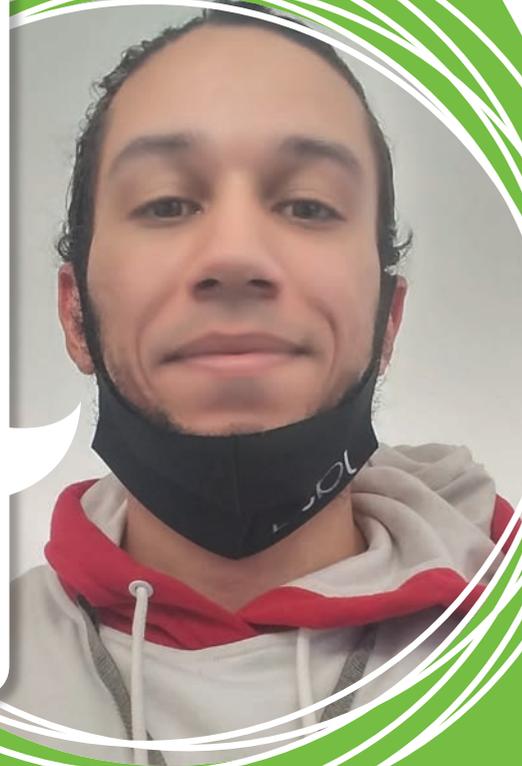
"The client's doctor was wearing a face shield and multiple masks. It was difficult for her to understand him. It was important for me to be there and facilitate, and to advocate for her. I'm there to speak up for her." – CHRISTY

OVERHEARD AT JASA:



I strongly believe you have made a large difference in who I am. I was living in darkness for about two years. Once we connected I knew that it was a perfect fit where some light would shine. I might be strong and bold and independent, but I am human and do suffer the pains of what I am going through. I know with time my world will open with smiles and life that I am surely missing. ” – GREG

“Each week, we try to see as many people as we can. You have to be adaptive and creative. JASA gives us resources to share with the clients. A lot of my clients are thankful that someone is checking on them. New Yorkers are gracious.” – WILLIAM



OVERHEARD AT JASA:

“Being an APS social worker is very gratifying, but the pandemic has created an overwhelming feeling as some of my clients passed away. As a person who loves helping others and making a difference in our community, I felt hopeless. During this pandemic, I have sacrificed my health and my family’s health, to ensure my clients are safe and their needs are met.” – THERESA

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

William is a social worker in our Adult Protective Services (APS) program. The clients in this program are vulnerable, and before the pandemic, he made home visits to each individual. He shares information on opportunities for food and other resources, intervenes in unsafe and exploitation situations, and does his best to communicate that he’s there to help.

When COVID-19 hit, William was on the frontlines. Although phone visits were possible for clients in stable condition, this occurred very rarely. Nervous to travel on public transportation and expose himself and his clients, William was grateful that JASA paid for and encouraged him to take private cars to visit clients.

APS continued to respond to a high volume of new intakes throughout the pandemic, averaging 20 new referrals per day and conducting an average of 290 home visits per week. The Community Guardian Program, which also helps the most vulnerable New Yorkers, has been assigned 51 new clients since the pandemic began, and each client must receive an initial home visit. CGP has also seen an increase in the number of high-risk clients and complex cases, both of which often require more than one visit a month.

*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.*

 **6,388**
CLIENTS SERVED

 **5,547**
IN-PERSON VISITS DURING THE PANDEMIC

 **58**
STAFFERS CONTINUED FACE TO FACE

 **58**
HEAVY DUTY CLEANINGS

 **162**
PSYCHIATRIC EVALUATIONS

 **15,260+**
HOME VISITS

Information and Referrals

 **3,140**
CALLS ANSWERED
THROUGH JASA'S
HELP CENTER

 **95%**
OF CALLS WERE ABOUT
FOOD AT THE START
OF THE PANDEMIC

 **5,114**
CLIENTS SERVED
THROUGH
NYCONNECTS

 **4,427**
CLIENTS SERVED
THROUGH ONE STOP
AT JASA

JASA has three points of entry for individuals seeking practical information and guidance on resources to support older adults as they age in place. Using a holistic approach, these programs provide referrals both within the organization as well as connect seniors with information about other available services. All three of these programs transitioned to operating virtually during the pandemic.

The Sally and Henry Pearce Help Center is a free consultation service that answers inquiries from older New Yorkers, their adult children, concerned family members, neighbors, friends, and professionals. During the pandemic, JASA's Help Center received triple the usual volume of calls from seniors and their families anxious about the virus and fearful of leaving their homes. A large majority of the requests related to access to food.

One Stop at JASA supports aging Upper West Siders who have questions about benefits and entitlements, housing issues, and concerns meeting basic daily needs.

NY Connects is a statewide 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.

"Sometimes a person calls for one reason, but there's a different service that can help them that they don't even know exists. Part of our job is to figure out what services they can be connected to that will help the most." – ROCHELLE



"I get a lot of mental health calls. When doing the referral, I ask when the symptoms got worse, and a lot of people go back to when the pandemic started. They are feeling anxious and depressed. Some of them had COVID-19 and are recovering. That fear of almost dying is still with them." – GEORGETH



OVERHEARD AT JASA:

"That's the hidden role of what we do. Sometimes just having the conversation is an intervention. They start with being super anxious and it helps just knowing someone will listen and there is help out there." – MEREDITH



"I look forward to 'Mondays with Howie.' He's such a gentleman! I feel so at ease talking to him. He takes the time to call. Especially when you live alone, that's music to my ears." – BARBARA



"We have a nice friendship. She brightens my day! My only interaction is with her voice, but I can tell she's full of life." – HOWARD

OVERHEARD AT JASA:

“My match and I hit it off from the very first phone call. He is so terrific and is truly a special human being. We have so much in common and we laugh all the time.” – IRIS

“My match and I were shy during our first few conversations, but over time we started to learn more about each other and our friendship grew. She now says she feels like she's known me all her life.” – JULIA

JASAChat

Barbara recently celebrated her 87th birthday. She's an optimistic and outgoing person who loves puzzles and games. She was a fixture at her NORC's programs and classes in Co-op City. When her husband passed, she was grateful to be surrounded by people and activities and relished the opportunity to go on trips with new friends.

When the pandemic hit, Barbara's favorite classes moved online. She has a cell phone but struggled to understand how to use Zoom. Barbara found another solution for connection - she joined the JASAChat program and met her match Howie. Howie is a musician who has always felt connected to older adults. Barbara and Howie hit it off from the start, calling each other weekly and on holidays. Barbara doesn't have family in the area, and she has said that she feels comforted having a new close friend nearby. They always have a lot to talk about, including their common interests of food, travel, and music.

In March 2020, JASA launched the JASAChat program to connect volunteers with older adults for a weekly chat to reduce social isolation and increase feelings of connectedness. JASAChat volunteers receive training and ongoing support from professional social workers. Volunteers also help by giving regular updates on clients and expediting staff intervention. Due to the volunteers' reports, JASAChat staff connect with clients' caseworkers to immediately address issues such as food insecurity, hospitalization, questions on benefits and entitlements, and grief and depression. Seniors have also felt empowered by having a positive impact on their volunteer's lives throughout this pandemic.

 **184**
MATCHES TOTAL

 **1,036**
CALLS BETWEEN SENIORS AND VOLUNTEERS

 **88%**
OF THE VOLUNTEERS CONTINUED PAST THE ORIGINAL 6-WEEKS

 **91%**
OF SENIORS REPORTED THAT VISITS MET THEIR NEED FOR SOCIAL CONNECTEDNESS

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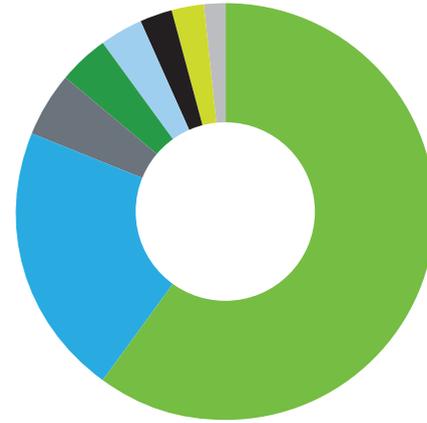
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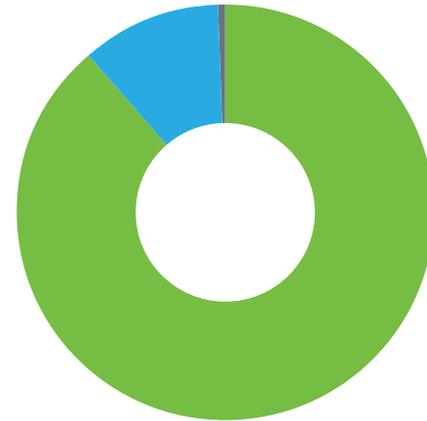
INCOME

Government Support	60.00%	\$72,038,271
Managed Care	21.30%	\$25,623,381
Tenant Rent	4.80%	\$5,769,070
Program Services Fees	4.00%	\$4,840,922
Contributions	3.30%	\$4,008,507
UJA - Federation of NY Grants	2.50%	\$3,024,562
Other	2.60%	\$3,163,350
Housing Management Fees	1.40%	\$1,682,906
TOTAL	99.90%	\$120,150,969



EXPENDITURES

Program	88.70%	\$103,092,984
Management and General	10.90%	\$12,572,141
Fundraising	0.40%	\$503,636
TOTAL	100.0%	\$116,168,761



NET ASSETS **\$26,377,943**

NOTES:

The financial report includes social services, housing, and home care.

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FEDERAL

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NEW YORK STATE

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Department of Law
Office for the Aging
Unified Court System

NEW YORK CITY

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Department of Health and Mental Hygiene
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