Proud to be the go-to agency for older New Yorkers
Dear Friends,

JASA recently celebrated 50 years as the go-to agency for older New Yorkers.

While we have seen profound changes that shaped the needs of older adults, our vision has remained consistent: to empower aging New Yorkers to live life on their own terms, in their own homes and communities.

Society too often treats seniors as invisible or as obstacles slowing progress. J ASA stands up to counter these ageist attitudes. We value the experience and resilience that comes with years of living. Founded on the Jewish value of honoring the aging, JASA supports older adults of all races, religions, and economic backgrounds.

Our decades of experience have proven that engaged older adults are integral to making our neighborhoods vital and vigorous. JASA partners with seniors to strengthen our communities through volunteer work, advocacy, and peer support.

In the pages that follow, you will learn about our innovative and growing service areas, and hear from a handful of clients. I hope you will be inspired by what you read, as I am each and every day by the 43,000 older adults we serve.

Kathryn Haslanger
Chief Executive Officer
**NEW YORK CITY: THE AGING EXPERIENCE**

**POVERTY**

The poverty rate for NYC seniors is twice the national average.

2x

**HUNGER**

One in eight seniors were food insecure between 2013 and 2015.

**INCOME**

41% depend on government assistance for more than half of their income.

**POPULATION GROWTH**

19% increase in the number of older adults from 2005-2015.

**AGING IN PLACE**

96% of older New Yorkers age in their own homes.

**DISABILITY**

NYC seniors live with disabilities at a rate 3x higher than elsewhere.

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*References: Aging with Dignity: A Blueprint for Serving NYC’s Growing Senior Population, report by New York City Comptroller Scott M. Stringer (2017); Focus on Poverty in New York City report by NYU Furman Center (2017); The Geriatric Mental Health Alliance of New York report (2018).*
JASA’s impact goes well beyond the individual.

We empower older adults to participate in community life. Helping one older New Yorker provides peace of mind for his or her family, friends, and neighbors.
OVERVIEW OF SERVICES

Sundays at JASA
Educational and cultural opportunities

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

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

ACTIVE OLDER ADULTS

Advocacy
Advocacy training to empower older adults on relevant issues

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

SERVING ALL SENIORS

Housing
Affordable, safe, secure, and accessible housing for senior tenants

Help Center
Social workers answer inquiries from seniors and their families

Legal Services
Free legal services for adults age 60+ living in Queens

Elder Abuse Prevention and Intervention
Attorneys and social workers assist victims of abuse

Caregivers
Support groups, respite services, and referrals for family caregivers of ill or disabled older family members
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, living with purpose, for as long as possible.
HOUSING

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 2,400 older adults and disabled individuals. JASA owns, manages, and operates ten buildings in prime locations: waterfront properties in Brooklyn and Queens, as well as space in Manhattan’s East Village.

JASA provides the best possible homes and communities for our residents. This commitment means ongoing capital improvements – new lobbies, kitchens, bathrooms, gardens, and gathering spaces – as well as green energy initiatives and water conservation savings programs.

All buildings include on-site social services, with staff fluent in a variety of languages. Many buildings have senior centers on premises where residents can go for a meal, a class, and to connect with their neighbors.

Due to high demand, all JASA buildings currently have closed waitlists. JASA is looking to expand by developing new properties, partnering with other agencies, and providing senior housing expertise to for-profit management companies.

$276 average monthly rent of a JASA resident
10 buildings
2.4K older adults living in safe, affordable housing
“Because of JASA I am still alive. I would not be able to make it through a day and enjoy my life without JASA.”

DORA
ELDER ABUSE PREVENTION AND INTERVENTION

Elder abuse, neglect, and exploitation are under-reported and widespread: the abuser is often a family member; victims may be afraid of reprisal; there is a cultural stigma; and, too often, the individual is vulnerable because of compromised physical and mental health.

For the past 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.

While our attorneys are available for legal representation, social workers provide individual and group counseling as well as assistance accessing support services to over 1,000 older adults.

JASA trains over 950 professionals, government personnel, and members of law enforcement through the Elder Abuse Training Institute and NYC Elder Abuse Conference.

JUAN

“I called JASA, and the social worker told me ‘I will help you.’ That’s when I knew I wasn’t alone and that someone would finally lend me a hand.”

1K victims of abuse assisted
20+ years since launch of innovative attorney / social work model
950+ professionals and community members trained
LEGAL SERVICES

JASA’s attorneys are passionate advocates who provide free legal assistance to over 2,000 adults age 60+ each year.

JASA’s Legal Services for the Elderly in Queens counsels older adults on issues related to housing, evictions and foreclosures, fraud and scam prevention, elder abuse intervention, and estate planning. Attorneys litigate matters that have a significant impact on public policy, such as a recent class action lawsuit which won back affordable housing rights for 18,000 older New Yorkers.

JASA attorneys in Manhattan, Brooklyn, and Queens work hand-in-hand with social workers as part of our innovative, interdisciplinary, and nationally recognized team approach to combat elder abuse.

Our legal team has unmatched expertise in areas of the law that affect the lives of older low-income New Yorkers. JASA experts take part in panels, seminars, and speaking engagements in the media, at City Hall, and at national conferences.

“Because of JASA I still have a roof over my head and worry less about legal issues. They fought for me, when I had no one else to do so.”

FRED

2K older adults assisted with free legal advice

18K JASA won back affordable housing rights for 18K older New Yorkers and disabled individuals
MEALS

Can I afford food or medicine today? That is the difficult decision many older New Yorkers are forced to make. The situation may be more serious for individuals who are homebound, who are not able to shop or cook for themselves, and have no family to help.

JASA serves 1.3 million healthy kosher and non-kosher meals to homebound older adults and to groups at our senior centers. At JASA, a meal is not just food; it is a safety net.

Many home-delivered meals 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 of drivers and food-deliverers see our clients daily, know their routine, and know when something is wrong. Our staff save lives: they call 911 in emergency situations, wait for the ambulance, and make sure the situation is stable.

Social isolation causes serious physical and mental health issues in older adults. JASA’s 22 senior centers bring older adults together for a hot meal, to meet new friends, and to participate in activities. Sharing a meal means a conversation and connection.

1.3M meals served
74 times a driver intervened in a crisis situation last year
2.46K Kosher and non-kosher meals delivered daily
“JASA is so good. Without them I don’t know how I would handle getting the things that I need every day.”

ZELDA
HOME CARE

JASA understands the importance of living in your own home as you age or recover from illness or injury. JASACare, our New York State Department of Health licensed home care agency, enables over 1,000 homebound older adults to remain at home with the support of health aides and nursing services.

Each person requires a different level and type of support. JASACare creates individualized care plans to match clients with a home care worker trained in a specialty area (including geriatrics, Alzheimer’s, dementia, stroke, cancer, and HIV/AIDS), fluent in the language they speak.

Home care services include grocery shopping, errands, cooking, housekeeping, escorting to appointments, medication reminders, and personal care such as bathing and dressing.

JASACare provides compassionate and respectful in-home care 24 hours a day, seven days a week.

"It’s such a relief to know that JASA is there for my father-in-law especially after he lost his wife. JASA has extended his life and my family is so thankful."

ANNA

24/7 10+ 1K

24 hrs / 7 days a week care languages spoken by staff clients served
CAREGIVERS

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

JASA’s holistic approach addresses the needs of nearly 500 caregivers. Our program provides in-home care by a trained aide as well as out-of-home socialization at a day center. This support allows caregivers to attend to their own needs, such as personal errands or visiting their own doctor. JASA support groups provide meaningful connection to individuals dealing with similar situations and stresses.

JASA also connects caregivers to referrals for other services that enhance their ability to manage caregiving tasks, including home care, case management, home-delivered meals, and senior centers.

44% of caregivers are adult children

69 average age of caregivers

“Caregiving has been hard for me. Growing old is not pleasant when you have an ill partner. JASA makes it a little easier.”

ALDO
SENIOR CENTERS

JASA’s 22 senior centers across Brooklyn, Queens, Manhattan, and the Bronx offer 11,000 older adults 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 and literacy training, health screenings, exercise sessions, and special interest discussion groups.

Volunteering is a significant focus at senior centers. Nearly 500 senior volunteers – including individuals age 90 and above – are actively involved. Many take part in and often spearhead JASA’s Give Back to the Community projects, local community service initiatives (at least 80 each year) to help children, the homeless, veterans, and those who are ill. JASA hosts an annual volunteer recognition event to celebrate the contributions of volunteers throughout JASA.

Older adults who attend our senior centers find purpose, learning, and friends, and partner with JASA to build strong communities.

11K members
22 senior centers
1.3K classes offered per month
“JASA offers that reason to get up in the morning, look forward to activities during the day, go to bed at night looking forward to tomorrow’s adventures.”
CASE MANAGEMENT

JASA case management supports nearly 6,000 frail older adults to meet the daily challenges of aging. Our staff of professional, caring social workers appreciate that every person’s needs and preferences are unique.

It all starts with a phone call and a home visit, followed by detailed intake and frequent outreach, to ensure our clients are stable.

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).

As a trusted resource for our clients, case managers enable individuals to remain safely in their homes for as long as possible.

DEBORAH

“I was in a very dark place. I’m so thankful for what JASA has given to me.”

1.6K
new clients last year

90K
social work hours devoted to assisting case management clients last year
ADULT PROTECTIVE SERVICES

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. Social workers remain involved until a person’s situation stabilizes.

COMMUNITY GUARDIAN PROGRAM

Courts appoint 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. Social workers, financial professionals, and attorneys work to ensure the individual’s safety, addressing all aspects of daily living needs, including financial management, crisis intervention, eviction prevention, and health concerns.

Through comprehensive service planning, regular visits, and ongoing support, JASA provides a safety net for over 3,100 individuals who are among the most at-risk, and often overlooked, members of the community.

3.1K vulnerable New Yorkers protected
156 evictions avoided and resolved last year
90% success rate in maintaining stable housing

*Through these two programs, JASA also helps adults younger than 60.
MENTAL HEALTH

Older adults have unique mental health needs that must be addressed with sensitivity and expertise. JASA helps nearly 500 older adults who struggle with anxiety, depression, or chronic mental illness.

Our geriatric mental health clinic and satellites in the Bronx are staffed by licensed social workers and doctors who provide individual and group therapy, pharmacological intervention, and family therapy (available in-home for homebound individuals).

Our friendship houses are co-located within JASA senior centers in the Bronx and Brooklyn and offer a welcoming environment for older adults recovering from mental illnesses.

JASA’s Bronx-based Program to Encourage Active, Rewarding Lives for Seniors utilizes short-term in-home sessions to reduce depression and improve quality of life.

JASA’s behavioral health services are expanding and evolving with the needs of the growing and diverse population of New York’s older adults.

500 older adults received mental health services

427 home visits for mental health services

HARRIET

“My friends have passed or moved on and I can’t get around by myself. I love JASA. This is my home now, and my family.”
THE NORC MODEL

JASA embraces the NORC -Naturally Occurring Retirement Community -model as an effective partnership approach to help adults age-in-place and strengthen the neighborhood in which they live.

JASA provides services to nearly 6,500 older residents living in 14 classic and neighborhood NORCs in New York City. A classic NORC is a cluster of high-rise buildings that are home to a large number of individuals age 60 and older. A neighborhood NORC covers a broader geographic area.

NORC services include group programming, intergenerational events, and meaningful volunteer and leadership opportunities as well as individualized social services.

Social workers, nurses, and building staff are part of the supportive NORC team. The NORC offers assistance with transportation to medical appointments, home care, home-delivered meals, in-home health consultations, and health screenings.

NORC programs foster a neighbor-to-neighbor support network, and help make the community a better place for residents of all ages.

**14**
NORCs across NYC

**4K**
older adults received assistance with government benefits

**1.5K**
new older adults joined last year

**MILTA**
“JASA staff has been so supportive and helped me access food and transportation services. I also made many new friends at the NORC.”
PARTNERS IN DIGNITY

JASA’s Partners in Dignity program supports individuals and family members on Long Island coping with a serious, life-limiting or advanced illness, or a recent loss. The program provides assistance navigating the complex and fragmented medical system, information and referrals, supportive individual and family counseling, bereavement counseling, and volunteer services.

Services are provided in-home, by phone, and on-site at JASA, hospitals, nursing homes, and other venues throughout the community. We also offer community and professional education on multiple topics related to end of life, advanced care planning, and caregiving.

INFORMATION AND REFERRALS

Through the Sally and Henry Pearce Help Center, NY-Connects Brooklyn, and One Stop at JASA, our trained and bilingual social workers answer over 10,000 inquiries from older adults, families, caregivers, individuals with disabilities, and professionals looking for information. JASA is a resource for New Yorkers of all ages.
ADVOCACY

JASA is recognized by New York State, City, and Community Districts as the go-to agency for services for the aging. JASA maintains strong relationships with government agencies and elected officials who represent our members and clients.

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 the Institute for Senior Action advocacy and leadership program, conferences, and workshops, JASA trains over 700 senior advocates each year.

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 held at John Jay College in Manhattan. Sundays at JASA provides a variety of courses and lectures—with instructors from the worlds of politics, the arts, media, and more—including our crossword construction class, which has had more than 16 puzzles published in the New York Times.
COMMUNITY HEALTH NAVIGATORS

In Brooklyn and the Bronx, the number of older adults with obesity and chronic conditions is disproportionately larger than the national average.

To combat this issue, 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.

Navigators also play an integral role in JASA’s partnerships with local hospitals and other healthcare providers, helping older adults with chronic conditions safely transition from hospital to home, preventing avoidable readmissions.

GRANDPARENT CONNECTION PROGRAM

JASA’s Grandparent Connection Program, a caregiver program serving Co-op City and the surrounding community in the Bronx, supports older adults who are the primary caregivers of their grandchild or a younger family member. In most cases, the custody arrangement occurs because the child’s parents are deceased or incarcerated. The role of caregiver can be complicated and hard to navigate. JASA provides monthly support groups, counseling, trips, events, and assistance accessing benefits.
JASA provides a crucial safety net for over 43,000 older adults in nearly every community across the New York metropolitan area. Our dedicated staff, many of whom live in the neighborhoods we serve and speak the languages of our clients, are what make JASA a trusted resource for seniors and their families.
NYC’s Older Population: Growing Exponentially

Currently, the older adult population is 1.13 million.

JASA serves 43,000 older adults annually.

By 2040, the older population will increase by 270,000.

The need is growing. Will you be our partner?

Today, JASA provides vital services to 43,000 of the 1.13 Million older New Yorkers.

The need for life-sustaining services is growing and JASA will continue to grow and innovate to meet the needs of the next generation of older adults. Your support will provide New York’s older adults with the safety net they need to live with security, vibrancy, and purpose.

Contact JASA to learn more about how you can help the growing number of older New Yorkers.

CALL: 212-273-5320
EMAIL: development@jasa.org
VOLUNTEER: jasa.org/volunteer
DONATE: jasa.org/donate
JASA honors older New Yorkers as vital members of society, providing services that support aging with purpose and partnering to build strong communities.