Proud to be the go-to agency for older New Yorkers
To all of our friends, stakeholders, donors, staff, volunteers: I want you to know that. Together, we want to say thank you from the bottom of my heart.

When you partner with JASA, your gift—be it money, time, or any kind of support—makes a difference. We want you to know that. To all of our friends, stakeholders, donors, staff, volunteers: I want to say thank you from the bottom of my heart. Together, we continue to make a difference in the lives of older New Yorkers.

As you read this report, 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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About JASA

- 53 YEARS OF EXPERIENCE
- 50+ LOCATIONS
- 2,000+ STAFF MEMBERS
- 10+ LANGUAGES SPOKEN BY STAFF
- 20+ SERVICES

Our Reach

- 40,000+ Older adults across all of our programs
- 4,121 Adult Protective Services clients
- 5,769 Case Management clients
- 2,909 Home-Delivered Meals recipients
- 4,693 Members in 14 NORC programs
- 13,441 Members in 22 Senior Centers
- 1,609 Legal Services clients
- 759 Palliative Care clients
- 608 Community Guardian Program clients
- 653 Senior Community Connection clients
- 532 Caregivers supported
- 367 Mental Health clients
- 325 Tenants in Senior Affordable Rental Apartments
- 337 JASAChat matches created
- 287 Sundays at JASA students
- 1,542 Health Services participants
- 740 Home Care clients
- 1,542 Members in 22 Senior Centers
- 2,324 Tenants in 11 Affordable Housing buildings
- 10,934 Individuals received information and assistance
- 10,934 Individuals received information and assistance
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
  - ADVOCACY
    Trainings and resources to empower seniors to advocate for themselves and their communities
  - 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
  - HOME-CARE
    Home health aides, personal care assistance, and nursing services for older adults
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    Trainings and resources to empower seniors to advocate for themselves and their communities
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  - 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

- VULNERABLE OLDER ADULTS
  - 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
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  - HOME-CARE
    Home health aides, personal care assistance, and nursing services for older adults
  - CARE TRANSITIONS
    Targeted intervention to help older adults safely transition from hospital to home
  - CASE MANAGEMENT
    Individualized, comprehensive assessments that provide direct assistance or referrals to help seniors live safely at home
  - HOME-CARE
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SERVING ALL OLDER ADULTS

- CARE TRANSITIONS
  Targeted intervention to help older adults safely transition from hospital to home
- CHRONIC DISEASE MANAGEMENT
  Evidence-based programs that enable seniors to successfully manage their health
- HOUSING
  Affordable, safe, secure, and accessible housing for seniors
- LEGAL ASSISTANCE
  Free legal services for older adults
- CAREGIVERS
  Support groups, respite services, and referrals for family caregivers of ill or disabled older adults
- 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
- JASACHAT
  Connecting volunteers with older adults for weekly phone calls to reduce social isolation
Housing

At almost 100 years old, Ngun is grateful for her apartment in one of JASA’s affordable housing buildings. Ngun moved to New York from Hong Kong to be closer to her daughter. She loves the diversity of the city and the many New Yorkers who speak her native language of Cantonese. She moves more slowly than she used to, and the 24 hour security guard, cameras, and building maintenance make her feel safe and secure.

Before the pandemic, Ngun enjoyed outings, holiday parties, and a daily 4pm card game in the community room of her building. Due to COVID–19, community spaces have been closed to keep tenants safe. Although she rarely goes out now and misses seeing her friends, she’s fortunate to have her daughter and grandsons close by. They bring her meals and visit every week. Ngun praises building staff for their quick action during the pandemic, and is grateful she was able to receive her vaccine on-site.

Since the start of COVID–19, housing staff enhanced cleaning protocols, increased the frequency of disinfection, distributed donated meals, responded to medical emergencies, and continually disseminated new information to tenants as 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.

OVERHEARD AT JASA:

“I am very grateful to JASA – this has been a good place to live for so many years. I’m impressed with the building management. Everything is so clean! I miss the parties – at the Lunar New Year party, we had a lion dance and sang traditional New Year songs. These events were so wonderful.” – LIN

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.
Senior Affordable Rental Apartments (SARA)

Randall is a proud Native American. He is a graduate of John Jay College and had a long career as a security and fire inspector. But everything changed for Randall when he started having health issues. He had to quit his job, and without a paycheck coming in, he could no longer afford his apartment. Randall was forced to live in a shelter for 20 months and 20 days during the pandemic.

Through the SARA program, Randall was able to get an apartment in a building where JASA provides services. JASA staff have supported Randall through the transition from the shelter to his new home. When he first arrived he didn’t have many belongings. Staff provided him with furniture, blankets, and home essentials as well as connections to services. Randall takes a lot of pride in decorating his apartment and making it a home. With home-delivered meals and an apartment to call his own, Randall feels safe again.

During the pandemic, SARA Residential Service Coordinators continued to welcome new residents. JASA is on-site providing in-person services to all residents including benefit and entitlement assistance, technology assistance, linkage to primary care, orientation to the neighborhood, and much more.

**Senior Affordable Rental Apartments (SARA)** is a new, affordable housing program within New York City. 30% of the apartment units are designated for seniors who are transitioning from a NYC shelter to an apartment. The remaining units are for low-income seniors who have applied for the apartment via the NYC Housing Connect Lottery. All tenants must meet income guidelines and be 62 years or older. With funding provided by NYC’s Human Resources Administration, JASA Residential Service Coordinators provide case management and inclusive group programming to residents on-site.

"I was forced to go into a shelter for 20 months and 20 days during the pandemic. It’s a relief to have a home with JASA after living in a shelter. Staff have supported me tremendously. They are family.”

— RANDALL

"This is the best apartment building I’ve ever lived in. JASA staff helps me with anything I need! They’re so nice. They even helped me get food stamps!"

— JAMES

"Our JASA staff person is so helpful. We call her our granddaughter. Anything we need help with she’s there – she’s never turned her back on us."

— ANDREA AND ROBERT
Anthony was born and raised in Brooklyn. Ever since he was young, he’s had an affinity for cars. He fondly remembers his Dodge Challenger – the first car he ever bought. Anthony pursued his dreams and went to trade school to become an auto mechanic. He had a successful career, but his arthritis eventually forced him to retire. As Anthony aged, his arthritis worsened, making his daily tasks more challenging. He struggled to make his own meals. That’s when he reached out to JASA for help.

Anthony has been receiving meals through JASA’s home-delivered meals program for the last two years. At 67 years old, Anthony can continue to live independently in his Brooklyn apartment. He says that because of the pandemic, money has been hard to stretch. The meals he receives are nutritionally well-balanced and help a lot – especially when he’s in pain and can’t stand up to cook.

JASA’s meals staff have been on the front lines since day one of the pandemic making sure all clients have food and know they are not alone. This program continues to operate in-person, using a modified delivery process to ensure the safety of clients and staff. Staff served an additional 100,000 meals in the height of the pandemic. Beyond the ready-to-eat meals, the program also provides supplemental shelf-stable meals so 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.
Senior Centers

A match made at JASA: Marlene and Sheldon met seven years ago at their local JASA senior center. Sheldon had been a doctor, and Marlene devoted her life raising her children. On Sheldon’s first visit, he found himself seated next to Marlene at the bridge table. The two instantly connected and were married a year later.

The dynamic duo attended every activity together at the center including lectures, fitness classes, and field trips. Because of the pandemic, JASA’s senior centers had been forced to close for in-person programming this year, but have found other ways to ensure that they remain connected to members. The director of Marlene and Sheldon’s senior center called to check in on the couple every single day. Marlene says that the director is like a close family member; she is nothing short of extraordinary, checking to make sure they had food, medicine, and clothes. The director has even connected with their families.

Before the pandemic, thousands of older adults attended JASA’s 22 senior centers in person each year, relying on JASA for daily lunch, social interaction, classes, and trips. With the onset of COVID, in-person programming had transitioned to virtual, with more than 150 classes offered each week and available to seniors all over the city. JASA staff members have 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.

“We were stuck in the house and not able to see anyone, but our senior center director calls us every single day. Even our kids love her! Whenever we have a problem we go to her. Without JASA, we don’t know where we’d be.”

— MARLENE AND SHELDON

OVERHEARD AT JASA:

Even though I was isolated, I never felt alone, not even for one moment – and that’s because I had JASA every day. The director goes above and beyond. She is just so wonderful. She cares so much about us in every way. There are activities, but more importantly, there’s camaraderie. Everyone is warm and friendly. The staff call and ask me how I’m doing. I really feel they aren’t doing it because it’s their job – they are doing it because it comes from the heart.

— LORRAINE
Home Care

Sonya was born and raised in Brooklyn. She’s been fiercely independent for as long as she remembers. Sonya is most proud of being one of the first women in her job as a telephone operator. She found the strength to leave an abusive marriage and raise her son alone. After 35 years with the telephone company, she retired. Inspired by her sister, she became a foster parent and eventually adopted two daughters.

A recent stroke and cancer surgery impacted Sonya’s ability to live alone. Her children encouraged her to move into assisted living, but Sonya loves her independence. That’s when she found JASA. JASA’s home health aide, Donna, has been supporting Sonya for the past four years. Sonya, now age 86, says that JASA serves her perfectly. Donna isn’t just her aide, but her companion. They share stories about their lives. Donna continued to be there for Sonya throughout the pandemic so that Sonya can stay in her home.

The seniors receiving JASA’s home care services are homebound, and most receive care to help with medical conditions and health concerns. 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.

OVERHEARD AT JASA:

I can’t thank JASA enough for all they have done to help us and for all of the support they have given me. My JASACare Home Care aide is a wonderful and caring person. I appreciate everything JASA has done. They have done their job professionally and have gone above and beyond! I would like everyone to know just how special my aide is!

— HARRIET

"My home care aide, Donna, is a big help to me. I don’t know what I’d do without her. Sometimes we sit and tell jokes and share different stories. I tell her about my life and she tells me about hers. It’s companionship. She helps me an awful lot."

— SONYA

JASACare. 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.
Caregiver Support

Della is a caring mother of three children and the sole caretaker of one of her grandchildren. Although she has been divorced for several years, she remains close to her ex-husband. Recently he started showing signs of early-onset dementia. Her two adult children who live in New York served as her ex-husband’s main caregivers, but Della saw her children struggle to balance their personal lives and their overwhelming caregiver duties.

Della stepped up to help take care of her ex-husband. She says that just because they are divorced doesn’t mean she’ll stop caring for him. She has a wonderful support system, but it’s a challenge. That’s why she reached out to JASA. JASA’s caregiver program provided Della with individual respite home care, which takes a lot of stress off of her and her children’s shoulders. Della also takes advantage of the workshops that JASA’s caregiver program offers.

Safety concerns stemming from COVID forced many group respite programs to close and become virtual. While many needed relief from the caregiving demands they faced, many did not feel comfortable bringing an aide into their home because of the pandemic. JASA responded by increasing the frequency of calls to clients to provide emotional support and combat isolation. The program also continued to provide multiple support groups as well as 20 educational interactive online sessions for caregivers with discussion, movement, 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.

“My JASA social worker is a pleasure! I often speak with her. She always keeps me informed, and she calls me asking if there are new programs I’m interested in. I wish all seniors knew about JASA. I am blessed.” — DELLA

OVERHEARD AT JASA:

Thank you for all you do. The JASA Caregiver Program has been a tremendous support group for ideas and coping skills. — NORMAN

My social worker has been excellent in every way. She listens and is empathetic. She is knowledgeable and provides recommendations with caring and kindness. I appreciate her support and her providing me with concrete information. — BARBARA
“My depression was affected during the pandemic, but JASA helped me stay afloat. I was scared I’d get sick and not have the help and assistance I’d need. Once I joined JASA, I knew I wasn’t alone. JASA has been extremely supportive. They’ve become part of my family.” — WILLIAM

OVERHEARD AT JASA:
My grandmother suffers from life-long schizophrenia with multiple past hospitalizations. After we were referred to JASA, we were warmly welcomed by their health care professionals. They didn’t dismiss my grandmother’s concerns and created the best treatment plan for her. They worked diligently to find the best medication to treat her psychiatric condition. JASA has helped my grandmother to not only stabilize her schizophrenia, but to also build friendships within the JASA community. Because of JASA, my grandmother has avoided hospitalization for years now. — MARK

Mental Health

William came to the United States from Ecuador 33 years ago. William always took pride in his many jobs over the years and making others happy. He looked at every job as a new adventure and opportunity to learn. He retired shortly after the pandemic hit.

William lives alone, with no support system nearby. He’s close with his daughters, but they live far away. His biggest fear is getting sick and not having anyone to help him. As a native Spanish-speaker, the language barrier is challenging. His respiratory issues make wearing a mask difficult, and that has limited his ability to rejoin his church or visit with friends. During the pandemic, he felt anxious and depressed and reached out to JASA for help. JASA’s geriatric mental health team of bilingual therapists and psychiatrists supported William. They also gave him a tablet to reduce his isolation, which he uses to video chat with his daughters, go to therapy, and attend JASA support groups. He is even using it to help him pass his citizenship test.

JASA’s clinic experienced a dramatic increase in demand for services during the pandemic. All of JASA’s mental health services fully transitioned to providing telehealth calls. These 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.

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 and pharmacological intervention; and (3) PEARLS: The Program to Encourage Active, Rewarding Lives for Seniors, an evidence-based program that aims to reduce depression and improve quality of life for older adults.
Elder Abuse Prevention

Sarah was born and raised in Yonkers. She enjoyed exploring various career fields working with stock brokers, social services, and building management companies. She has three children, and reminisces about the days when they were young. The pandemic has been a particularly challenging time for Sarah. One of her children moved in with her. He was supposed to stay for a few weeks, but those few weeks turned into months. He became verbally abusive, used drugs, and would not respect Sarah’s requests to stop. That’s when she reached out to JASA.

Because of the pandemic, JASA social workers weren’t able to meet with Sarah at the office, away from her abuser. That didn’t stop the team from helping Sarah. The team created a code word for Sarah to use when she was alone and it was safe for her to speak openly. JASA supported Sarah with setting boundaries, safety planning, and helped her overcome her reticence to call 911. Staff also connected her with resources so that she could file a petition for an Order of Protection, which she was granted. Sarah’s son was removed from her home.

JASA’s Elder Abuse Prevention and Intervention programs have transitioned to providing virtual support. Services include social work calls; mutual aid peer support groups; case assistance; safety planning, which includes referrals to other community agencies; legal services; and advocacy for accessing the civil court 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.

OVERHEARD AT JASA:

“JASA gave me that strength that I really needed. I am thankful to them. Before JASA intervened in the situation with my son, I was neglecting myself. I was in a bad place. I knew I couldn’t deal with it alone. JASA helped me tremendously.”
— SARAH

“MY JASA social worker saved my life. I was living in a nightmare, and it became increasingly more abusive. I think getting older made me more vulnerable. JASA helped make my home safe again. I feel like I owe a debt. Because of JASA, I am part of a caring, bright, supportive, community. It’s real people experiencing life and supporting each other.”
— JOHN
“When my son drinks, he becomes a person I don’t know. My JASA attorney was instrumental in helping me go to court and get an Order of Protection. I felt comfortable with him, and they’ve taken care of me. Now I can live my life again.” — MS. L

OVERHEARD AT JASA:
Our team is always ready to defend seniors when their rights to age with dignity and autonomy in safe and sustaining environments is threatened. Cases like Ms. L’s, involving family and domestic violence, are unfortunately common and have been exacerbated by the ongoing pandemic. While these cases are emotional and challenging, it is remarkable to observe the extraordinary resiliency and strength of the older adults we help as they fight for long-term freedom from victimization.
— ROBERT, JASA STAFF ATTORNEY

Ms. L devoted 25 years of her life to teaching kindergarten and third grade. Now, Ms. L spends her days gardening, knitting, reading, painting, and embroidering – something she fondly remembers her grandmother teaching her. Ms. L hopes to one day make a sunroom with shelves – all filled with her favorite plants. She says the key to aging is staying active.

The past few years have been tough for Ms. L – one of her sons has been struggling with an alcohol addiction. He exhibited aggressive behavior whenever he drank. Ms. L says that the most difficult part of being a mother is trying to support her son and care for him, while not enabling his addiction. During the pandemic, her son asked to live with her. She took him in, but the situation escalated. She felt like her son was getting out of control and that’s when she reached out to JASA’s legal services team. JASA’s team of attorneys immediately stepped in to assist Ms. L by helping her get an Order of Protection.

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.
Naturally Occurring Retirement Communities (NORCs)

Caren lives in a housing development known as a Naturally Occurring Retirement Community (NORC). She’s always known it as home – it was the apartment she was born and raised in. When her mother retired and moved to Virginia, she gave Caren the apartment. Before the pandemic, she taught chair yoga and African dance classes in her building. Caren says that JASA’s group programming has given residents the opportunity to build community. She used to pass by familiar faces, but now she knows more of her neighbors.

Caren’s days look a little different now that she’s no longer able to teach in-person. Luckily, the NORC classes JASA provides went virtual. They were even able to do a few socially-distanced classes outside during the summer. Caren calls her JASA NORC director a “fairy godfather” who is always going above and beyond to support the community. Caren continues to be an active member – leading Zoom classes, joining book club, and participating in the Advisory Council to advocate for community needs.

During the pandemic, NORC program staff and partners have 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. Services include individualized social work assistance and nursing support, group programming, intergenerational events, and volunteer and leadership opportunities. Program staff also offer information and assistance to help older residents secure benefits and entitlements, transportation to medical appointments, home care, and home-delivered meals.

“Overheard at JASA:

The staff are caring and kind. They always keep in touch and all of the seniors feel taken care of. During this terrible pandemic they have offered virtual activities as well as many forms of entertainment. They also helped deliver food. I was very fortunate to be able to receive my vaccine here through JASA. These wonderful people have gone out of their way to make sure our community is safe. JASA is very important to us.” — Barry
Case Management

Thelma is 89 years strong. She was born in Brooklyn, where she and her husband also raised their children. Thelma enjoys reminiscing about the days she used to spend at the beach with her family, especially seeing her daughter’s first steps on the sand.

Thelma first found JASA when her husband of 60 years was struggling to eat. He wasn’t doing well, and needed help with nutrition. JASA’s staff took time to interview them and listen to what they needed. Thanks to their JASA case manager, the couple started receiving home-delivered meals.

Unfortunately Thelma’s husband passed away a year ago. It was a big adjustment for Thelma, and she started attending the bereavement groups that JASA offered. She continues to receive JASA’s home-delivered meals. She says they are a blessing, especially now that cooking and shopping are even more of a challenge. Thelma’s case manager continues to support her and even helped her get a vaccine appointment close to home.

Social workers began operating remotely due to COVID-19, calling clients instead of making home visits. The case management team called clients weekly to check in on them, making over 43,000 calls. In the past year staff helped clients get meals, air conditioners, and other essential goods.

"I can’t begin to tell you how much I appreciate my JASA social worker. I’m so lucky to have her. She helped me with my vaccine, doctor appointments, food, and so much more. She is a blessing and I feel so lucky to have her in my life. She’s remarkable.”  – THELMA

OVERHEARD AT JASA:
My social worker helped me get meals delivered and she helped me get some bars in the bathroom so I won’t fall! I had a hip replacement, and I can’t stand in the shower. I had a fractured shoulder too. She helps me in any way she can! She calls me frequently to see how I am to see if I need anything. I feel very lucky to be a part of JASA.

– MYRA

If I had known about JASA services, I would have called and asked for help earlier. Thank you for supporting me and my family. We are so fortunate to have you as our advocate.

– RUTH

5,769 CLIENTS SERVED
43,000+ WELLNESS CALLS MADE
50%+ MORE THAN HALF OF CLIENTS LIVE ALONE
38% ARE OVER THE AGE OF 85

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).
JASA’s Senior Community Connection (SCC) offers short-term intensive case management services to adults aged 60+. SCC’s services include comprehensive in-home or in-office assessment, service planning and connection to assistance, benefits and entitlements, and other relevant interventions by social workers, registered nurse, attorney, case assistants and pastoral counselor.

Mr. D was raised in Guyana and served for 20 years as a soldier and police officer. When he moved to America, he began working at a nursing home – he was on the frontlines during the pandemic. Although he is immunocompromised and receiving dialysis treatments, he risked his life to show up for the residents. Unfortunately, Mr. D contracted COVID, which left him nearly paralyzed. He was hospitalized for three weeks and spent six months in a nursing home for intensive therapy.

After his stay, he returned home to discover that his landlord had moved into the apartment he was renting. More bad luck followed: Mr. D was robbed at gunpoint, losing his identification and ability to access his pension. Senior Community Connection’s (SCC) social worker and attorney provided several interventions including protection from eviction, referrals to a housing specialist, guidance with healthcare, and more. Mr. D is now safe in his home and his finances and health are stable.

At the beginning of the pandemic, SCC staff began connecting with clients virtually; they later resumed some in-home and in-office services. SCC continued to provide life-sustaining assistance including referrals for home-delivered meals, mental health services, and legal services; delivery of essential nursing assessments and medical advocacy; access to cash assistance; and other help.

“I was so lucky to hear about JASA. My social worker and attorney have taught me so much and have assisted me in so many ways. They work tirelessly to support me. JASA helps me with everything I need. They know how to get things done.” — MR. D

“Little by little I realized that I needed help. I’m grateful to JASA – the staff have all been wonderful professionals and so patient. The recommendations you gave me have been excellent. Once again I appreciate your help.” — SELMA

“It is rare for me to be speechless. There are no words to express the gratitude that I feel for everything that you have done for me on a practical and emotional level – along with absolute amazement and awe of JASA and its services.” — THOMAS
“I have a lot of health issues. JASA gave me resources and tips on things I can do to stay healthy. It was a great opportunity and I’m glad I learned a lot of information. Being healthy means I’ll be around to see my four grandchildren grow up.” — FELIX

OVERHEARD AT JASA:

The program offers valuable information for people with chronic diseases or caring for someone with a chronic condition. It has been great to connect with others in this difficult time. Even though we can’t be with each other, we have the benefit of social interaction. — SONIA

The classes helped me with eating healthy, incorporating exercise into my schedule, and making action plans to meet my goals. I am very grateful for this program. Now I have classes I can join daily. — ESSIE

Chronic Disease Management

Felix was born in North Carolina and raised in the Bronx. He’s a proud father of five children and has four grandchildren. Felix had been incarcerated for three years. The transition after his release has been challenging, but he remains positive as he works toward getting his own apartment. Felix enjoys running a men’s clothing store and says the responsibility that comes with the job is rewarding. Through an organization that supports the reintegration of those formerly incarcerated, he found JASA.

With COPD, PTSD, heart failure, scoliosis, and a pacemaker, Felix found it challenging to manage his multiple chronic conditions. With JASA’s chronic disease management classes, Felix learned to be proactive with his health. He’s grateful for the tablet JASA gave him so that he could join the classes virtually. Felix says that the highlight of the program was the opportunity to meet peers with similar experiences and health conditions.

Chronic disease management workshops have been virtual since the beginning of the pandemic. The majority of clients served by this program, however, lack the technology equipment and skill set to participate. JASA began providing tablets, data, and training to seniors to address this gap. With so much new information about COVID-19 shared online, JASA also offered sessions to share 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.
**Care Transitions**

Milagros was born in Puerto Rico and came to America when she was 14 years old. She met her husband in America and they recently celebrated 53 years of marriage. Milagros is a mother, grandmother, and great grandmother. She enjoys going to church, decorating her home, and cooking Puerto Rican food. Milagros was in the hospital for an infection and JASA supported her as she was being discharged to ensure she safely transitioned home.

JASA’s care transitions specialist conducted a home visit to assess her needs. The specialist noticed that Milagros was missing essential items and that she was overwhelmed by the various medications the doctor prescribed. The JASA team created a plan that would increase her comfort in her home and decrease her chances of rehospitalization. JASA staff provided Milagros with an automated pill box that organizes and reminds her of which medication to take. After noticing that her arthritis was acting up because she only had a beach chair to sit on, staff arranged for her to receive a recliner.

At the beginning of the pandemic, 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. But staff recognized that home visits remain the most valuable way to obtain important information about the client and to provide trusted care. As the pandemic continued, in-person visits were resumed.

Wyckoff Hospital has worked with the JASA Care Transitions team for several years. We have referred our most vulnerable patients to the JASA team for the support that they provide in the community. Nothing is ever too difficult – they make things happen! Whether it’s obtaining medications, food delivery, assisting with appointments – in and outside the home, transportation, behavioral health counseling – the work of the JASA Care Transitions team has been invaluable to Wyckoff and for our patients, ensuring that they have what they need to remain as independent as possible, and to age in place if desired.

— **LORRAINE WOLTMAN, RN; CLINICAL IMPLEMENTATION DIRECTOR; WYCKOFF HEIGHTS MEDICAL CENTER**

**OVERHEARD AT JASA:**

"I love JASA and I’m so grateful for the staff who work there. When I left the hospital, they visited me and helped me keep track of my multiple medications. It can be confusing to have so many different bottles I take at different times. They connect me with additional resources and make my life a lot easier."

— **MILAGROS**
I had cancer and got connected to JASA. JASA provided me with a social worker and a nurse - and they are my blessing. They communicated with my doctors and my son. They mean so much to me and have been there for me through thick and thin. Because of the wonderful JASA staff, I am now the happiest person. I am doing things that I like to do again.” — ROSE

“Overheard at JASA:

I don’t know where I would be or what I would do if I didn’t get the support, tools, and guidance from JASA. I would not be strong and in good spirits without their support. I could not find more sensitive, knowledgeable, or professional staff anywhere else.

— ORLY (DIAGNOSED WITH OVARIAN CANCER, MOTHER OF TWO.)

Palliative Care Supportive Services

Rose is a proud mother, grandmother, and great grandmother. Before the pandemic, Rose exercised daily, wrote poetry, and participated in art classes. It was a typical day for Rose, dancing with her friends at the senior center, when she felt something was off. Later, her doctor confirmed that she had kidney cancer.

Rose had previously received help from a JASA social worker and knew that when she reached out again, JASA would come through. A JASA social worker and nurse team worked closely with Rose and her family, helping with doctor appointments and care coordination as well as ensuring that her medications were up to date. Rose says that JASA is a blessing. She gets emotional whenever she thinks about her JASA nurse and social worker - they’ve been there for her best days and her worst days.

The Long Island Center for Dignity and Support (LICDS) has reached clients in person, telephonically, and virtually during the pandemic. The team made more than 5,000 calls and home visits to provide support, counseling, education, assessment, and symptom management for those challenged by illness. 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.

506 RECEIVED DIRECT SERVICES
300+ PROFESSIONALS TRAINED
231 RECEIVED NURSING SERVICES
135 CLIENTS WITH CHRONIC ILLNESS
42 CLIENTS RECEIVED END-OF-LIFE CARE
Adult Protective Services (APS) and Community Guardian Program (CGP)

Ronald is a New York City native. He loved exploring different careers, and says it created an opportunity to make new connections and meet new people. Ronald worked in security, a nursing home, and most recently, cleaning medical clinics. Before the pandemic, Ronald spent his days with family and friends and seeing plays with them.

A few years ago, there was a fire in Ronald’s apartment building. He was forced to live in a shelter for six months. When Ronald was finally able to relocate, he struggled financially and was at risk for eviction. That’s when JASA’s Adult Protective Services (APS) stepped in. JASA’s team of case managers helped him apply for benefits and ensured that Ronald’s rent is paid monthly. Ronald says that JASA has taught him how to budget and maintain his financial independence.

APS continued to respond to a high volume of new clients throughout the pandemic. The Community Guardian Program, which helps the most vulnerable New Yorkers, has also seen an increase in the number of high-risk clients and complex cases.

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.

“When I first joined JASA, I was a mess. My social worker helped me out and showed me how to be independent. She taught me how to budget and how to deal with the courts when I faced eviction. I tell all of my friends who need help to go to JASA.” — RONALD

OVERHEARD AT JASA:

As a case manager for APS, I assess clients for risks including hoarding and eviction. I meet with: seniors who are dealing with financial exploitation from family members or home attendants; seniors who are being physically, verbally, or sexually abused; and seniors who want and request financial management. My job is tough at times, but it’s rewarding when I hear clients say how appreciative they are. It’s important to give them respect.

— KAREN
“My match is a light in my life. JASAChat is such a gift. I’ve been able to meet an extraordinary person and create a relationship with her. It’s something we’ve built up over time and I feel so lucky. I’ve learned so much about my match.” — VIVIANA

“I’ve been speaking to Viviana for over a year now. She makes me laugh and it is very easy to talk to her. She’s got a very warm personality. We’re very friendly and open and we talk a lot.” — LAURA

OVERHEARD AT JASA:
What’s different about JASAChat is that you really get to know someone. You create such an in-depth relationship with your match, like I did. JASAChat has expanded my life in ways I would have never thought. My match has taught me so much about life. — NANCY

JASAChat
Laura was born in Colombia and adopted at a young age. She later reconnected with her biological family and moved to America to be with them. Laura eventually married, had two sons, and worked in social services at a hospital. Her husband passed away after 53 years of marriage. At the time, Laura didn’t know how to cope with his loss and started volunteering at her local JASA senior center. She says that it was her volunteer work that truly helped her heal.

The pandemic forced senior centers to close for in-person programming, so JASA staff identified other ways to engage clients. They asked if Laura was interested in connecting with a volunteer for a weekly phone call through the JASAChat program. At 93 years old, Laura says that she is starting to forget her native language and requested a Spanish-speaker. That’s when JASA introduced Laura to Viviana. Viviana was born in Mexico and moved to New York 25 years ago. Over time, the two have created a strong bond. They enjoy talking about their families. Laura describes Viviana as warm, friendly and open, and feels like Viviana has become her family.

JASAChat was launched in March 2020. It became a lifeline for older New Yorkers who suddenly found themselves isolated and lonely due to social distancing mandates. Older adults have also felt empowered by having a positive impact on their volunteer’s lives throughout the pandemic.

JASAChat connects 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 support JASA’s program staff by giving regular updates on clients to immediately address issues such as food insecurity, hospitalization, questions on benefits and entitlements, and grief and depression.
Sundays at JASA

Dan has a PhD and spent a career as an economist. He supported automation, software, and data in a research department, as far back as the first personal computers. Today, you can find Dan exercising his mind with word games, experimenting with Photoshop, and researching his family tree. He has been a stalwart Crossword Construction student at Sundays at JASA for the past ten years. He says it’s always been fun and rewarding. Dan’s highlight is seeing the finished puzzles in the New York Times – he’s been part of nearly 17 published puzzles.

Dan misses biking or walking to his Sundays at JASA classes, but he’s happy he can participate virtually. He is impressed that instructors continue to engage with the students and encourage class participation over Zoom.

Sundays at JASA classes began meeting virtually in March 2020. Classes have been spread across three days of the week to offer more opportunities for engagement, with options for Zoom or audio-only participation. We continued these classes, as well as other lecture and entertainment programming, throughout the year to offer seniors mental stimulation and decrease isolation.

“Overheard at JASA:

Although my initial interest in Sundays at JASA was just to take the film course, I have added Shakespeare, Creative Writing, Drama, and Masterpieces of Art – all with stimulating, and challenging, instructors. I am happy to see how the instructors are able to nurture, encourage, and really address the needs of the senior students. JASA really saved my life during the pandemic. It provided a schedule and a sense of order to my weeks. I found a community of like-minded warm and friendly people from all over the country in my classes, along with a challenging atmosphere. I am no longer just a retired grandmother – I’m a student again and I love it!” – ILENE

“"I’ve been participating in JASA’s crossword construction class for a little over ten years. It’s always been fun and rewarding. The class instructors have all been experts and wonderful teachers. It is always exciting to see the finished puzzles in the New York Times.”” – DAN

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.
"At JASA’s Help Center, I work with great care to provide clients, caregivers, and their families with connections to the services they need. Every individual is different. It’s our job to listen to their story, make sure they are heard, and identify what services would best support their needs. I am able to put my passion for being an advocate for others in action."

— LESLYN, STAFF MEMBER

OVERHEARD AT JASA:

"JASA is wonderful! They do more than any other organization out there. I get the food deliveries. They sent someone to my home to give me the COVID vaccine. I didn’t have a smoke detector and they sent someone out right away to come and install one. They really do so much. Everyone who works at JASA is great - they do not get enough credit for all the work they do. Thank you."

— MARILYN

Information and Referrals

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 within the organization as well as connect seniors with 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 accessing 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.
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- Well Cornell Medicine
- The Harry and Jeanette Weinberg Center for Elder Justice at the Hebrew Home at Riverdale
- Jacqueline and Scott Weisblum*
- Bernard Weiss
- Welltower Charitable Foundation
- Judith and Roger Widmann* 
- Michael Wolf*
- Anonymous
- Anonymous

**CONTRIBUTOR**

- AllianceBernstein
- Heidi Aronin*
- Jeffrey Baum
- Christine Bell
- Bruce Berger
- Tammy and Charles Brash
- Kimberly Breger
- Bright Power Inc.
Legacy Society

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

Carol Chinn, Chair
Steve Argule
Sanford Evans
Arkady Fridman
Nancy Greene

Eric Greenhut
David Hildes
Mark R. Imowitz
Saul Katz

Ruth Perelson
Anonymous (3)

A Special Thanks to UJA-Federation of New York

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

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

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

Visit: www.jasa.org/donate
Call: 212-273-5320
Email: development@jasa.org

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

Financial Statements (July 1, 2020 – June 30, 2021)

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<th>INCOME</th>
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<tr>
<td>Government Support</td>
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<td>Program Services Fees</td>
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<td>Contributions</td>
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<td>UJA - Federation of NY Grants</td>
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<tr>
<td>Other</td>
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<td>Housing Management Fees</td>
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<tr>
<td>Fundraising</td>
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<table>
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<tr>
<th>INCOME (LOSS)</th>
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<tbody>
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<td>$8,484,764</td>
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NOTES:
The financial report includes social services, housing, and home care.

Government Contracts

FEDERAL
Housing and Urban Development

NEW YORK STATE
Department of Law
Human Resources Administration
Office for the Aging
Unified Court System

NEW YORK CITY
Department for the Aging
Department of Health and Mental Hygiene
Department of Housing Preservation and Development
New York City Housing Authority
Proud to be the go-to agency for older New Yorkers