DEAR FRIEND,

In 2022, JASA faced some of our most urgent challenges yet: inflation that has left seniors food insecure and in need of financial support, an ongoing shortage of affordable senior housing, and a mental health crisis from the social starvation of COVID. During this unprecedented time, your support enabled JASA to continue to adapt, innovate, and meet the evolving needs of older adults.

JASA offers more than twenty different programs and services, and I am so proud to share each one of them with you: for you to meet our clients and see the powerful numbers that show our impact and reach. The stories in this report share the voices, thoughts, emotions, and life experiences of seniors in the JASA community. They represent the diversity we celebrate at JASA - individuals of many different ages, economic backgrounds, cultures, languages spoken, professions, personalities, and more.

These diverse JASA services have more in common than you might expect. Each service addresses one or more of the core needs of older New Yorkers: social connection, economic security, food security, physical and mental health, safety at home, safe housing, and protection from abuse and neglect. This year, we've added a section to the lower portion of each page so you can see the multiple ways each JASA service works to improve the lives of seniors. Because of you, JASA was able to ensure the thousands of seniors that rely on us never had to worry about where their next meal was coming from, that their rent was paid and they had the necessities, or that they were connected to their community.

All of the accomplishments in this report are only possible with the support of friends like you. A sincere THANK YOU - to all of our donors, supporters, volunteers, staff members, and other friends - who make New York City a good place to grow old. You make a difference, supporting vulnerable and older New Yorkers to live lives of meaning and joy in the community.

As you read this report, I hope you share pride in all that we were able to achieve together.

Our deepest thanks,

Kathryn Haslanger
CHIEF EXECUTIVE OFFICER, JASA
About JASA

54 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
8,357 Older Adult Center members
4,513 NORC members
6,033 Case Management clients
2,893 Home-Delivered Meals recipients
4,897 Help Center inquiries
2,651 Tenants in 11 Affordable Housing buildings
1,970 Elder Abuse survivors
1,564 Legal Services clients
1,561 Health Services participants
1,461 Adult Protective Services clients
897 Palliative Care clients
680 Senior Community Connection clients
656 Home Care clients
496 Mental Health clients
656 Community Guardian Program clients
580 SARA clients
316 Sundays at JASA students
644 Caregivers supported
414 JASAchat matches created
414 Home Care clients

Because of you:

Eduard Eves in a safe, secure, and accessible apartment in JASA’s Affordable Housing. JASA owns and manages 11 buildings with on-site social services.

Andrea and Robert have the support they need through SARA - a housing program with apartments for older adults who are transitioning from a shelter.

Elizabeth happily attends group activities, trips, special events, and meals at her local Older Adult Center. Center programming also includes computer, art, health, and exercise classes.

Margarita is supported by home health aides through JASA’s Home Care program. Aides provide personal care assistance and nursing services.

Melvin meets with a social worker through the Case Management program, which connects clients to services including meals, counseling, financial support, home care, health services, and applying for benefits.

Marvin and Michael receive nutritious and life-sustaining Home-Delivered Meals every day. JASA’s team of nutritionists, drivers, and social workers deliver meals directly to older adults’ homes.

Hyacinth participates in JASA’s Caregiver Support program that serves those caring for ill or disabled older adults. The program offers support groups, respite services, and referrals.

Marie receives free legal services through JASA’s Legal Services for Elder Justice, which addresses issues related to housing, evictions, foreclosures, fraud and scam prevention, and elder abuse.

Arthur and Rebecca connect for weekly conversations through JASAchat, which matches volunteers with older adults to reduce social isolation.

Carmela focuses on her health by attending JASA’s Chronic Disease Management program that trains individuals with chronic conditions to manage their illnesses and teach their peers.

Moody has assistance navigating the complicated healthcare system. The Care Transitions program helps patients transition from hospital to home, to prevent avoidable hospital readmissions.

Desiree received help when her husband had cancer. JASA’s Long Island Center for Dignity and Support helps those dealing with serious, life-limiting, or advanced illnesses.

Andrew receives support and financial management through Adult Protective Services (APS). APS is called when an adult’s safety is at risk due to isolation, exploitation, loss of physical health and/or mental alertness.

Anita called JASA’s Help Center and NY Connects to receive assistance for her family. These two programs provide referrals, information, guidance, and resources about aging.
Housing

Eduard is 94 years old. Born in Latvia, he enjoyed his career as an engineer. He met his wife Mary on vacation in Ukraine, and fell instantly in love. They moved into JASA’s Brighton Beach apartments in 2000. Mary passed away two years ago – she was the light of his world. He tells everyone about how they were married for 59 years, 5 months, and 3 weeks.

Eduard is very active in his building’s community. The residential service coordinator plans parties, computer classes, and English classes. He attends all of them, and now knows how to use a computer. He loves to research, tell jokes, and write funny stories. He visits the social workers on site, and shares stories of his happy days with the love of his life.

He loves his apartment and feels sad that his wife Mary didn’t have a chance to see the beautiful new renovations in their home. He is so appreciative of the ways the staff go above and beyond for him every day. Despite the language barrier, he draws what he needs, and staff sit with him and communicate through the drawings. He feels listened to, and says his building super, Timothy, “has hands of gold.”

JASA owns, manages, and operates 11 affordable housing buildings. JASA is an industry leader in providing safe, affordable, and accessible apartments for more than 2,400 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 onsite social services and activities. JASA’s properties are enhanced by planned capital improvements and green energy initiatives.

OVERHEARD AT JASA:

“I worked as a pediatrician before moving to the United States. I have no family here. I live alone. At JASA I have a beautiful apartment, I see my friends at the center in my building, and I’m right by the beach. I love everything about living at JASA!” — ALIZA

“JASA has changed both of our lives. Many residents and the attentive staff speak our language. We all participate in activities and feel a responsibility to help our neighbors.” — AZAR AND ELENA

“ The JASA staff go above and beyond and I am so appreciative. My social worker helps me translate since I speak Russian. I am so grateful for everything JASA has given me!” — EDUARD

CRITICAL NEEDS:
- Social Connection
- Economic Security
- Safe Housing

| 2,651 | TENANTS |
| $332 | AVERAGE TENANT RENT |
| 356 | NEW APARTMENTS UNDER CONSTRUCTION |
| 200 | BATHROOM RENOVATIONS |
| 120 | NEW AIR CONDITIONERS INSTALLED |
Older Adult Centers

Elizabeth is originally from Hong Kong. She has always been a people person, and her career in Human Resources was a perfect fit. For more than twenty-five years, she enjoyed helping employees of NYC Health + Hospitals understand their benefits. Recently retired, she loves to travel, explore different cultures and cuisines, and dance and sing. Elizabeth and her husband were deeply affected by the isolation of the pandemic, and joined their local JASA older adult center to connect with other older community members.

At the JASA center, the couple has been able to continue their active lifestyle. They attend exercise programs, multiple classes, and as self-described party animal Elizabeth tells us, "all the parties." They enjoy the music, dancing, and talking with new friends. Elizabeth loves the food, and as an outgoing person, loves having a friendly place to go.

Thousands of older New Yorkers attend JASA’s 17 older adult centers each year, relying on JASA for daily lunch, social interaction, classes, and trips. JASA offers in-person, virtual, and hybrid classes, with more than 150 total classes offered each week and available to seniors all over the city.

JASA’s older adult 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.

"Without JASA, I would slow down. We are retired and we don’t want to sit home and do nothing." — ELIZABETH

CRITICAL NEEDS:
• SOCIAL CONNECTION
• FOOD SECURITY
• PHYSICAL & MENTAL HEALTH

8,357 MEMBERS
17 CENTERS
57,333 GRAB-AND-GO MEALS PROVIDED
6,984 VIRTUAL AND HYBRID CLASSES
6,974 IN-PERSON CLASSES

OVERHEARD AT JASA:

You are doing a phenomenal job of providing a multitude of programs, activities, events, and nutritious meals to the elderly! This program has been a blessing to my family, and I just want you to know that I truly appreciate all of the hard work and countless hours you devote to the JASA program!
— CHRYS TAL

I’ve been going to my local JASA center every day for the past 19 years. It’s worth every minute of my time because I am loved by the members and JASA staff. Now that the center has reopened since the pandemic, it has given me a newfound purpose. I want to learn all that I can and try all of the things the center has to offer!
— VELMA
Michael and Marilyn are proud New Yorkers. Before they retired, Marilyn was a teacher’s aide in a nursery school and Michael was a truck driver traveling across the country and spending winters in Alaska. Michael and Marilyn met later in life through a friend. It was love at first sight - the couple have been married for 14 years! Michael and Marilyn don’t have family close by. They enjoy reading, puzzles, and socializing with friends.

The couple rely on JASA for home-delivered meals. Michael and Marilyn have health challenges that make it difficult for them to go out grocery shopping and to cook food. They say that without JASA, life would be a lot harder. Michael and Marilyn say that JASA provides more than meals; staff have helped them apply for benefits to make food more affordable.

JASA’s home-delivered meals team of nutritionists, drivers, and social workers deliver meals directly to the homes of seniors. Many clients depend on the daily meal that JASA delivers as their primary meal. Too frequently, our meal deliverers are their only social contact during the day. JASA’s team sees clients daily, knows their routines, and knows when something is wrong. JASA’s meals staff continue to ensure that seniors have the meals that they need and deserve.

Beyond the ready-to-eat meals, the program also provides supplemental shelf-stable meals to ensure that clients have enough food at home.

Home-Delivered Meals

OVERHEARD AT JASA:

“This Caribbean menu is so delicious - I love every meal. I had no idea that I could get meals that were like mom’s home cooked meals.” — MALAKU

“My dad was blessed with delivery people who cared about him and always treated him with a friendly word. The social worker was extremely helpful and helped us find additional support. I will never forget all the assistance that you gave my family.” — RACHELLE, DAUGHTER OF A CLIENT

“The food is very helpful and keeps me healthy - I can’t walk well and going shopping is hard. Don’t ever stop. We need you.” — LAWRENCE

CRITICAL NEEDS:
- FOOD SECURITY
- SAFETY AT HOME

2,893 CLIENTS SERVED
677,317 MEALS DELIVERED
15,673 SHELF-STABLE MEALS
63,524 SNACKS AND SOUPS
9 CUISINES OFFERED
95% SATISFACTION RATE
Caregiver Support

Hyacinth was born and raised in Jamaica. She came to the United States to attend college in Queens. She had a successful career in banking, working at well-known companies where she met her husband, Devon. When they met, she found out that Devon was also from Jamaica and that they even had a mutual connection. Hyacinth’s best friend from high school was Devon’s cousin! The rest was history. The couple have been married for 34 years, raised three children together, and have one grandson.

Hyacinth’s husband was diagnosed with Parkinson’s disease over 20 years ago, forcing Devon to retire from his position as a corrections officer on Rikers Island. Hyacinth’s caregiver responsibilities grew exponentially as his disease continued to progress. Thankfully, she has JASA to help. JASA’s caregiver program provides Hyacinth with an aide for Devon. This gives Hyacinth the chance to get out and take care of herself. Hyacinth also takes part in a caregiver support group that meets every other week. She enjoys hearing other caregivers’ stories and knowing she’s not alone.

Hyacinth encourages everyone who’s a caregiver to join the program. She loves her husband and says that the roles could be easily reversed. The group encourages each other and provides an opportunity for her to share her own strength with others.

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 trained aides as well as out-of-the-home socialization at day centers. JASA also connects caregivers with other services, including meals, transportation services, and older adult centers.

“JASA helps me so much. From the small things like getting medical supplies for my husband to the big things like a caregiver support group. My JASA social wonder is great - whenever I have a problem, I call her to get advice. Everyone at JASA is so helpful.” — HYACINTH

OVERHEARD AT JASA:

“My social worker is always informative, compassionate, and supportive. She provides excellent care and wonderful resources. I know I can always call and speak to her about any problem. JASA is absolutely the best organization with the best programs and services. They are excellent.” — ANNA

CRITICAL NEEDS:
- Social Connection
- Physical & Mental Health

<table>
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<tr>
<th>CLIENTS</th>
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<tr>
<td>CAREGIVER SUPPORT GROUP MEETINGS</td>
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JASA Impact Report 2022
Mental Health

Ilia was born and raised in Brooklyn. As a child, she watched her parents struggle with alcoholism. This inspired her to pursue a career in the human services field. Ilia holds a master’s degree in social work and works with the homeless population – specifically individuals experiencing mental illness and substance abuse issues. She’s a proud mother and grandmother.

Ilia has been depressed for as long as she can remember. During the height of the pandemic, she was also diagnosed with cancer. Her depression worsened. She was feeling overwhelmed and frightened and knew it was time to seek support.

That’s when she called JASA. JASA’s mental health team set her up with a psychiatrist and therapist. JASA’s psychiatrist made sure Ilia had the medication she needed. She works with her therapist to stay mindful of when she’s starting to isolate herself and what she can do to prevent it. Speaking with her therapist motivates her to stay active.

Today, Ilia is in remission. She’s still doing chemotherapy, but she feels strong enough to work again, and she has noticed a difference in her mood. She credits JASA with feeling like she has purpose in her life again.

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 Outpatient Treatment Services staffed by licensed social workers and doctors who provide individual and group therapy and pharmacological intervention; and (3) JASA’s Program to Encourage Active, Rewarding Lives for Seniors (PEARLS), an evidence-based program, which aims to reduce depression and improve quality of life for older adults.

OVERHEARD AT JASA:

"I was in the dark and suffering. I had lost my brother a few months ago, and I had no one to talk to. I couldn’t talk to my family – they kept saying, “it’s time to move on.” A friend suggested grief counseling. So I called 311 and got connected to JASA. From the start, the people at JASA were kind. JASA’s staff saved me from darkness. I can’t believe that people I’d never met could be this supportive and be there for me."  – ALEJANDRO
Senior Affordable Rental Apartments (SARA)

Robert and Andrea met when they were renters in the same building. It was love at first sight and the couple has been married for more than 20 years. Robert and Andrea say that the key to a strong marriage is patience and understanding. Most recently, they also became grandparents!

A few years ago, Robert and Andrea were forced to leave their home. They had no choice but to go to a homeless shelter and had to leave their beloved three dogs. After five months of not having a home to call their own, the shelter referred them to the SARA (Senior Affordable Rental Apartments) program. The couple moved into a fully furnished apartment and reunited with their dogs Pearl, Pebbles, and Snowball. JASA was able to provide Robert and Andrea critical supportive services including help with applying for benefits and a home health aide.

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.

"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.”
— ROBERT AND ANDREA

"Everything JASA does, I appreciate it! When I came here, they made sure I got all the items I needed like sheets, bed spreads, etc. When I moved in, I didn’t have much furniture, but they helped me get a divider for the studio. Without JASA, I wouldn’t have the things I need. I appreciate JASA."
— ETHEL

"I was moving from shelter to shelter. When I found JASA, they helped. When I got my key to my own apartment, I was so happy! The JASA staff always take care of me and check in on me."
— STANLEY

CRITICAL NEEDS:
- SOCIAL CONNECTION
- ECONOMIC SECURITY
- SAFE HOUSING

CLIENTS
580
FORMERLY HOMELESS CLIENTS
172
WELLNESS PHONE CALLS
2,073
HOME VISITS
1,219
TENANTS RECEIVED HOUSING ASSISTANCE
358
CONNECTED TO HEALTH SERVICES
228

OVERHEARD AT JASA:

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— STANLEY

"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.”
— ROBERT AND ANDREA

Everything JASA does, I appreciate it! When I came here, they made sure I got all the items I needed like sheets, bed spreads, etc. When I moved in, I didn’t have much furniture, but they helped me get a divider for the studio. Without JASA, I wouldn’t have the things I need. I appreciate JASA.
— ETHEL

I was moving from shelter to shelter. When I found JASA, they helped. When I got my key to my own apartment, I was so happy! The JASA staff always take care of me and check in on me.
— STANLEY
Margarita was born and raised in Panama. When she was 40 years old she moved to the United States. Margarita worked as a receptionist for a foster care agency. She worked closely with psychologists and psychiatrists and helped translate for the kids and staff. Her work inspired her to go back to college and to get a degree in social work. Margarita is a proud mother of three children and eight grandchildren.

When Margarita was just 36 years old, she got hit by a stray bullet and became paraplegic. She has been a JASACare Home Care client for the past seven years. Margarita loves her two aides that come to help take care of her. From bathing and dressing to cooking and cleaning, Margarita is thankful for her aides, and calls them exceptionally attentive.

Today, Margarita lives independently in her apartment. She loves to go shopping, sit at the park, watch soap operas, and take part in arts and crafts activities. She credits her aides for helping her stay independent.

The seniors receiving JASA’s home care 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. 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.

"My aides are the best. They take such good care of me. I would not change them for anything. They do everything for me and I love them!"

– MARGARITA

OVERHEARD AT JASA:

I cannot thank you enough for all you have done to help us and for all of your support you have given me. The JASA staff are wonderful and caring, and I appreciate all they have done.

– PATRICIA, DAUGHTER OF A CLIENT

The aides that JASA assigns are amazing. It’s not how much you do, rather how much love you put in the doing, which exemplifies what type of aides I have.

– DONALD

I’m very fortunate that JASA was able to initiate services for me and provide the aide that speaks Russian. I’m very appreciative of the work that you do.

– TATIANA

CRITICAL NEEDS:
• FOOD SECURITY
• PHYSICAL & MENTAL HEALTH
• SAFETY AT HOME
Case Management

Melvin was born and raised in Brooklyn. He is the oldest of 13 siblings. His father passed away when he was only 17 – he knew he had to step up to support his family. At 18 years old, Melvin signed up for the military. He served for seven years in the Vietnam War, and lost many friends during his service.

After Melvin served in the military, he became a supervisor at a security company and raised four kids. Today, he lives independently in his apartment and calls himself the mayor of his floor! Melvin enjoys reading, walking on the boardwalk, and connecting with his neighbors.

Melvin survives on a fixed income, which can be difficult at times. That’s why his sister recommended calling JASA for help. He says his JASA social worker has been wonderful to him, from helping him get home-delivered meals to ordering a cane and other necessities. One time Melvin passed out when he was alone at home with no one to help. He was scared when he woke up and didn’t know how long he’d been unconscious. He reached out to his social worker who immediately got him help. He thanks his social worker for always going above and beyond for him.

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 benefits (such as rent subsidies, Medicaid, Medicare, and rent assistance).

“I speak to my JASA social worker at least three or four days out of the week. She’s always calling me to check in and see how I’m doing. I’m grateful to have her as my social worker and for all the help she’s given me.” — MELVIN

OVERHEARD AT JASA:

The services are wonderful. Since I can’t walk, JASA makes sure I have the things that I need. I am very happy with everything my social worker has done for me. — NORMA

I wanted to thank my social worker for always being there for me. Whenever I need support she is always so kind. The walker that you were able to get me helps prevent me from falling. I feel more secure now. — HELENA
Marie, age 73, was born and raised in Haiti. She came to the United States when she was 32 years old. She worked as a home attendant and a housekeeper to provide for her family. She helped her daughter raise her granddaughter from birth through college.

Years later, Marie, her daughter, and granddaughter bought a home together. The trouble began when Marie started losing her vision and lost her job. Her daughter and granddaughter became abusive. They would bang all night to intimidate her with the noise. They hit her and threatened further violence. Marie had no one looking out for her. Her daughter and granddaughter then tried to evict her from her home.

That’s when Marie was referred to JASA’s Legal Services team. JASA attorneys stepped in immediately, preventing her from being evicted. JASA obtained Orders of Protection, helped change her locks, and developed a safety plan. But that wasn’t enough. It was not a happy or healthy home environment for Marie. JASA continued to be there for Marie, and helped her find an affordable new home away from her abusive family.

Today, Marie feels at peace. She says that she can finally take care of her health. She’s able to sleep and eat well and she’s no longer living in fear. She calls the JASA staff her guardian angels.

“Before JASA, I didn’t feel like a human being. I don’t know how to describe JASA staff. They are amazing. They helped me live like a normal person and gave me my life back. They do everything for me. I feel like myself again. Thank you isn’t enough.”

— MARIE

OVERHEARD AT JASA:

This case was complicated. It involved Housing Court, Family Court, and Supreme Court. It was originally brought to us by an amazing young JASA attorney, Abhay Kotwal, who passed away unexpectedly at a very young age. He saw the pain that Marie was going through and really wanted to help her. Even though the case seemed impossible, the team did everything we could to make sure Marie got the help she needed. We want to recognize staff member Abhay who was instrumental in making sure Marie is safe.

— DIANNE, JASA SUPERVISING ATTORNEY

While Marie calls us her guardian angel, Marie’s story shines a beacon of hope to our clients and those who are victimized by abuse.

— ROBERT, JASA SENIOR ATTORNEY

Legal Services

Marie, age 73, was born and raised in Haiti. She came to the United States when she was 32 years old. She worked as a home attendant and a housekeeper to provide for her family. She helped her daughter raise her granddaughter from birth through college.

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Today, Marie feels at peace. She says that she can finally take care of her health. She’s able to sleep and eat well and she’s no longer living in fear. She calls the JASA staff her guardian angels.

JASA’s Legal Services for Elder Justice provides assistance to 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.
Arthur’s interest in science was inspired by his father, who had a job as a lineman and bravely climbed telephone poles. After Arthur graduated high school, he had a successful career working for his town in the signage division.

Arthur is now homebound. He finds weekends especially difficult and lonely, but thankfully, he speaks to Rebecca, his JASAChat match, weekly. She was drawn to the program because of her close relationship with her own grandparents. She says that the program is a way for her to engage with older adults and an opportunity for her to learn about someone’s interests and life.

Arthur and Rebecca bond over their love of science and sports. Arthur says that Rebecca is a wholesome person who is very close to her family. As an only child, Arthur says that listening to Rebecca speak about her loved ones brings him joy.

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.

JASAChat was launched in March 2020. What started out as a three month time commitment has led to matches celebrating their 2+ year JASAChat anniversaries. Real, long-lasting friendships have formed through the program. Older adults have also felt empowered by having a positive impact on their volunteer’s lives.

"I feel revived after conversations with Rebecca. I can’t wait for the next call! It gets me through the long weekend, and by Thursday, I’m waiting in the living room with the light on for Rebecca to call." — ARTHUR

"Arthur is engaging and a great storyteller. JASAChat is different from other volunteer opportunities I’m part of because I’m able to really build a friendship through weekly calls. It’s so fulfilling." — REBECCA

"We have so many things in common that I don’t even know where to start. My match and JASAChat are such a blessing." — LUCIANA, JASAChat Senior
Carmela is a proud New Yorker – born and raised, she can’t imagine living anywhere else. She has a brother who lives close by and a nephew who lives in Texas. In her free time, Carmela loves to cook (she says that her potato salad is a crowd favorite). She also enjoys listening to music, sticking with the classics like Whitney Houston and Michael Jackson.

Carmela got connected to JASA through the Osborne Association – an organization that works with formerly incarcerated individuals. Carmela was incarcerated for 14 years and upon release had to get knee surgery. She also needs a hip replacement, but needs to go through chemo for her immune disorder first. In the meantime, she suffers through her pain.

Through JASA’s Chronic Disease Management program, Carmela was able to learn how to cope with pain and what foods can help. She says that because of the program, she’s now eating better. She knows how to read labels and she incorporates more vegetables into her diet. All of the staff in the health program are knowledgeable, caring, and helpful.

JASA’s Chronic Disease Management peer-to-peer program trains individuals with diabetes, high blood pressure, pain 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.

**Chronic Disease Management**

“I’m in a lot of pain and in need of a hip replacement. I took JASA’s class on pain management and it was an excellent experience. The facilitators were great and very knowledgeable. I learned how to deal with the pain and how to eat better. I recommend it to anyone who also has chronic pain.” – CARMELA

**OVERHEARD AT JASA:**

“I feel blessed to be a JASA member and part of the Chronic Disease Management program. I also really enjoy volunteering as a Community Health Navigator. I love helping out people in the community, taking their blood pressure, and sharing advice on how to keep it at a normal level.” – RAY

**PARTICIPANTS**

944

**INCREASED PHYSICAL ACTIVITY LEVELS**

98%

**USED STRATEGIES PROVIDED TO EAT HEALTHIER**

95%

**USED TECHNIQUES TO PREVENT FALLS AND IMPROVE BALANCE**

93%

**HEALTH CONDITIONS:**

68% HYPERTENSION
59% ARTHRITIS
39% DIABETES
45% HIGH CHOLESTEROL
37% CHRONIC PAIN
15% PREDIABETES

**CRITICAL NEEDS:**

• SOCIAL CONNECTION
• PHYSICAL & MENTAL HEALTH
Care Transitions

Moody was a school safety officer until he got diagnosed with a heart condition and was forced into retirement. Now, Moody enjoys spending his time dancing and going to the park to play chess. Moody prides himself on having a close-knit family. He’s the oldest of five siblings, is an uncle, and most importantly a proud father and grandfather.

Moody first discovered his heart failure when he started having trouble breathing while walking. Doctors at first thought it was a cold, but then discovered he had an enlarged heart. Moody’s team of doctors connected him with JASA to help him navigate the complicated healthcare system. JASA’s care transitions specialist helped Moody apply for medical benefits and ensured Moody always had transportation to doctor’s appointments. JASA provided intensive patient education about his health conditions and symptom management and helped him manage his medications.

Two years ago, Moody was diagnosed with colon cancer. JASA has been there for him every step of the way, helping to get him a hospital bed. JASA staff checked in on him making sure he had everything he needed and that he knew he was not alone. Today, after rounds of treatments, Moody’s cancer hasn’t spread. Moody says that he is determined to watch his grandson grow up. He credits JASA for making his life easier during some of his most challenging times.

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.

“JASA is great. I know someone is there advocating for me. JASA has made my life easier. I can count on someone trying to make sure I have a better life.”

— MOODY

“I’m thankful to JASA for helping me when I needed it the most. The Care Transitions Specialist came to visit me at home, checked all my prescriptions to make sure I had enough of them and that I was able to understand the purpose of my medications. When I told him that I just ran out of oxygen and that I was feeling short of breath, he immediately called the oxygen supplier. He coordinated the delivery of a new oxygen tank, which I received 30 minutes after he made the call. If it wasn’t for him, I think I might be back in the hospital.”

— ESSIE
“Ever since I had my amputation, my life has drastically changed. I’ve had to be dependent on so many people. I have no words to express how I feel about JASA. JASA has done so much for me and I’m so grateful.” – ROBERTO

OVERHEARD AT JASA:

Our case navigator is very kind, and our family is very grateful to her. She always treats us with affection and respect and she is very patient. She helps translate medical documents because we don’t know how to speak English very well. – CARMEN

Health Home

Roberto is a proud Puerto Rican who came to the United States when he was 12 years old. He went to school and started working various jobs. He worked in a factory, was a doorman, and cleaned. Roberto is one of eight children and is close with his siblings. He enjoys playing dominoes and cards and when he was younger, he was a basketball and baseball player.

About five years ago, Roberto was diagnosed with diabetes. His condition became so severe that his leg was amputated. Roberto recalls his life drastically changing after the amputation. Things got even more stressful when his health insurance changed.

JASA’s Health Home team has been able to provide him with a mattress, rollator, scooter, walker, and other necessities. The team supported him as he navigated his new health insurance plan. When JASA staff first met Roberto, he was living in a building that was infested with bedbugs, roaches, and mice. With the agreement of Roberto’s family, JASA staff helped place him in a safe assisted living facility.

JASA’s Health Home program is for individuals that have Medicaid and two chronic health conditions. When clients are enrolled, a care plan is created and staff work closely with the client to complete the plan, which evolves with the client’s needs.

60 CLIENTS

TYPES OF SERVICES PROVIDED:
98% RECEIVED SOCIAL SERVICE COORDINATION
65% RECEIVED ASSISTANCE WITH DOCTOR APPOINTMENTS
52% RECEIVED HOME CARE REFERRALS
38% RECEIVED TRANSPORTATION ASSISTANCE
27% RECEIVED HOUSING ASSISTANCE

CRITICAL NEEDS:
• PHYSICAL & MENTAL HEALTH
Naturally Occurring Retirement Community (NORC) Program

Stephanie is a proud matriarch and has twin daughters and three grandsons. She was a single mother enrolled in nursing school, but paused her education to support her family. At age 45, Stephanie went back to school to become a surgical technologist. Her favorite part of the job was orthopedics.

Stephanie lives in a Naturally Occurring Retirement Community (NORC), a housing development where JASA provides activities. Stephanie was looking to meet other seniors and JASA helped her connect with peers and be part of a community.

Stephanie thanks JASA staff for supporting her through some difficult times in her life. She says that the staff mean so much to her and that she can always count on them. The classes and activities give Stephanie something to look forward to each week. Her favorite classes include chair yoga and “lunch and learn” where she learns about a wide range of topics like asthma, diabetes, and hypertension.

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:

My JASA NORC exercise classes are wonderful – I cannot say enough good things about the instructors! The seniors at Warbasse are well taken care of. JASA staff do a phenomenal job. Everyone goes out of their way to make sure our community is kept safe. Funding must continue. JASA’s work is very important to us.

— BEN

My JASA NORC has always played a huge part in my life, but since the loss of my family member, I could not have stood up under all my pain if it weren’t for JASA and the care they gave me.

— SOPHIE
Elder Abuse Prevention

Valda was born in Guyana and moved to America in 1982. She worked for New York State for 23 years, caring for adults with developmental disabilities. Valda is a mother of five boys, and a grandmother of nine. She is a cancer survivor, and has now been cancer-free for six years. She enjoys spending time gardening, cooking, and reading.

After experiencing family trauma and the loss of her two of her sons, her third son struggled with coping over the loss of his brothers and became belligerent and boisterous. That’s when Valda turned to JASA for support. Through JASA, she found safety, coping strategies in peer support groups, spiritual support groups, and so much more. Valda credits her hope and inspiration to her social worker, spiritual guide, and her peers. Valda says that the staff at JASA taught her that she had choices and that she wasn’t alone in her situation. Because of JASA, she feels safe again to leave her house.

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

OVERHEARD AT JASA:

As a social worker for JASA’s Elder Abuse Prevention program, I am an advocate for the most vulnerable and traumatized of our society: seniors who have been abused by someone they trusted. My clients are from various backgrounds and cultures. With a client-centered and heartfelt approach, I have been able to mitigate my clients’ emotional scars and trauma that resulted from the abuse and subsequently help the client enjoy some relief, safety, and protection.

— GILBERT, SOCIAL WORKER

“JASA taught me that I have choices, and that I don’t have to go through anything alone. JASA is my beacon of hope.” — VALDA*
Senior Community Connection (SCC)

Susan is a published author, poet, and activist. She has worked for many nonprofits representing Jewish, indigenous, and social welfare causes and against wrongful convictions. She is best known for spending 33 years researching the fate of Raoul Wallenberg, who saved thousands of Jews during the Holocaust, and disappeared into the Soviet Union in 1945.

Susan is used to facing big challenges, undaunted. When the pandemic struck, Susan, now 80, began to face new kinds of struggles. Susan had heard about JASA since the 1960s and she decided to call for help. JASA’s Senior Community Connection (SCC) team stepped in. A social worker assisted Susan with applying for benefits and advocated on her behalf interacting with various city agencies.

As Susan faced other challenges of growing older - including health issues and isolation - SCC continued to help in a variety of ways. The social worker connected Susan with a therapist for emotional support, with a registered nurse to help her manage her many medications, and with a pastoral counselor to provide spiritual support. Susan is thankful for JASA and the staff, and especially for the help in getting her “fighting spirit” back. Without JASA, she says, she would have given up.

JASA’s Senior Community Connection Project (SCC) offers short-term intensive case management services. 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, case managers, a registered nurse, and a pastoral counselor.

“I have to say how really impressed I am with the quality of care that consistently comes out of JASA. I had begun to give up but JASA came leaping in with every form of help imaginable. The strength and thoughtful quality of their care gave me hope.”
— SUSAN

OVERHEARD AT JASA:

“I’m always in my house. I feel good when my JASA social worker calls me to find out how I’m doing, which makes me feel like I’m not all alone. JASA helps me a lot.”
— DAISY

“Pastoral counseling is like seeing a therapist. I’ve never had this kind of counseling before, even though I’ve been to church all my life. She’s very understanding and she doesn’t judge you. She makes you feel very comfortable. It’s been very helpful! I’m grateful that I have it.”
— JOYCE

CRITICAL NEEDS:
- SOCIAL CONNECTION
- ECONOMIC SECURITY
- FOOD SECURITY
- PHYSICAL & MENTAL HEALTH
- SAFETY AT HOME

680 CLIENTS

TYPES OF ASSISTANCE PROVIDED:
- 777 BENEFITS/ENTITLEMENTS
- 594 PASTORAL COUNSELING
- 498 INFORMATION AND REFERRAL
- 236 LEGAL SERVICES
- 153 HEALTH/MENTAL HEALTH
- 147 HOUSING SERVICE
Desiree and Ron met in high school. Desiree was a cheerleader and Ron was a football player. The two dated in high school and parted ways after graduating. Ten years later, fate brought them together. The couple married and raised two children. Desiree was a preschool teacher, and Ron began as an expeditor and then followed his music passion and opened his own record company.

One year ago, Desiree and Ron received devastating news. Ron had stage four cancer. That’s when Desiree found JASA. JASA’s social worker connected Desiree with hospice care. She also provided supportive counseling and helped Desiree navigate the complicated healthcare system. Two months after JASA started working with Desiree, Ron passed away. Desiree’s world came crashing down. JASA continued to be an unwavering source of support for her and her children. Desiree says that navigating grief is a painful and extremely difficult journey, but her JASA social worker’s compassion, guidance, and support have enabled her to rebuild her life.

JASA’s Long Island Center for Dignity and Support makes calls and home visits to provide counseling, care management, spiritual care, information and referrals, entitlements counseling, care coordination, advance care planning, and assistance in navigating the healthcare system for timely and appropriate care. They help clients and their families cope with end-of-life issues, grief, and bereavement and connect families to a vast network of specialized and culturally sensitive services and resources. And for the many others on Long Island who approach JASA with needs such as food and economic insecurity, JASA provides assistance with entitlements, referrals and case management.

**OVERHEARD AT JASA:**

The program director is truly one of the best at helping to navigate through complex policies, procedures in healthcare as well as through emotional times, with grace and patience. — MICHELLE

On behalf of my family I was truly blessed to have met and worked with the program supervisor over the past few months. Her professionalism and tireless efforts in guiding me and my family through the process of making sure both of my parents’ needs were addressed was actually life-altering. For someone who I had never known to put in that much time was extraordinary and will never be forgotten. — MICHAEL

"JASA became my lifeline. I’m eternally grateful for JASA and for my JASA social worker. She helped rebuild my life as I dealt with my grief journey. JASA was there for me when I needed it most.” — DESIREE

**Palliative Care Supportive Services**

CLIENTS SERVED 897

PROFESSIONALS TRAINED 849

RECEIVED CAREGIVER SUPPORT 378

RECEIVED NURSING SERVICES 279

CLIENTS WITH ADVANCED ILLNESS 175

RECEIVED GRIEF/BEREAVEMENT COUNSELING 182

CRITICAL NEEDS:
- PHYSICAL & MENTAL HEALTH
- SAFETY AT HOME
Sundays at JASA

Don and Dolores are college sweethearts. They were neighbors in the same dorm and the rest was history. The couple were both English majors and shared a love for the arts, culture, and teaching.

Dolores had a successful career as a math and English teacher. Don was also a teacher and followed his passion for dance and playwriting. He was a member of the Actors Equity Union as a professional dancer and actor having done many musical theater tours throughout the U.S. for over 20 years. He has produced and published plays.

Don and Dolores are retired, but continue to grow and learn. Dolores learned about JASA through a New York Times crossword puzzle created by students from Sundays at JASA. She researched the program and found a wide range of 18+ courses led by professional instructors. The couple were both impressed by the variety of classes. As soon as they tried it, they knew it was a perfect fit for what they were looking for. Don and Dolores say that the instructors are knowledgeable and personable. They say all the classes are great and it’s hard to pick favorites, but if they had to choose, their top courses are modern poetry, opera, and masterpieces of art.

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.

“Overheard at JASA:

The instructor is a gem. He’s very knowledgeable and fair-minded and impartial in running the discussion.” — SUSAN

“Thank you for an excellent program. I liked the classes that I attended. The teachers were knowledgeable and great.” — LINDA
Adult Protective Services (APS) and Community Guardian Program (CGP)

Andrew was born and raised in the Bronx. He’s lived in the same neighborhood for 27 years. His favorite thing about the city is all that it has to offer from theater and movies to libraries and museums. In his free time, Andrew enjoys watching movies, playing pool, going on walks, and listening to music. His favorite band is the Beatles.

Andrew had a difficult childhood – his father struggled with alcoholism and he experienced homelessness at a young age. Andrew faces challenges with his mental health and with substance abuse. He first reached out to JASA when struggling in a few areas of his life – paying bills, maintaining clean living conditions, and staying sober. JASA’s Adult Protective Services (APS) team helped Andrew sign up for benefits and connected him with a JASA therapist and psychiatrist. The team continues to provide financial management services so that he doesn’t have to worry about paying his rent and electric bills on-time. JASA also provides deep cleanings of his home when needed to make sure his living conditions are safe.

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.

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CRITICAL NEEDS:
- ECONOMIC SECURITY
- FOOD SECURITY
- PHYSICAL & MENTAL HEALTH
- SAFETY AT HOME
- SAFE HOUSING
- PROTECTION FROM ABUSE AND NEGLECT
## Information and Referrals

Anita is a proud Brooklynite. She met her husband Marty at a party. Before the two retired, Marty had a successful career as a physical and health education teacher, and Anita worked in fashion. Together, the couple raised two children and now are proud grandparents.

About two years ago, Marty had several back operations. He needed support, but didn’t want to recover in rehab – he wanted to be in his own home. Anita needed help taking care of him, but had trouble finding home care aides. The couple was struggling. Anita’s overwhelming duties as a caregiver were taking a toll on her health.

She had heard good things about JASA from a friend, so Anita reached out for help. With one call she was able to address many needs. JASA connected her with a social worker in JASA’s Caregiver Support program, who was able to get Anita an aide to help Marty at home, connect her with a therapist, and provide her with emotional support in caregiver support groups. What impressed her most, though, was the compassion that she experienced from the very beginning.

JASA has two 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: (1) 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; (2) 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.

### OVERHEARD AT JASA:

At the Help Center, every day is different and that is what excites me. We receive many returning callers which shows that older adults trust in JASA to guide them in what they need. My time at the Help Center has been a great learning experience. The team is supportive and passionate about doing what is best for our older adults. I am content and honored to do my part as an advocate for our older adult community.

— LAURA, JASA STAFF

### CRITICAL NEEDS:

- Economic Security
- Food Security
- Physical & Mental Health
- Safety at Home

| TYPES OF CALLERS: | | |
|-------------------|------------------|
| 47% Older Adults  | 27% Family and Friends |
| 26% Professionals and Others |

| TYPES OF SERVICES REQUESTED: | | |
|-----------------------------|------------------|
| 1,073 Meals                 | 646 Housing      |
| 605 Legal Services          | 491 Mental Health |

| QUESTIONS ANSWERED | | |
|--------------------|------------------|
| 4,897              | 700              |

| QUESTIONS ANSWERED VIA LIVE CHAT | | |
|----------------------------------|------------------|
| 47% Older Adults                 | 27% Family and Friends |
| 26% Professionals and Others     | 491 Mental Health |

"JASA is wonderful - everyone I’ve spoken to has shown such compassion. Even though my life is hard, I am very grateful. JASA got me help immediately. I tell everyone about JASA." — ANITA
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Sholom Ellenberg

EXECUTIVE DIRECTOR, HUMAN RESOURCES AND DIVERSITY
Denise Robin Freeman

EXECUTIVE DIRECTOR OF HOME CARE
Lana Goykhberg

CHIEF FINANCIAL OFFICER
Matthew M. LoCurto

EXECUTIVE DIRECTOR OF REAL ESTATE & MANAGEMENT
Donald Manning

CHIEF OPERATING OFFICER
Wayne Francis

GENERAL COUNSEL
Ayana Robertson

CHIEF DEVELOPMENT & COMMUNICATIONS OFFICER
Allister Wesson
Financial Statements
(July 1, 2021 - June 30, 2022)

INCOME

- Government Support 73.9% $90,225,355
- Tenant Rent 6.9% $8,429,576
- Program Service Fees 7.6% $9,246,873
- Contributions 4.2% $5,137,200
- UJA - Federation of NY Grants 2.5% $3,076,771
- Other 3.3% $4,083,535
- Housing Management Fees 1.6% $1,953,393

TOTAL 100.0% $122,152,703

EXPENDITURES

- Program 81.9% $95,107,014
- Management and General 17.7% $20,556,861
- Fundraising 0.4% $515,332

TOTAL 100.0% $116,179,207

INCOME (LOSS) $5,734,354

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

Government Contracts

FEDERAL
- Housing and Urban Development

NEW YORK STATE
- Department of Health
- Department of Law
- Interest on Lawyer Account Fund
- Office for the Aging
- Office of Mental Health
- Unified Court System

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

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247 West 37th Street
New York, NY 10018
Tel: 212.273.5200
Email: help@jasa.org
www.jasa.org
@JASASeniors