

Reachingout

The Newsletter of One Stop Senior Services

VOLUME X FALL 2006



Ways to Support One Stop's Work:

- * Honor or remember a loved one with a tribute gift, see current listing, back cover
- * Designate One Stop in your employer's United Way campaign
- * Double the value of your gift with a matching gift from your employer
- * Include a bequest to One Stop Senior Services in your Will
- * Become a volunteer
- * Tell a friend about One Stop

One Stop is a 501(c)(3) non-profit organization, all contributions are tax-deductible to the full extent of the law.

For more information, contact Ruth-Ellen Simmonds, Executive Director at (212) 864-7900, ext.11 www.onestopseniorservices.org

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Care Management Program Gives Comfort, Safety, and Independence to Senior Residents of the Upper West Side

Retirement, once believed to be a time of leisure and relaxation, is no longer the dream it was. Many retirees find that they do not have the financial or emotional support needed when difficulties or illness strike. Often there is nowhere to turn, especially for those who are childless or disconnected from family. Several years ago, Carmen Escobar, LMSW, One Stop's Director of Programs, began to notice an unfortunate trend among those coming to seek case assistance: "Many of these people needed more than the case assistance and support One Stop traditionally provided. They needed someone to check in, someone to make sure that they were getting proper in-home care, paying their bills, getting to doctors' appointments, getting treatment for depression and eating properly."

In response to this need, One Stop, with the support of the Isaac H. Tuttle Fund, began

a pilot care management program. That pilot was enormously successful, and the fully implemented Care Management Program is now an integral part of One Stop. Each client receives an in-depth assessment and regular home visits to monitor progress. Referrals come from other nonprofit agencies, doctors, hospitals, elected officials, and others.

The Care Management program is a proud testament to One Stop's practice of addressing all the difficulties our senior neighbors face and, then creating the programs that resolve their dilemma. We are grateful to our funders for enabling One Stop to respond to our seniors' requirements.



One Stop Care Management client Sylvia Albert at home.

Susan Brown-Mandel, LCSW-R, Director, Care Management Program, has been a long-time counselor to the elderly and homebound in New York City. Susan has been Program Coordinator of Elders-At-Home for the Stanley M. Issacs Center. After receiving her MSW, Susan spent eight years working at Mt. Sinai Medical Center in discharge Home Health Care, where she provided counsel and solace to homebound patients and their families. Upon leaving Mt. Sinai in 2002, Susan worked with hospice patients and the acutely ill for Visiting Nurse Service of New York. There she obtained considerable experience counseling elderly people who were coping with long-term care needs and end-of-life issues. She has provided counseling to seniors at One Stop during the past year as part of the Medicare Part D program, and One Stop is delighted to have her as Director of Care Management

One Stop Senior Services

Since its founding in 1981, One Stop Senior Services has assisted over 50,000 Upper West Side seniors. Their troubles cover a wide range: elder abuse, evictions, rent and utility arrears, hunger, medical benefits, inadequate health care, timely bill payment, and complex legal issues.

One Stop's mission is to improve the quality of life of older citizens (60+) residing between Columbus Circle and Harlem on Manhattan's Upper West Side. We enable them to continue living safely and independently in their own community. Seniors come to us knowing they will be heard, recognized, and treated with compassion and respect. At One Stop, seniors know that they will be presented with options and empowered to make the best decisions for themselves.

One Stop Senior Services

747 Amsterdam Avenue, Fl. 3
New York, NY 10025
TEL (212) 864-7900
FAX (212) 662-4578
www.onestopseniorservices.org

A Note from Ruth-Ellen Simmonds



As we come to a close of our Fiscal Year, I want to take a moment to reflect on One Stop's achievements during the year. Our Care Management Program, the focus of this issue of "Reaching Out," is now fully implemented, thanks to the generosity of our donors and the dedication of staff. This new program, of course, is in addition to One Stop's traditional Case Assistance Program, which responds to the needs of more than 3,000 seniors annually. As New York's elderly poor population grows, we hope that One Stop's Care Management and Case Assistance Programs will enable a sizable portion of this most vulnerable population to remain in their homes for as long as it is safe and possible. With your continued support, I have faith that we will be able to successfully meet the challenge ahead.

This year, we were also able to assist more than 1,400 Upper West Side seniors navigate the difficult and complex process of identifying and enrolling in the new Medicare Part D Prescription Drug Program that was best for them. Many of those we enrolled stated that they could not possibly have found the right plan if they had not come to One Stop.

In February, board member Daniel A. J. Rayner hosted a reception that brought us together with friends, old and new. In early May, board member Dr. Harold Bronheim warmly offered up his home for a reception he hosted with our president, Charles Richter. Also in May, Lissa Goldberg hosted her 8th Annual (and very successful) Spring Benefit Luncheon. These events raised over \$40,000, with all of the proceeds going directly toward our programs. Our warmest thanks to Daniel, Harold, Charles, and Lissa.

A very heartfelt thank-you also goes to board member Elisa Owen for her tireless efforts in making each of these events so excellent and successful. We couldn't have done any of them without her.

We recently welcomed a new board member, Leopold S. Rassnick, Esq. Lee has been a Managing Counsel of The Bank of New York since 2000 and has had a prestigious legal career in the finance industry. We also welcome back Laura C. Gonzalez, Senior Vice President/Senior Compliance Officer at Citigroup/Smith Barney. This year, we said goodbye to board members Marsha Cohen, Marcie Cohen, Richard L. Hartz, and Patricia J. Kozu, who rotated off the board. We are thankful to them for their dedicated service.

One Stop made significant gains in 2006 and we are looking forward to maintaining that momentum in the year ahead. However, our success requires your assistance, so please continue your support; you may be sure that we are most grateful. Thank you all for your past generosity, and please feel free to visit to see firsthand how your gifts improve the lives of our seniors. I will be delighted to see you and introduce you to our wonderful staff.

Ruth-Ellen Simmonds

Executive Director

FROM OUR CLIENT'S EYES –

One Stop's Care Management Program

ANA ZEFERINO (her name has been changed to protect her privacy), a 77-year-old Portuguese woman, first came to One Stop twelve years ago for help in obtaining entitlements. Over the last few years, she has become progressively more infirm and now suffers from many chronic ailments including high blood pressure, clinical depression, edema, and heart disease.

Having no family or close friends in the United States, Ms. Zeferino had become accustomed to doing things for herself and was extremely resistant to asking for help. She admitted to her One Stop Case Manager that she had fallen several times in her apartment but minimized her injuries. Then one day she fell and was unable to help herself up. She could not reach the telephone to call for help. For three days, she lay on her living room floor. Finally, a neighbor heard her cries and called for an ambulance.

Once hospitalized, Ms. Zeferino realized that her situation was grave. The hospital social worker was preparing to place her in a nursing home. At that point, Ms. Zeferino called One Stop to intervene and was immediately placed in the Care Management Program.

Since her ordeal, Ms. Zeferino has become much more amenable to accepting One Stop's help. Her Case Manager has arranged for her to have daily homecare and a nurse from Visiting Nurse Services to come every day to treat her leg wounds, caused by edema. Ms. Zeferino also has monthly doctors' visits, which One Stop arranged through the Mount Sinai Visiting Doctors program, to monitor all of her healthcare needs. In addition, her One Stop Case Manager makes sure that Ms. Zeferino receives financial management services and heavy duty house-cleaning from Adult Protective Services.

As a result of our Care Management Program, Ms. Zeferino is no longer in danger of being sent to a nursing home. She has everything she needs at home, including the entitlements she qualifies for that allow her to her stay there. Now, she is not afraid of living alone; in fact, she is enjoying life again.

GEORGE SODOFSKY (his name has been changed to protect his privacy) is 94 years old and blind. His mobility is severely impaired, rendering him homebound. Simply to negotiate the entrance stairs to his building, Mr. Sodofsky requires the assistance of two people; hence, his opportunities to get outside are limited. Although Mr. Sodofsky is besieged by many physical challenges, he continues to have a warm and positive outlook and many friends, as well as a volunteer visitor from Dorot, a person from the Jewish Guild for the Blind who comes by to read him his mail, and round-the-clock home care.

Last year, despite this supportive network, Mr. Sodofsky found he still needed help in securing his government entitlements. As a result, the Dorot volunteer referred him to One Stop's Case Assistance and Care Management Programs. Our intensive case management approach completely filled the gap in Mr. Sodofsky's services.

Our One Stop social worker made weekly visits to Mr. Sodofsky's home, where she arranged for him to obtain food stamps, enroll in a Medicare Part D prescription drug plan, and renew his Medicaid policy. Our on-site entitlements experts from the Human Resource Administration and our Medicare Part D consultant enabled our social worker to access these services promptly.

Now, our social worker is counseling Mr. Sodofsky on appointing someone to serve as his power of attorney and be his healthcare proxy. Once Mr. Sodofsky makes his choice (and his preferred candidate consents), his social worker will ask our co-located lawyer from Legal Services of New York to complete the necessary paper-work.

The ongoing monitoring and coordination of services that are an integral part of the Care Management Program, plus the help he gets with his entitlements through Case Assistance, provide Mr. Sodofsky with peace of mind and enable him to look forward to living safely in the comfort of his own home.



Bequests & Planned Giving

Continue to make an impact on One Stop while making a strong financial investment for yourself and your loved ones. Planned Giving ensures a healthy future for One Stop—regardless of the economic climate. For information on bequests, charitable gift annuities, and other forms of planned giving, please contact Ruth-Ellen Simmonds, Executive Director, 212-864-7900.

Matching Gifts

Matching gifts are a great way to add to your contribution. Please check with your employer's Human Resources Department for more information.

Please be sure to visit our web site at www.onestopseniorservices.org

Credits:

Blanche Norman: Writer
Eve Sandler: Design
Trudi Cohen: In-House Photography

Losing a loved one can be extremely difficult. We each find different ways to cope with loss. For some, Memorial gifts are a very special way to honor the legacy of those we have loved while also helping those less fortunate. One Stop also receives gifts in honor of birthdays, anniversaries, and other note-worthy occasions.

The following gifts were received between July 2005 to June 2006:

In Memory

*Helen G. Hinkley,
Morris Silverman and
Joan Hope Silverman*
Ruth-Ellen Simmonds

Dorothy Jo Affler
David Affler

Minna Dresler
Suzanne Pace

In Honor

Robert Brown
Laurie Cowan

Alene Hokenstad
Merl Hokenstad

Mary McLennan
Helen Shilkin

Louis Morrell
Alice Yaker

Louis and Joan Morell
Lisa Fitzgerald

Elisa Owen
Robin Statsky

Abe Schwartz
Lani Sanjek

ACCOMPLISHMENTS

With special thanks to those who so generously give us their contributions and time. As a result of your support, we have been able to achieve these results this year:

- * Assisted over 3,000 clients. Of these 351 were new to One Stop.
- * Prevented evictions by resolving 98% of rent-arrears cases brought to our attention.
- * Obtained rent subsidies and emergency funding for 100% of our qualified clients.
- * Made over 300 visits to clients in our One Stop Senior Support Project (OSSP) who are victims of physical, financial or psychological abuse.
- * Brought our Care Management program into a new phase of complete full-time implementation and, as a result, are now serving 36 active clients and have closed and resolved 11 cases in which we were able to arrange in-home care.

One Stop Senior Services

747 Amsterdam Avenue, Fl. 3
New York, NY 10025

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