

One Stop Senior Services — Annual Report 2004



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(July 1, 2003-July 30, 2004)

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(July 1, 2003-July 30, 2004)

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Lidia Stempien
Martha Schwartz

*CEMAPP is a joint effort with
the Burden Center on Aging

OUR MISSION

One Stop Senior Services has assisted nearly 50,000 Upper West Side seniors since its founding by senior activists in 1981. Their problems range widely from elder abuse, evictions, rent and utility arrears, hunger, homeware, accessing benefits and adequate health care, to ensuring proper and timely bill payment. We also help with complex legal issues of citizenship, marriage, divorce, and grandparent guardianship.

Older men and women continue to come to One Stop because they know they will be heard and be helped. We recognize that each senior who comes to us is unique and our dedicated professional staff greets each one with compassion and respect, always giving all the options so that each senior is empowered to make the best choice. Through this type of individualized attention and continuous support, One Stop Senior Services helps seniors to continue living safely and independently in their own homes in our community.

CELEBRATIONS AND COLLABORATIONS



One Stop Spirit Awards
The first One Stop Spirit Awards held at Congregation Rodeph Sholom, honored legendary actor Eli Wallach and former One Stop Board President Louis M. Morrell, top left, and mid-left with New York City Council member Philip Reed.



6th Annual Spring Benefit Luncheon and 2nd Annual Autumn Breakfast
Elisa Owen, far left, and Lissa Goldberg, left, each hosted one of these two wonderful benefits, which together raised \$25,000. The Luncheon was held at Girasole Restaurant, the Breakfast at @SQC.



JPMorgan Chase & Co.'s Global Days of Service

David Edelson, Treasurer, JPMorgan Chase & Co., standing far left, and Ruth-Ellen Simmonds, One Stop Executive Director, second kneeling, joined Chase and One Stop staff and board in putting down their pens and picking up paintbrushes to give our conference and client waiting rooms a new look.



A Message From the President

The current year at One Stop has been spent preparing for the future. With baby-boomers fast approaching their senior years, and the rise of life expectancy due to medical advances, the 65+ senior population in New York City will double within the next five years, ballooning to 2.6 million. The vast majority of Upper West Side seniors will need some form of assistance due to declining retirement benefits, rising healthcare costs and the lack of affordable housing.

Under the leadership of our new Executive Director, Ruth-Ellen Simmonds, One Stop continues to reinvigorate and expand activities. As part of those efforts, we are planning now for this senior population explosion and how to best address the new issues seniors will face as they age.

In the latest census, the 85+ senior population—those who need the most help to stay independent—rose by 18%. To serve this increasingly frail group, One Stop will launch a major new program in 2005 to provide care management services, furthering our mission of helping seniors live safely and independently in their own homes in our community for as long as possible. Leadership support from the Isaac H. Tuttle Fund, with additional support from the Florence V. Burden Foundation, has enabled us to start this program.

Another innovation at One Stop this year was our inaugural One Stop Spirit Awards, our first large-scale evening fundraising event.



Honoring legendary actor, and fellow Upper West Sider, Eli Wallach, as well as a genuine One Stop icon, my predecessor as president of the Board, Louis M. Morrell, Managing Director-Corporate Treasury at JPMorgan Chase & Co. The event was a great success, and we are building our 2005 benefit now. We hope to have the participation of our many friends and neighbors.

One such friend is JPMorgan Chase & Co., a long time corporate sponsor, which selected One Stop as a site for its Global Days of Service. A special group of employees from JPMorgan Chase & Co., along with members of our Board and staff, volunteered one Saturday to paint our waiting area and conference room. Chase also donated artwork to One Stop creating an even more inviting environment for our clients.

While 2004 was a very productive year, it was only possible because of the many people who support and contribute to One Stop. On behalf of all of us, thank you for your support and best wishes for good health and much happiness and success this year.

Sincerely,

A handwritten signature in cursive script that reads "Charles F. Richter".

Charles F. Richter

A Message From the Executive Director

My first year at One Stop Senior Services has been an exciting and eventful time spent getting to know our elder neighbors and the issues they face, and embarking on initiatives that will enable us to continue to serve them well into the future.

In 2004, One Stop provided 2,500 seniors with case assistance for a variety of benefits and entitlements, housing, immigration, legal issues and other problems they faced. We stopped evictions and unreasonable rent hikes; obtained emergency grants to prevent older New Yorkers from going hungry in order to pay for medication and/or rent; and helped many navigate bankruptcy so they could eliminate their crushing debt burden. Through our elder abuse victims' support program, we also helped 180 clients and their families deal with financially, physically and emotionally abusive situations. Elder abuse is a tragic, often ignored problem whose full impact and scope is not easily seen because of isolation, and the intricate psychological issues involved, and it continues to increase.

With leadership support from the Isaac H. Tuttle Fund, we conducted a pilot program for Care Management Services to address the needs of the most frail in the community who cannot come to our offices and whose needs are not met by other agencies. As a result, One Stop is going forward with a comprehensive care management services program that builds on our clinical skills, long-standing reputation, experienced leadership and community partnerships and collaborations with nearly 30 other agencies. With support from the Fan Fox



and Leslie R. Samuels Foundation we are also investigating the potential for introducing fee-based services for Upper West Siders who have moderate to high incomes and are in need of One Stop's expertise and services.

Of course, none of these accomplishments would be achieved without the enthusiasm and commitment of One Stop's superb staff. Their skills, professionalism, and cultural sensitivity enable us to succeed and to serve our clients in a caring and protected environment. Personally, I am also grateful for the support and encouragement I have received from Charles F. Richter and the One Stop Board of Directors. My job has been significantly enhanced because of their allegiance and dedication. Most of all, nothing can happen without the support of you, our loyal funders and contributors.

On behalf of all at One Stop, I want to thank you for your generosity and your continued commitment to the seniors we help to live safely and independently in their homes and our shared community. Best wishes for a happy, healthy and successful 2005.

Sincerely,

A handwritten signature in cursive script that reads "Ruth-Ellen Simmonds". The signature is written in dark ink on a light background.

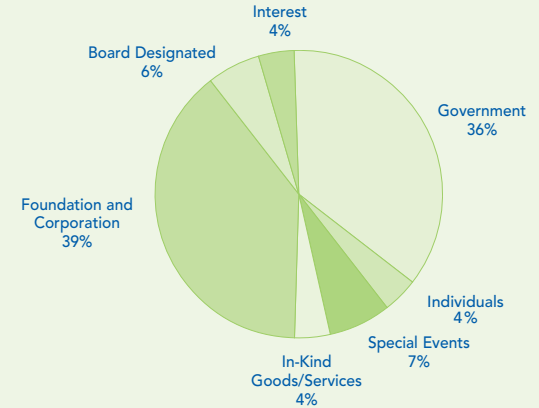
Ruth-Ellen Simmonds

BALANCE SHEET • June 30, 2004

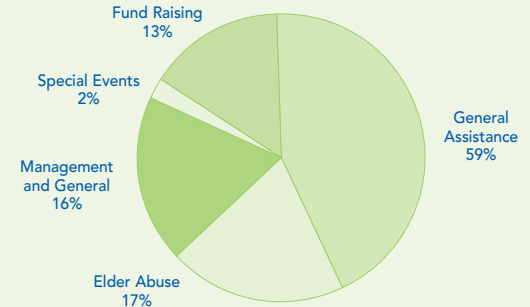
(With Summarized Financial Information for the Year Ended June 30, 2003)

	2004	2003
ASSETS		
Cash	\$ 6,451	\$ 48,304
Money market	7,897	75,820
Investments	906,425	974,272
Interest receivable	786	786
Accounts receivable	19,766	1,500
Prepaid expenses and other receivables	19,379	27,742
Security deposits	18,667	18,667
Fixed assets - net	160,745	190,448
Total assets	\$ 1,139,330	\$ 1,337,539
LIABILITIES AND NET ASSETS		
Liabilities		
Accounts payable and accrued expenses	\$ 52,456	\$ 136,532
Refundable advances	17,440	7,000
Total liabilities	69,896	143,532
Net assets		
Unrestricted		
Operating	939	4,944
Board designated	1,018,608	1,152,155
Total unrestricted net assets	1,019,547	1,157,099
Temporarily restricted	49,887	36,908
Total net assets	1,069,434	1,194,007
Total liabilities and net assets	\$ 1,139,330	\$ 1,337,539

FUNDING SOURCES



EXPENSES AREAS



STATEMENT OF ACTIVITIES • Year Ended June 30, 2004

(With Summarized Financial Information for the Year Ended June 30, 2003)

	UNRESTRICTED			TEMPORARILY RESTRICTED	TOTAL	
	Operating	Board Designated	Total		2004	2003
REVENUES, GAINS AND OTHER SUPPORT						
Government contract	\$ 351,000		\$ 351,000		\$ 351,000	\$ 363,000
Contributions	244,580		244,580	\$ 180,396	424,976	476,439
Special events	69,042		69,042		69,042	
Donated goods and services	39,476		39,476		39,476	151,692
Interest income	\$ 42,022	\$ 42,022	42,022		42,022	43,051
Unrealized gain on investments		22,465	22,465		22,465	172,522
Realized gain (loss) on investments		36,966	36,966		36,966	(164,268)
Miscellaneous						3,321
Net assets released from restrictions	167,417		167,417	(167,417)		
Total revenues, gains and other support	871,515	101,453	972,968	12,979	985,947	1,045,757
EXPENSES						
Program services						
Entitlements and general assistance	587,891		587,891		587,891	602,120
Elder abuse (OSSP)	186,680		186,680		186,680	312,720
Total program services	774,571		774,571		774,571	914,840
Supporting services						
Management and general	173,839		173,839		173,839	241,554
Direct costs of special events	19,758		19,758		19,758	
Fund raising	142,352		142,352		142,352	165,426
Total supporting services	335,949		335,949		335,949	406,980
Total expenses	1,110,520		1,110,520		1,110,520	1,321,820
Change in net assets before transfer from board designated to fund operations	(239,005)	101,453	(137,552)	12,979	(124,573)	(276,063)
Transfer from board designated to fund operations	235,000	(235,000)				
Change in net assets	(4,005)	(133,547)	(137,552)	12,979	(124,573)	(276,063)
Net assets - beginning of year	4,944	1,152,155	1,157,099	36,908	1,194,007	1,470,070
Net assets end of year	\$ 939	\$ 1,018,608	\$ 1,019,547	\$ 49,887	\$ 1,069,434	\$ 1,194,007

CONTRIBUTORS AND SUPPORTERS

One Stop Senior Services graciously thanks our many friends listed here, who have enabled us to continue serving thousands of seniors in need through their contributions and grants made between July 1, 2003 – June 30, 2004.

Circle of Hope

Formed to recognize dedicated individuals committed to a special level of annual giving.

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FJC
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\$1,000-9,999

The Adrian and Jessie Archbold
Charitable Trust
Columbia Community Service
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Albert Kunstadter Family Foundation
McGraw-Hill Companies
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† Indicates a two-year grant

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New York City Department for the Aging

New York State Office for the Aging

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

Help to ensure a long-lasting future for One Stop Senior Services by making a bequest in your Will. For more information on planned giving, please contact:
Mary P. Walker,
Director of Development
212-864-7900
mwalker@onestopseniorservices.org

Credits

Photos: Stephen Beaudouin, Linda Campbell, Michael Sherman, and Mary P. Walker

Design: Eve Sandler

Project Management: Catherine Mason

Editing: Mary P. Walker

Printing: Downtown Ink, Inc.

One Stop Senior Services has made every effort to provide an accurate report. If we have made an error, please accept our apologies and notify us via e-mail at: cmason@onestopseniorservices.org.



"The social workers are very knowledgeable and compassionate."

"I started helping One Stop with their clients' civil law issues when I was in Law School back in 1983. Over 20 years later, One Stop's social workers are still doing a great job for a large number of needy individuals."

Oscar Strauss, Esq.
Director,
Elderly Project at
Volunteers of Legal Service



"One Stop helped me resolve unnecessary hospital fees."

"One Stop is an agency in the community that makes things happen. As long as I have One Stop nearby I can do good work."

Micki Navarro,
Housing Specialist at West Side Federation
of Senior and Supportive Housing

"One Stop fills the void and helps us make the system better for our senior constituents. People thank us all the time for referring them to One Stop."

Dora Mendez,
Director,
District Office of Gale Brewer,
NYC Council member District 6



"Without One Stop I would have been evicted from my apartment."

"One Stop is the only stop my patients need to make. Whatever they need, One Stop will get it for them or channel them to the right place."

Roger Lucas, MD,
local physician
specializing in Geriatrics



One Stop Senior Services

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New York, NY 10025

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FAX (212) 662-4578

www.onestopseniorservices.org