

One Stop Senior Services — Annual Report 2005



Celebrating 25 years of empowering seniors to lead lives of dignity.

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(July 1, 2004 — July 1, 2005)

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Carmen Ortiz
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Patricia Ulloa
Michael Velez
William Winski

Co-Located Staff

(individuals on-site and employees of the agencies listed)

Susan Freimark
Darlene Quist
Human Resource Administration (HRA)

Renee Fitzgerald
Yvellise Rivera
U.S. Social Security Administration

Stacy Katechis
*Social Worker
Community Elder Mistreatment & Abuse Prevention Program (CEMAPP)**

Rubin England, Esq.
Legal Services of New York

Sandra Agredo
*Social Worker
New York Service for Older People, Inc. (SPOP)*

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

Volunteers

Jacqueline Fox-Pascual
Isabel Hernaiz
Lidia Stempien
Martha Schwartz

We are grateful to our dedicated volunteer staff!

MISSION

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, adequate health care, timely bill payment and complex legal issues.

One Stop's mission is to improve the quality of life of older New Yorkers (60+) and to enable them to continue living safely and independently in the community. Seniors come to our doors 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.

A Message From the President and the Executive Director

As we begin a new year (our 25TH!) we reflect on a year that has been rewarding; yet has presented us with new challenges. In November, we began helping seniors enroll in the new and very complex Medicare Part D Prescription Drug Program at our new enrollment center.

According to the 2004 American Community Survey, 17% of Manhattan's residents are above 60 years of age, with those over age 85 growing fastest (65% of One Stop clients are age 85 and over). We enable these people to remain independent for as long as possible. Of course, as Baby Boomers turn 60, the number of seniors will only grow. However, since 1981 we have expanded our services to meet their changing needs. Most recently, we launched our comprehensive Care Management Program to address the complex needs of our older and more frail clients, who may have diminished mobility and are unable to leave home. They may have vision loss, dementia, Alzheimer's disease, or other debilitating conditions. We inaugurated this program with generous support from The Tuttle Fund and the Florence V. Burden Foundation. One Stop provides assessments and home visits by our social workers so our clients get whatever support they need.

In May, Lissa Goldberg and board member, Elisa Owen co-chaired the 7th Annual Spring Benefit Luncheon. Over 90 attendees enjoyed a sumptuous meal and participated in a delightful bazaar featuring handmade jewelry and handbags. The luncheon earned over \$35,000, all of which went to One Stop's programs. We are especially grateful to Lissa and Elisa!



Health Association. They bring strength and diversity to our board.



We recently welcomed several new board members: Anthony Mayo of The Dreyfus Corporation; Jason McGill of the NY Regional Association of Grantmakers; H. Alex Ruiz of i33 Communications, LLC; and Kimberly Steinhagen of the Geriatric Mental

Of course, nothing is possible without your generous support. We thank you wholeheartedly for your munificence and look forward to your being with us as we face new challenges and opportunities in our next 25 years. Please visit One Stop and see first-hand how your generosity improves the quality of life for our senior neighbors. On behalf of the board and staff of One Stop Senior Services and all senior citizens of New York City's Upper West Side, thank you!

Sincerely,

A handwritten signature in blue ink that reads "Charles F. Richter".

Charles F. Richter
President

A handwritten signature in blue ink that reads "Ruth-Ellen Simmonds".

Ruth-Ellen Simmonds
Executive Director

PROGRAMS & SERVICES

Case Assistance Program — the core of our programming — provides supportive counseling, education, guidance, and access to social services in English, Spanish, and French/Creole for more than 2,600 elderly New Yorkers every year. The Case Assistance Program helps thousands of older and impoverished Upper West Siders to:

- Apply for and obtain a variety of social service benefits and entitlements.
- Resolve housing, immigration, and legal issues.
- Avoid evictions and prevent unreasonable rent hikes.
- Obtain rent subsidies and emergency food funds.
- Demystify Medicare, Medicaid, Supplementary Security Income, and Social Security regulations.
- Resolve disputes over hospital fees and other bills.
- File the NYC210 and IT214 tax returns.

Care Management Program — a recent initiative — is now in full operation. This program provides in-home care management, including assessment, care plan development, referrals for appropriate services and entitlements, ongoing monitoring and evaluation to ensure the safety, maximum independence, and well-being of the clients served.

One Stop Support Program (OSSP) — one of the only elder abuse prevention and intervention programs on the Upper West Side — offers hope to seniors in abusive relationships. When a person is admitted to OSSP, our specialized team of caseworkers visits clients in their homes, takes immediate steps to end the abuse, and provides counsel through the healing process.

ACCOMPLISHMENTS

Thanks to those who so generously give us their contributions and time, we have:

- Assisted over 3,000 clients. Of these, 550 individuals were new to One Stop, and 75% of them were referred by existing clients.
- Positively resolved 98% of rent-arrears cases, preventing more than 60 evictions.
- Obtained rent subsidies and emergency funding for 100% of qualified clients, enabling them to remain in their homes.
- Created and implemented 39 new individual care and safety plans for clients of our One Stop Senior Support Project (OSSP) who are victims of physical, financial or psychological elder abuse.
- Instituted a comprehensive care management program for frail, less mobile seniors. Currently we are serving 38 active clients and 13 cases have been resolved.

Noteworthy Visitors

One Stop welcomes NYC Department for the Aging Commissioner Edwin Méndez-Santiago (standing), U.S. Secretary of Labor Elaine Chao, and U.S. Secretary of Health and Human Services, Michael Leavitt to the inauguration of our Medicaid Part D information and enrollment center on November 14, 2005.



A Day in the Life

One of One Stop's dedicated volunteers, Isabel Hernaiz, is always there to greet clients with a smile (top left). Typically, she greets a waiting room crowded with clients (top right) who are promptly seen by our very capable staff; Susan Brown-Mandel, LMSW counsels a gentleman regarding his Medicare prescription drug plan (middle right) while Michael Velez, Case Worker (bottom right) assists a client with Medicaid issues.



Welcome to New Board Members

One Stop gladly welcomes our newest Board members (from left to right): Kimberly Steinhagen, Elisa Owen, Alex Ruiz, Jason McGill and returning member Alene H. Hokenstad.

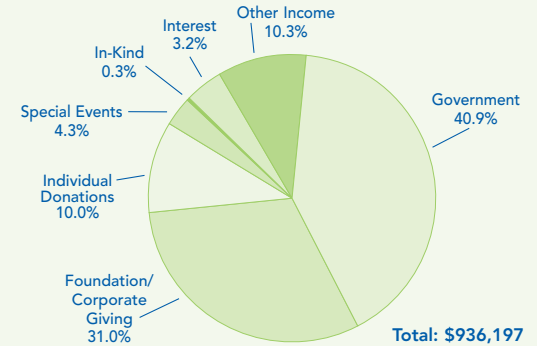


BALANCE SHEET • June 30, 2005

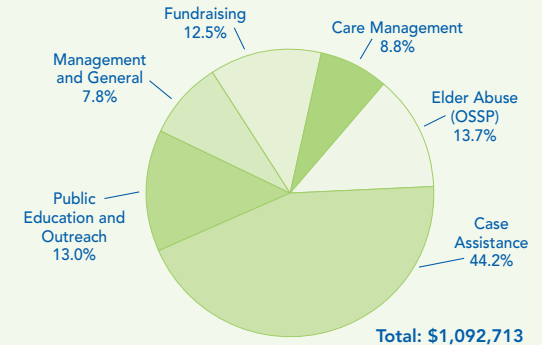
(With Summarized Financial Information for the Year Ended June 30, 2004)

	2005	2004
ASSETS		
Cash	\$ 89,499	\$ 14,348
Investments	671,753	906,425
Grants receivable	6,880	18,338
Promises to give	32,500	1,428
Prepaid expenses	14,301	14,379
Security deposits	23,667	23,677
Property & Equipment <i>(less depreciation & amortization)</i>	<u>138,112</u>	<u>160,745</u>
TOTAL ASSETS	\$ 976,712	\$ 1,139,330
LIABILITIES AND NET ASSETS		
Liabilities		
Accounts payable & accrued expenses	\$ 30,458	\$ 22,928
Refundable advances	—	17,440
Accrued vacation & sick pay	<u>33,336</u>	<u>29,528</u>
Total liabilities	\$ 63,794	\$ 69,896
Net assets		
Unrestricted		
Operating	123,160	939
Board designated	<u>699,647</u>	<u>1,018,608</u>
Total unrestricted net assets	822,807	1,019,547
Temporarily restricted	<u>90,111</u>	<u>49,887</u>
Total net assets	912,918	1,069,434
Total liabilities and net assets	\$ 976,712	\$ 1,139,330

2005 FUNDING SOURCES



2005 EXPENSES



STATEMENT OF ACTIVITIES • Year Ended June 30, 2005

(With Summarized Financial Information for the Year Ended June 30, 2004)

	2005			2004		
	Unrestricted	Temporarily Restricted	Total	Unrestricted	Temporarily Restricted	Total
SUPPORT AND REVENUES						
Government grant revenue	\$ 384,218	\$ —	\$ 384,218	\$ 351,000	\$ —	\$ 351,000
Contributions	253,757	127,239	380,996	244,580	180,396	424,976
Contributed materials	—	2,555	2,555	7,345	—	7,345
Special events, gross proceeds	42,685	—	42,685	69,042	—	69,042
Less: Direct benefits to donors	<u>(2,555)</u>	—	<u>(2,555)</u>	<u>(19,758)</u>	—	<u>(19,758)</u>
Net proceeds from special events	40,130	—	40,130	49,284	—	49,284
Interest and dividend income	31,408	—	31,408	42,022	—	42,022
Realized gain on investments	46,133	—	46,133	36,966	—	36,966
Unrealized gain on investments	47,357	—	47,357	22,465	—	22,465
Miscellaneous income	3,400	—	3,400	—	—	—
Net assets released from restrictions	<u>89,570</u>	<u>(89,570)</u>	<u>—</u>	<u>167,417</u>	<u>(167,417)</u>	<u>—</u>
Total support and revenues	895,973	40,224	936,197	921,079	12,979	934,058
EXPENSES						
Program services						
Care management	96,269	—	96,269	—	—	—
Elder Abuse (OSSP)	149,323	—	149,323	180,906	—	180,906
Case assistance	482,538	—	482,538	570,927	—	570,927
Public education and outreach	<u>141,925</u>	—	<u>141,925</u>	<u>—</u>	—	—
Total program services	870,055	—	870,055	751,833	—	751,833
Support services						
Management and general	84,891	—	84,891	169,099	—	169,099
Fundraising	<u>137,767</u>	—	<u>137,767</u>	<u>137,699</u>	—	<u>137,699</u>
Total support services	222,658	—	222,658	306,798	—	306,798
Total expenses	1,092,713	—	1,092,713	1,058,631	—	1,058,631
Change in net assets	(196,740)	40,224	(156,516)	(137,552)	12,979	(124,573)
Net Assets, beginning of year	<u>1,019,547</u>	<u>49,887</u>	<u>1,069,434</u>	<u>1,157,099</u>	<u>36,908</u>	<u>1,194,007</u>
Net Assets, end of year	\$ 822,807	\$ 90,111	\$ 912,918	\$ 1,019,547	\$ 49,887	\$ 1,069,434

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, 2004 – June 30, 2005.

Circle of Hope

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

Champions \$10,000 and above

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Adele and Edward Weinberg
Shahla Weiner
Kenneth Wirfel
Barbara Zimet

** Indicates members of the Board
of Directors for 2005*

Foundations and Corporations

\$20,000 and above

The Dreitzer Foundation
The Bianca L. and Herbert J. Rosenberg
Foundation
Isaac H. Tuttle Fund
The Malcolm Gibbs Foundation

\$10,000-19,999

Altria Employee Fund
The Fan Fox and Leslie R. Samuels Foundation
The Florence V. Burden Foundation
Jean and Louis Dreyfus Foundation

\$1,000-9,999

Albert Kunstadter Family Foundation
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The Glickenhau Foundation
The Hyde and Watson Foundation
The Max and Victoria Dreyfus Foundation
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The Seth Sprague Educational & Charitable
Foundation Trust
The Sonya Staff Foundation

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New York State Office for the Aging

Manhattan Borough President
C. Virginia Fields

New York City Council, Manhattan Delegation

New York City Council Member
Gale Brewer

New York City Council Member
Philip Reed

New York City Council Member
Bill Perkins

New York State Senator, Minority Leader
David A. Paterson

New York State Senator, Deputy Minority Leader
Eric T. Schneiderman

New York State Senator
Thomas K. Duane

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 about One Stop Senior Services and how you can become more involved, please contact: Ruth-Ellen Simmonds, Executive Director, 212-864-7900, resimmonds@onestopseniorservices.org or visit us on the web at www.onestopseniorservices.org

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: tcohen@onestopseniorservices.org

Credits

Design: Eve Sandler
Photos: Nancy Konipol

IN HIS OWN WORDS — THE STORY OF “MR. WARD”

Mr. Ward's (his name has been changed to protect his privacy) life-long fascination with books and languages led to work in libraries. He lived alone and had infrequent contact with others, leading to feelings of isolation. He was very thin, physically weak, quickly became dizzy, and was afraid to leave his apartment. Mr. Ward also suffered from obsessive compulsive disorder, displayed most prominently in the form of hoarding and clutter.

“I even found myself laughing the other day.”

In the summer, Mr. Ward called One Stop because he could not come into the office for assistance with his Medicaid re-certification. He was homebound, so our Care Manager visited him to assess his state of affairs. During this visit, Mr. Ward revealed that he had not let anyone other than his two neighbors in his apartment in many years. His studio was dark and filled from floor to ceiling with books, records, and CD's. He had made a narrow path from the front door to his chair and to his bed. His apartment was a fire hazard, putting him at risk of serious injury and eviction.

One Stop immediately helped Mr. Ward re-certify for his Medicaid and Food Stamps; arranged for an in-home medical evaluation of his physical condition; and obtained a walker for him so he could get out on his own. We arranged for the Visiting Doctor's Program at St. Luke's Hospital to visit — the first time he had seen a physician in six years. One Stop will also connect Mr. Ward with vital services within the community such as Service Program for Older Persons (SPOP) for mental health services and to Senior Action in a Gay Environment (SAGE) for in-home counseling. We also began the process of helping Mr. Ward identify excess books to be donated to his local library. Now there is pure joy on Mr. Ward's face as his bookshelves and life become more organized.

When asked how he was doing, Mr. Ward responded: “I am starting to enjoy reading again, something that most people take for granted. I am still scared, but the fear lessens every day. Thanks to the support I received from One Stop I can look forward to being healthy and happy again – leading a full life. I even found myself laughing the other day.”



One Stop Senior Services

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New York, NY 10025

TEL (212) 864-7900

FAX (212) 864-3259

www.onestopseniorservices.org

Non-profit Organization

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