



**DOING  
MORE  
TO SERVE  
ALL  
NEW YORKERS**



**2019 ANNUAL HIGHLIGHTS REPORT**



## Connected with Many NYC Caregivers



Caregivers for family members, friends or neighbors who are frail, chronically ill, or have memory loss gained valuable information from expert panels and local resources at Caregiver Expos in every borough. Our co-sponsors were The Brielle at Seaview in Staten Island, 305 West End Assisted Living in Manhattan, the Queens Central Library, RSS-Riverdale Senior Services in the Bronx, and the Office of the Brooklyn Borough President.

The **PSS Kinship Caregivers** program held its first annual Grandparents Caregiver Resource Fair at the Bronx PSS/WSF Grandparent Family Apartments.

A Latino Caregiver Conference at the Isabella Geriatric Center in Manhattan and two workshops in Manhattan's Chinatown furthered our commitment to serve New York City's diverse communities.



## Now a Major Community Education Initiative



Six months after launching our community education initiative **PSSLife! University**, we hosted 100 different events for more than 1300 participants, including numerous events every day at our nine Centers.

Many events have proven so popular they have run multiple times. These include presentations on elder law, wills, and estate and long-term care planning by attorneys Ronald Fatoullah and Daniel Timins; the Money Made Simple financial education series for those in or near retirement led by Anthea Perkinson, founder and principal of Monterey Associates; and the Legacy Letters Workshop by Amy Paul of Heirloom Words, who guides older adults in how to preserve memories and life lessons for future generations.

Our robust schedule of free classes and online webinars makes it even more convenient for our constituents to benefit from PSSLife! University.



## Operational Upgrades

PSS has adopted the **One Call Now** notification service that sends alerts to multiple contacts at once. Using text message, phone calls and email we can now reach our **PSS Centers** members, **PSS Circle of Care** clients and staff quickly and efficiently. Over January-June 2019 this service has saved PSS over 243 hours by making 14,626 attempts to reach 7,440 PSS clients.

We have incorporated the comprehensive online **BambooHR** management system to collect and organize all the information we gather throughout the employee life cycle. BambooHR saves time and provides insights to focus on our most important

asset - our staff. This system will help us streamline the processes of hiring, onboarding, goal tracking, preparing compensation, employee evaluation and engagement, and foster our progressive PSS culture.

Our **pssusa.org** website has been completely revamped so that clients, members, friends and those new to PSS can easily find all that PSS offers. It incorporates today's best web practices for quick navigation and access to important content, a robust events calendar, new registration portal, contemporary design, and a Google Translate feature.







## Honored for Public Service



Three of our many invaluable volunteers – two from PSS Parkside Center and one from PSS Andrew Jackson Center – were among the 200 volunteers and businesses honored for their public service at the Fifth Annual Mayoral Service Recognition Ceremony. Pictured above is PSS volunteer Marlene Steward. Volunteerism is an important component of PSS culture. PSS relies every week on the contributions of hundreds of volunteers.



## Adds Unique and Popular Men’s Morning Group



Coming of Age NYC hosted 44 events on a wide variety of topics. Seeing the need for men over 50 to connect and talk about life after retirement, it launched a monthly Men’s Morning Group. Over a dozen men participate and even schedule additional outings. Group facilitator Terry Quinn says: “Men’s Morning is an enriching and engaging experience where we converse on a variety of topics, as well as the joys and challenges of retirement.”

## PSS Centers Grow Services and Programs



PSS applied new funding from the NYC Department for the Aging to create four new positions for our nine Older Adult Centers - three Masters-level social workers and a Center-wide program coordinator. The social workers provide case assistance, information and referrals. The program coordinator helps ensure high quality, innovative programming. PSS King Towers Center’s threatened closing was averted thanks to organized advocacy by its members and support from local elected officials, the NYC Department for the Aging, and the media.

## This Year PSS Provided:



Help and Support to 2,000 Caregiver Families



Over 500 Hot Nutritious Meals Served Daily at our Centers



Over 8,000 Units of Case Assistance, Information & Referrals



12,000 Health, Arts & Education Classes at 9 Centers



Over 30,000 Reported Service Hours by 300 Volunteers and Interns

# About PSS



PSS was founded in 1962 as Presbyterian Senior Services by volunteers to serve older members of their church community. Today, PSS is an innovative, multi-service nonprofit 501(c)(3) agency whose mission is to strengthen the capacity of older New Yorkers, their families, and communities to thrive.

PSS has over 70 dedicated staff and over 250 committed volunteers and interns. PSS is a busy organization, running ten community centers for older adults, family caregiver and kinship family support programs through PSS Circle of Care,

two residences – including the first one purposefully built for grandparents raising children – and Coming of Age NYC’s popular educational programs that inspire adults 50+ to live with passion and purpose. We encourage you to sign up for our newsletter and follow us on Facebook and Twitter.

## **PSS Values Statement**

PSS staff, board, volunteers, and interns commit to these core values:

1. Embrace the PSS mission.
2. Recognize older adults as a vital part of New York City.
3. Guide and support family caregivers in their crucial and often challenging role.
4. Enhance the bonds and the potential of kinship families.
5. Affirm inclusivity.
6. Continue to honor our roots in social service, volunteerism and community.
7. Commit to being nimble, collaborative and creative so we can meet the changing needs of those we serve.
8. Strive for continual improvement by measuring agency performance and learning from that data.
9. Gratefully accept the responsibility of being good stewards of the funds and support we are privileged to receive.
10. Value the contributions of staff and commit to their professional development and well-being.

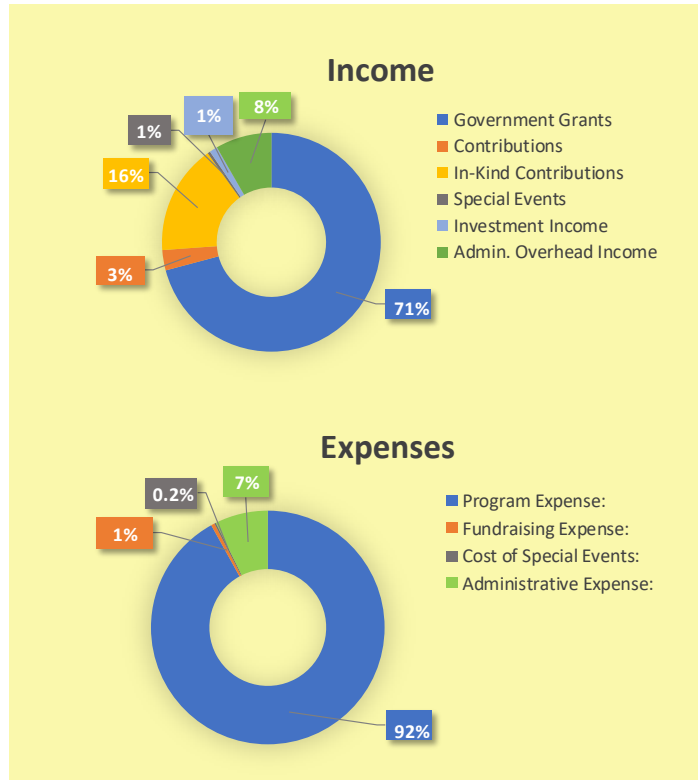
# PSS Financials

The following information is based on PSS Audited Financial Statements for the Fiscal Year ending Friday June 30, 2018

Government Grants	\$5,244,115
Contributions	\$222,043
In-Kind Contributions	\$1,203,645
Special Events	\$29,369
Investment Income	\$88,085
Admin. Overhead Income	\$614,231
<b>Total Income</b>	<b>\$7,401,488</b>

Program Expense:	6,383,473
Fundraising Expense:	33,290
Cost of Special Events:	16,402
Administrative Expense:	508,394
<b>Total Expense</b>	<b>\$6,941,559</b>

Beginning Net Assets	2,702,604
Ending Net Assets	3,219,000
Total Liabilities	495,363
<b>Total Assets</b>	<b>\$3,714,363</b>



## Thank You to Our Major Contributors

(\$1000 and above)

Aetna Better Health of New York  
Altschul Foundation  
Carter Ledyard & Milburn LLP  
Martha M. Ferry  
Fifth Avenue Presbyterian Church  
Margaret L. McClure  
Riverdale Presbyterian Church  
Rutgers Presbyterian Church  
Joan L. and Reade H. Ryan, Jr.  
Elizabeth Werley  
Women's Association of Fifth Avenue Presbyterian Church

## Institutional and Government Funders

The Bronx Council on the Arts, Inc.  
Federation of Protestant Welfare Agencies  
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NYC Council Member Ritchie J. Torres  
NYC Department for the Aging  
NYS Department of Health  
NYS Office of Children and Family Services  
West Side Federation for Senior and Supportive Housing

Special thanks to Rutgers Presbyterian Church for its generous support and donating valuable space for the PSS administrative offices.

## Board of Directors

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Jim Siegel, Senior Director of Communications

### PSS ANDREW JACKSON CENTER

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### PSS PARKSIDE CENTER

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### PSS CIRCLE OF CARE CAREGIVER SERVICES

Christina DeSantis | 646-918-6123

Diana King | 917-631-8699

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### PSS ALBERTA L. ALSTON HOUSE

Stephanie Santana | 718-271-0245

### COMING OF AGE

Pamela Ramsden | 646-918-6123

### PSS YOUTH AND YOUNG ADULT SERVICES

Gavin Caster | 917-801-4488

Go to [pssusa.org](http://pssusa.org) for comprehensive information about our programs, services and a list of over 70 staff members.

## How You Can Make a Difference



### DONATE

Make a secure online contribution at [pssusa.org](http://pssusa.org)



### VOLUNTEER

Find opportunities at [pssusa.org](http://pssusa.org)



### STAY INFORMED

Sign up for e-newsletters at [pssusa.org](http://pssusa.org)

**91 Cents of Every Dollar We Raise Goes to Providing Services and Programs.**



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