

Rooted in Service.

Learning Together.

Growing in Impact.

PSS

2025-2026 Highlights Report

We are pleased to present PSS's 2026 Highlights Report: ***Rooted in Service. Learning Together. Growing in Impact***.

This past year, PSS remained focused on what matters most: ensuring that older adults have the opportunities, resources, connections and support they need to live fulfilling, engaged lives. Even in a year marked by constraints and uncertainty, PSS continued to move forward. This report details inspiring examples of "growing in impact." We are proud of what our staff, volunteers, partners and supporters accomplished…together.

This year also brought opportunities to innovate. PSS has pioneered the thoughtful use of artificial intelligence, exploring how emerging technology can help us work more efficiently, enhance our services, and better meet the evolving needs of older adults—while keeping our mission and the human connection at the center of everything we do.

We strengthened our leadership team, adding new expertise and perspectives to help position PSS for the future. **Today, we are pleased to be serving more than 2,500 older adults per day across our programs and communities.** These numbers are not just statistics: they represent people learning something new, building relationships, sharing their talents, and discovering new possibilities.

None of this happens alone. PSS embraces the power of partnership, and we welcome organizations, funders, businesses, community leaders and individuals who share our commitment. Together, we can expand what is possible and assure older adults have the support they need to thrive.

As we look ahead, we do so with gratitude for everyone who makes this work possible and with confidence in what we can accomplish **together**. Thank you for being part of the PSS community and helping to build a future where every older adult can live, learn, connect, and contribute.

With gratitude,

Rimas Jasin

Rimas Jasin
Executive Director, PSS

Josie Lawrence

Josie Lawrence
President, PSS Board of Directors



Improving Service with AI & The Bridge

A partnership with Bridge Social opened new ways for PSS to use AI to enhance customer service, deliver timely messages, and support the client experience. The results have surpassed all expectations.

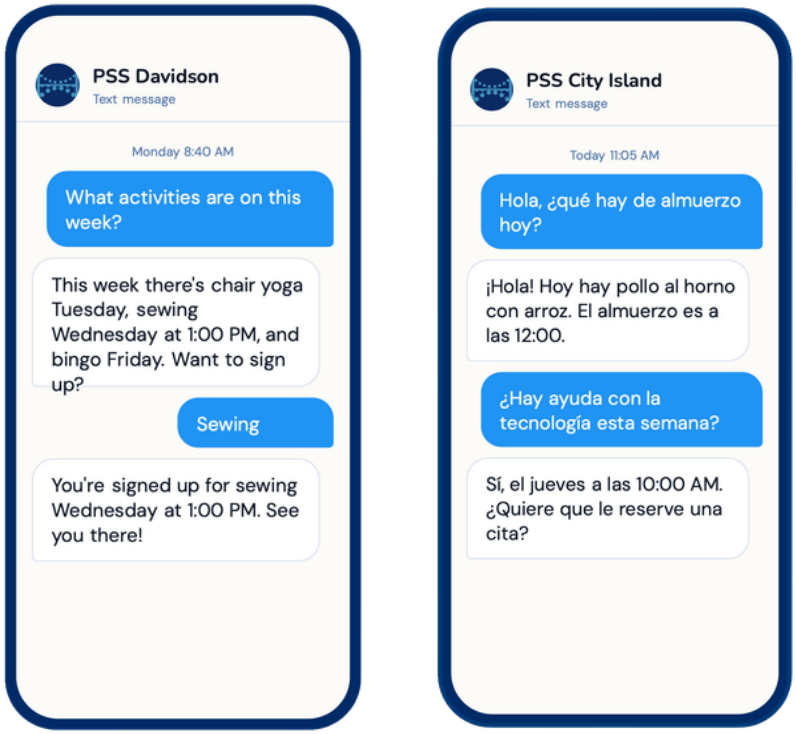
Whether it's to ask what's for lunch or schedule an appointment with tech support or a case manager, the text-based system is empowering for all. Older adults, caregivers, and anyone with the Bridge program number can ask questions and get answers around the clock, with no need for additional staff.

Special alerts, timely information and reminders can be programmed and sent out by staff to reach people where they are.

What's more, the interactive system provides PSS with a steady flow of customer insights that allow the agency to improve programming, anticipate demand, and get closer to clients.

As Bridge Social listens, it grows to understand an individual's situation and can escalate matters requiring immediate attention.

The results speak to how PSS once again is a pioneer in using technology to reach more older adults and caregivers across the city.



"Texting the center was far easier than trying to manage a phone call."

- A City Island Center Member With Hearing Loss

The Bridge by the Numbers

8,000+

texts sent to us from across NYC

142,000

texts sent out by PSS Staff

800

appointments booked via text

76%

of texters send more than one message

50%

average 3 texts per month

33%

of texts sent after-hours, expanding our service

Giving Frank a Valuable Lifeline

When Frank's wife began losing her memory, his world changed overnight.

Determined to give her the best possible care, he enrolled her in adult day services and paid the full cost himself. The program gave her a safe, engaging place to spend her days and offered Frank precious peace of mind.

But as the months passed, the financial burden became overwhelming.

More than anything, Frank worried about what would happen if he could no longer afford the care his wife depended on.

Then he found PSS Circle of Care.

Frank came looking for resources. What he found was a partner.



Together, Frank and his care team developed a plan that addressed both his family's immediate needs and their long-term future.

PSS Circle of Care connected him with long-term care Medicaid specialists, guided him through a complicated application process, arranged respite services while he waited for approval, and linked him to additional community resources that eased the weight he had been carrying alone.

Months later, Frank's wife was approved for long-term care Medicaid.

Today, she receives 48 hours of home care each week, along with adult day services that keep her active, engaged, and supported. The cost of the care she needs is now sustainable, and the crushing financial pressure that once threatened the family's future has been dramatically reduced.

For Frank, however, the greatest gift wasn't just financial relief. It was knowing he no longer had to navigate caregiving alone.

He continues to stay connected with PSS Circle of Care through monthly consultations and community programs, confident that whenever new challenges arise, someone will be there to help him face them.

Circle of Care by the Numbers

11,878
caregiver respite hours provided

4,000+
information supports given

2,200+
care consultations provided

108
community outreach events held

Activity Abounds at Alberta L. Alston House



The residents of the PSS Alberta L. Alston House enjoyed a year of expanded activities.

An intergenerational partnership with Newtown High School brought students and residents together on multiple occasions for a Paint 'N' Sip session, a Magic Show, and a band-style concert.

A popular new Morning Social Café drew an average 33 residents into the community room.

An outdoor summer barbeque was enjoyed by 103 residents and dozens more learned new physical fitness techniques taught by students visiting from Taiwan, who introduced the Silver Vitality program designed for older adults.

It's Lunchtime Again at Fort Schuyler

Weekday lunch service began December 8 for up to 25 residents of Fort Schuyler House giving them a way to socialize over a tasty, nutritious hot lunch cooked on the premises. **A total of 394 lunches were served to residents in the first 7 months**.

The modernized kitchen of Fort Schuyler Catering already prepares meals for all 10 PSS Older Adult Centers. Residents are enthusiastic.



"I think it's great. I love the lunch. The menu options are very good."

-Mary-Ellen



"The menu today was fried plantains, rice with pink beans, and coleslaw with peas. It's delicious. Delicioso!"

-Sonia

Community Social Services Celebrates 5th Anniversary as a Department

PSS Social Workers were treated to a day of team-building and celebration to mark the 5th anniversary of the Community Social Services (CSS) department and National Social Workers Month.

CSS covers the PSS Case Management and NY Connects teams along with social workers at the 10 PSS Older Adult Centers and Alberta L. Alston House.

The day was about recognition, gratitude, and encouraging collaboration within social practice across all programs in the department.



Finding Trust, Restoring Independence Thanks to PSS Case Management

When Maritza H. was referred to PSS by a hospital social worker, she faced more than challenges with daily living and access to nutritious meals. She carried the weight of losing her mother, past trauma, and difficult life experiences that made it hard to trust others or accept help.

Years of relying on herself had taught Maritza to be cautious, even when support was offered. But through consistent outreach, compassionate follow-up, and a commitment to meeting her needs with dignity and respect, a trusting relationship began to grow between Maritza and her PSS social worker.

PSS connected Maritza to EISEP Home Care Services and Home-Delivered Meals, ensuring she had both practical assistance and nutritious food delivered to her home. Over time, she became more comfortable accepting support.

Today, Maritza remains safely in her own Bronx home, where she can continue living independently with the support she needs. Home care and meal deliveries helped strengthen her well-being, while the trust she has built with her care team reminded her that she does not have to face life's challenges alone.

For Maritza, support began with receiving services, but has grown into meaningful connection, trust, and the confidence to move forward.



345,000: the number of home-delivered meals coordinated for more than 1,000 homebound Bronx community members, like Maritza, by PSS Case Management during FY26.

NY Connects Brooklyn to Critical Services

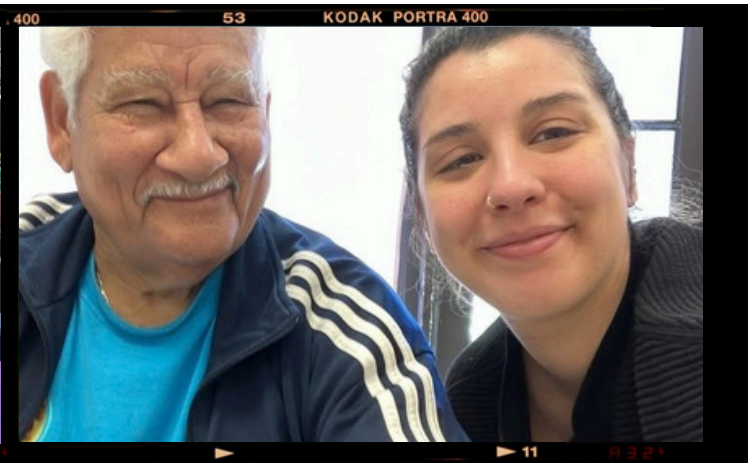
NY Connects has supported more than 3,500 Brooklynites this year.

When her mother's passing left caregiver Grace T. short of funds to cover expenses, NY Connects social worker Johanna Miller (pictured right) helped Grace submit a successful Host application in the NYFSC's (New York Foundation for Senior Citizens) Home Sharing Program. A guest screened by NYFSC moved into Grace's home in mid-September. **The extra rent will allow Grace to stay in the home she's resided in for 35 years.**

This type of partnership is at the heart of how NY Connects helps older adults, children and adults with disabilities, caregivers, and families maintain independent lives in their Brooklyn communities.









NY Connects Brooklyn by the Numbers

14:

the average # of Brooklynites served daily

3,500+:

the total # of Brooklynites served in FY-26

The Power of Persistent Advocacy: Social Worker Support at PSS OACs

When Michael* lost the woman who had been both his foster mother and primary caregiver, he lost more than a loved one. She had helped him navigate daily life, manage finances, and ensure his basic needs were met.



An older adult living with developmental and cognitive disabilities, Michael found himself vulnerable when he most needed support. People around him appeared to be helping, but rent was going unpaid. Questions arose about the management of his benefits. The pieces did not form a complete picture, but for social worker Gabriela Penaloza (pictured right) at the PSS Older Adult Center Michael attended, they raised concerns she could not ignore.

As Gabriela learned more about Michael's circumstances, she began documenting concerns, engaging professionals, and looking beyond individual incidents to understand the broader risks he faced.

"Michael is a kind, loving, and trusting person," Gabriela recalls. "Those qualities are part of what makes him who he is, but they also made him vulnerable to people who did not always have his best interests at heart."



Like many vulnerable adults, Michael remained deeply loyal to people in his life, even when their actions may have placed him at risk. Rather than allowing this to stop the process, Gabriela continued to advocate on his behalf, working closely with Adult Protective Services, legal partners, and other professionals to ensure his circumstances received the attention they required.

When social worker Floraine Cabrera (pictured left) was assigned to Michael's center, she inherited a case that already reflected years of careful advocacy by Gabriela.

As Michael's Article 81 guardianship case progressed, the social worker team provided critical background information about his history, needs, and challenges.

In March 2026, the court appointed a legal guardian, creating an important layer of protection for Michael's housing, benefits, healthcare, and overall well-being.

Says Floraine: "Behind every successful intervention is a team of people who refuses to give up on someone who is vulnerable."

All 10 PSS Older Adult Centers provide individual social worker support.

**To protect the client's privacy and confidentiality, Michael is a pseudonym.*

PSS OACs Help Older Adults Age Gracefully and Keep on Moving

All 10 PSS Older Adult Centers (OACs) in the Bronx and Upper Manhattan are lifelines for their members – providing food, fun, connection and joy. For many, they serve as family. Each center's personality reflects the cultures of its community. Governed by member advisory boards, nearly 126 volunteers support the day-to-day happenings.

Program Directors added more food pantries, shared ideas like tea parties, expanded technology classes and always, always celebrated birthdays with plenty of life-affirming song and dance. Thanks to the support of our elected officials, trips to Coney Island, museums, shopping centers, Broadway and beyond were enjoyed. Thanks to ongoing center supporters, DJs, special foods, prize drawings and creative experiences kept members healthy, connected and engaged.

The Healing Power of a Garden





"First of all, I do it because my friends like it and I like it. For elderly people this is a good exercise for your bones and your mind. For me, it's my therapy."

-Yolanda

Yolanda is President of the PSS Parkside Older Adult Center Advisory Board and is also in charge of the courtyard garden. She's been coming to the center since 2015 and shows off the green and yellow peppers, tomatoes, flowers, oregano and basil with enormous pride.

She's in the OAC garden every weekday at 10 AM working and encouraging her peers to join her. The season begins with flower-planting in April or May and extends into September.

Yolanda experienced the tragedy of losing her son in his 20s. Gardening helps pull her out of depression. In fact, she won a prize for best NYCHA garden for another garden she tends near the building at Parkside where she resides.

"I recommend to everybody do gardening – just a little bit – it doesn't have to be a lot."



During FY-26, PSS Older Adult Centers (OACs) served:

32,668 breakfasts **&** **121,462** lunches

Technology Skill-Building Means a Better Quality of Life



Computers, tablets, smart phones and the internet make up the fabric of everyday life and PSS puts a high priority on making sure its older adults can use technology in a way that lets them continue as full participants and stay safe while doing so.

Digital skills-building has been central to the PSS story for a decade. The Consumer Technology Association Foundation (CTAF), discretionary funding from elected officials, and partners such as New York Public Library Neighborhood Tech Help have been instrumental to keeping the programming growing this year. Technology is integrated into many activities that serve the PSS members – including fitness and sports competitions through NEX, ESL and Spanish lessons using Kahoot, Virtual Reality experiences, hands-on 3D printing, and more.

One-on-one appointments provide tech support and coaching to trouble-shoot specific issues at levels appropriate to each client.

PSS Harlem Center member Diana S. greatly enjoys time spent on the computers and tablets at the center."With the guidance and patience of the tech trainer, Ms. Blanca, I, and many other members, have gained confidence using technology and feel more connected, capable and independent."

Steven lives with Parkinson's and gets frustrated when his hands shake and things don't work as smoothly as he'd like. So he thought technology was beyond his grasp.

"When I joined Julio at PSS technology classes, I realized that my Parkinson's doesn't have to limit my learning. Julio has been incredibly patient and made sure I understood how to use my smartphone to do things I never thought possible.

"He showed me how to download games and streaming services like Netflix. Now, instead of just watching regular TV, I have access to all my favorite movies and shows whenever I want. I've even downloaded some simple games that help me keep my hands busy, and I feel like it's improving my coordination.

"One of the surprising things for me was learning to play video games on the Nintendo Switch. Julio introduced me to NBA. With practice, I found that not only can I play, but it also actually helps me focus and calm down when my symptoms act up.

"It's become a way for me to enjoy time with my nephews, who love gaming, and it gives me a real sense of accomplishment."

4,076: the number of tech trainings delivered to the OACs during FY-26, with an average of 210 participants each month

Our OAC Members, In Their Own Words



"I've made wonderful new friends here, and being part of the center helped me through a difficult time in my life. Staying active, playing dominoes and Bingo, and connecting with others helped me feel better."
-Mildred, PSS Andrew Jackson Center



"Being part of the center has been great for my social life. And the nutrition classes have helped me balance my diet and have a much healthier life."
-Ysmaela, PSS Highbridge Gardens Center



"The people here are nice and they're friendly and they encourage you to do what you can. I know that it's important for a person my age to be active and to exercise. So, this is my treat to myself!"
-Carol, PSS City Island Center



"I like Bingo, I like dancing, and exercise. I like Karaoke and the lunch. The food is very good, very good."
-Suyapa, PSS Highbridge Center



"The center has given me somewhere to go to connect with other people and stay active. I would encourage other older adults to come, enjoy the activities and food, and the community."
-Cookie, PSS Parkside Center

Our OAC Members, In Their Own Words

"This place means a lot to me because before coming here, I had low self-esteem and was depressed. Not anymore."
-Maria, PSS Manhattanville Center





"This place means home. Good people, good company, good food. I wasn't going out much before, but now I look forward to being around people who bring good energy."
-Lisa, PSS Harlem Center

"This center means many things. I have fun here. I feel good. It's like a new family I have. That's why I come every day."
-Santiago, PSS Davidson Center





"I feel great here. I feel relaxed when I am here. When I come here, I feel like I am at home."
-Nieves, PSS Morrisania Air Rights Center

"Just coming here means everything. Seeing the same faces, the same kindness. It feels like my second family, and it's the peace I can't find anywhere else."
-Lillian, PSS King Towers Center



Learning How to Keep Falls in Check



For many older adults, a fall can change more than their physical health. It can change how confidently they move through the world. That is why PSS welcomed Annette Gonzalez, the new full-time, bilingual Falls Prevention Trainer made possible through the generous support of the Jean & Louis Dreyfus Foundation.

Annette is bringing evidence-based falls prevention programming to older adults throughout the PSS community—from members at the 10 PSS Older Adult Centers to residents of the Alberta L. Alston House in Queens and Fort Schuyler House in The Bronx.

Through the nationally recognized "A Matter of Balance" curriculum, participants are learning practical strategies to reduce their risk of falling while building strength, stamina, and—perhaps most importantly—confidence.

"When I became a Falls Prevention Trainer, I knew I wanted to help older adults live safer, more confident lives," Annette said. "What I didn't expect was how much I would learn from the individuals in my classes."
As participants shared their experiences with falls and the ways fear of falling had affected their daily lives, Annette gained a deeper appreciation for their resilience and determination.

"One of the most rewarding moments was seeing participants become more confident week after week," she said. "Their enthusiasm when class day arrived and their willingness to participate in exercises showed just how much the program meant to them."

Together, participants explore the habits and behaviors that can increase fall risk, learn to recognize hazards in their homes, and develop realistic plans for improving their strength and balance. The goal is ambitious but essential: to reduce self-reported falls among participants by 20%.

The impact is already being felt.

"These classes are very important," said participant Mercedes Q. "I enjoyed them and they helped me with my balance."

Ana S. shared a similar experience: "This class was very good and important for my balance and health. I really enjoyed the exercise."

Falls remain a growing public health concern and a leading cause of hospitalization among older adults. But prevention begins with knowledge, preparation, and confidence.

Looking ahead, Annette will also incorporate AI coaching and virtual learning techniques to help participants continue practicing what they have learned and maintain momentum beyond the classroom.

"Climbing up on a ladder, or even a stepstool, even just one step up, I'm afraid I might fall."

– A Falls Prevention Class Participant

Learning & Growing with Life University



PSS Life! University continues to evolve and succeeded in attracting more than 1,600 learners in its first full year of operation as a member community. Its success resulted in official recognition for the Life! U team with a Cypher award for Learner Engagement.

The platform is now a tool for all PSS programs and Life! U is poised for significant expansion.

A growing library of on-demand, self-paced courses is always available. Membership is free. Solution-based programming includes courses on caregiving, financial planning, retirement, health and wellness, creativity, technology, positive aging and more.

The PSS Life! University Knowledge Center extends learning beyond scheduled classes with articles and resources on topics important to older adults and caregivers.

Together, thoughtful content, live interaction, and on-demand access make Life! University a welcoming community hub where learning and social connection reinforce each other.

PSS plans to build on this momentum by expanding Life! University partnerships with instructors and community-based organizations and exploring additional uses of the platform—including staff training—to fulfill its mission as a learning organization.

The goal remains simple: make high-quality lifelong learning accessible, engaging, and joyful for everyone.

Life! University by the Numbers

1,626
learning members

75-100
new learners each month

92%
satisfied with our community

337
online courses

32
in-person gatherings

28
average class attendance

"Each of the speakers was very knowledgeable about her topic, and clearly that knowledge was based on personal experience. Very informative and thought-provoking. Maybe even action-provoking!"

- Wendy, Life University Participant

Making the Bronx Dementia Friendly

The Make the Bronx Dementia Friendly campaign, part of the Dementia Friends New York (DFNY) initiative, exceeded its FY-26 goal for educating Bronx residents about the prevalence of dementia.

The campaign also trained others to become Dementia Friends Champions, equipping them to spread awareness within their communities.

- 60 info sessions held
- 138 Champions trained
- 1,381 Bronxites reached

NYC Aging Welcomes New Commissioner

Dr. Lisa Scott-McKenzie was appointed by Mayor Zohran Mamdani to serve as Commissioner of NYC Aging.

A veteran of the city's public hospital system with deep operational skills, she pledged to visit all the Older Adult Centers (OACs) and NORCs that receive departmental funding.

Her first visit to PSS was to three Bronx-based PSS centers where she collected feedback.



"You are the bosses. You are my boss."

-Dr. Lisa Scott-McKenzie
Commissioner, NYC Aging

PSS Honors 2026

A room filled with New York City's leaders in aging gathered at the Fifth Avenue Presbyterian Church on May 7 for PSS Honors 2026.

Bronx Borough President Vanessa Gibson received the Maggie Kuhn Award for her advocacy in support of older New Yorkers.

NYLAG President and CEO Lisa Rivera accepted the PSS Circle of Care Award on behalf of NYLAG's work providing free legal services and education to underserved communities.

Geriatric wellness advisor Rupali Dogra, founder of Kuva Yoga & Wellness, received the PSS Impact Award as a beloved chair yoga instructor at PSS centers who also teaches virtually through Life! University.



"Older adults are the heart and the soul of our community. We stand on their shoulders for all the great work they have done. Older adults have taken care of us and now we have to take care of them."

-Bronx Borough President Vanessa Gibson

Thank You to Our Major Contributors

Each financial gift we receive, no matter how big or small, helps us fulfill our mission to build capacity and create community for older adults across New York City and beyond. Below is a list of gifts we received of $500 and above.

Foundation Support
Consumer Technology Association Foundation
Jean & Louis Dreyfus Foundation
The Amazin' Mets Foundation
The Fan Fox & Leslie R. Samuels Foundation

Institutional Support
Bronx River Art Center, Inc.
Madison Avenue Presbyterian Church
Metro Management Development, Inc.
Riverdale Presbyterian Church
Saint Thomas Church
SuCasa

Individual Support
Andy Craven
Josie Lawrence
Laurie Leonard
Heather Mee
Christina L. Pagano

Public Support
NYC Aging
NYS Department of Health
NYC District 7 Councilmember Shaun Abreu
NYC District 13 Councilmember Shirley Aldebol
NYC District 16 Councilmember Althea Stevens
NYC District 17 Councilmember Justin Sanchez
NYS Office for the Aging



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Jon Chui
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Be Part of the PSS Community

There are many ways to help PSS strengthen the capacity of older New Yorkers, their families, and communities to thrive.



Donate

Your support helps PSS provide programs, services, and opportunities that help older adults stay connected, engaged, and empowered. pssusa.org/donate



Volunteer

Share your time, talents, and energy with PSS. From supporting programs to connecting with older adults, volunteers make a meaningful difference. pssusa.org/volunteer



Follow & Engage With Us

Follow PSS on social media (@PSSLifeU) to see what's happening across our community—and like, comment, and share our posts to help more people discover PSS.



Spread the Word

Tell your friends, family, colleagues, and neighbors about PSS and the programs and services we offer. You can help connect someone to a resource, opportunity, or community that can make a difference in their life.



Partner With PSS

Organizations, businesses, and community groups can help us expand our reach and create new opportunities for older adults and their families.

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About This Year's Cover
Members at PSS Highbridge Older Adult Center (OAC) recently stepped behind the lens during a hands-on photography workshop.

From using vintage cameras and capturing portraits of each other to developing their own photographs in a real darkroom, they discovered the magic of analog photography while creating memories that will last a lifetime. The joy, curiosity, and pride on their faces remind us that creativity has no age limit.

Many thanks to the Bronx Documentary Center and to Lenny Medina of Retro Lenz Photography for sharing your talent, passion, and love of photography with our community.