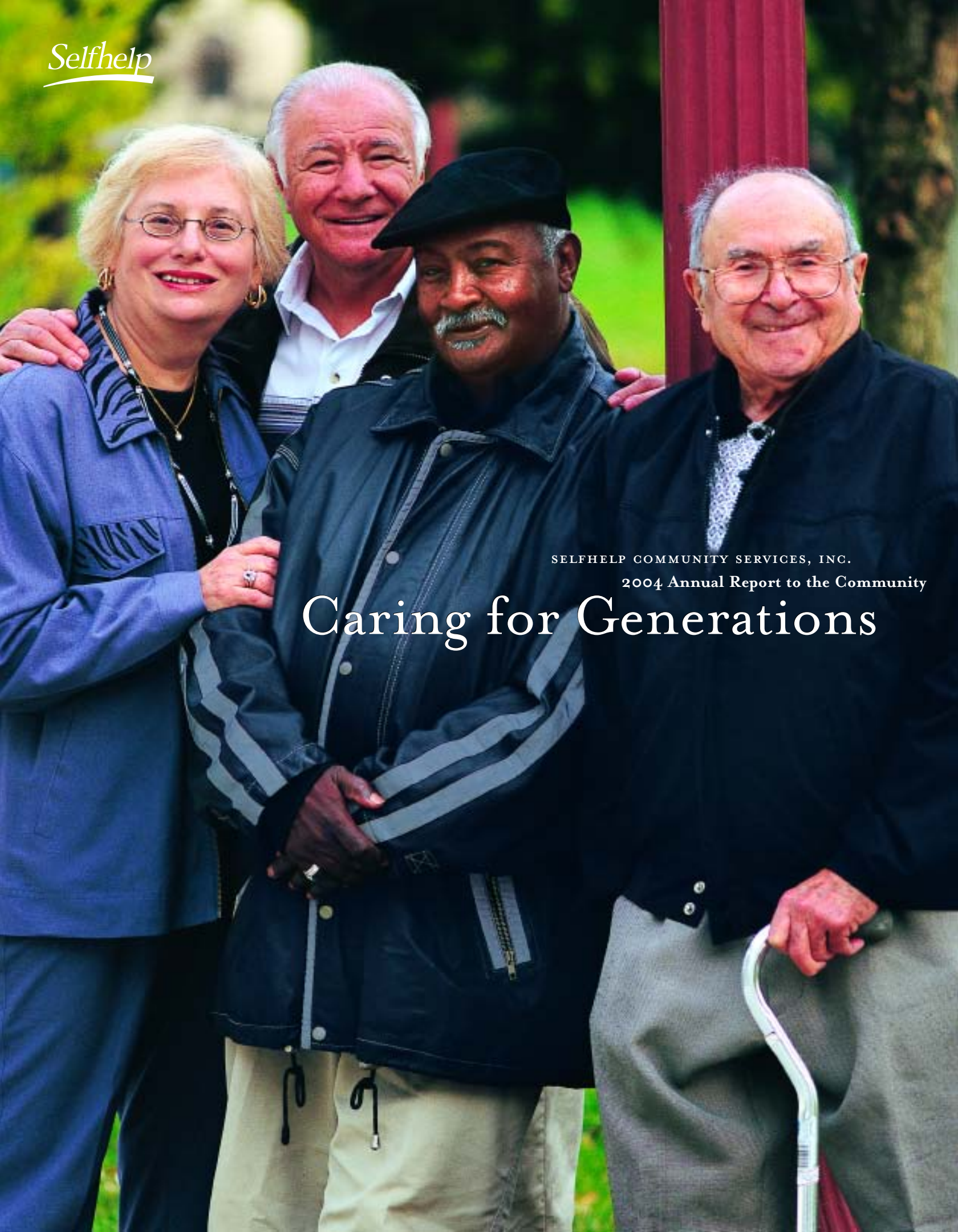


Selfhelp



SELFHELP COMMUNITY SERVICES, INC.

2004 Annual Report to the Community

Caring for Generations



Inspired by the example of those who overcame tragedy to build new lives and reach out to the community, Selfhelp's ongoing commitment to victims of Nazi persecution has expanded to include home and community based services to the elderly and others at risk of losing independence and dignity. Our home care, social services, and senior housing programs enrich the lives of frail, ill, and disabled individuals by enabling them to remain at home and participate in the community.

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Building Strategic Alliances

When we need to call together the Selfhelp staff for a meeting, we can do it with a few dozen keystrokes on the computer. Yet when Mrs. Richards, one of our senior housing residents, needed to refill a prescription, she had to cross a busy avenue, walk four blocks, and wait at the pharmacy for half an hour.

To help Mrs. Richards and the thousands of seniors we serve, Selfhelp has begun to apply the technologies we take for granted in everyday business settings to new program initiatives that support the independence and dignity of seniors.

For example, this year Selfhelp collaborated with an area pharmacy to show how simple technology could make life easier. A demonstration computer kiosk was set up in the lobby of one of our senior housing buildings, and with help from computer savvy peers, Mrs. Richards and her neighbors entered the world of technology. They were able to use the computer touch screen to order prescriptions, shop for toiletries, and chat with a pharmacist in their choice of three languages. A few hours later, their orders were delivered. Rocket science? No. An innovative use of technology to make our clients lives easier? Yes!

This collaboration is just one example of Selfhelp's efforts to expand our effectiveness. In the face of shrinking resources and burgeoning demand for services, we are developing strategic alliances with other organizations that have compatible missions and complementary strengths. Whether the task is expanding the cadre of home care workers, enriching the lives of active seniors, or finding the funds to address the multiple needs of aging Nazi victims, we leverage our resources by joining forces with other outstanding organizations. This enterprising response to challenges has helped to make us a leader in home health care and senior services and has enabled us to continue providing responsive, compassionate, and comprehensive services to Holocaust survivors.

“The Weinberg Foundation had worked with Selfhelp and with STRIVE, and we realized that the two organizations have a natural affinity. We’re delighted with the first fruits of their collaboration.” — Donn Weinberg, Vice President, the Harry and Jeanette Weinberg Foundation; pictured left to right with Rob Carmona, President and CEO of STRIVE, and Stuart Kaplan, CEO of Selfhelp Community Services, Inc.

Mentoring and Career Development : HOME CARE SERVICES

2 | Nationwide, the demand for home care workers is growing far faster than the supply. Each year, Selfhelp successfully recruits and provides tuition-free training to hundreds of home health aides. The challenge has been to help these workers transition successfully from the classroom to the field, and to enable them to pursue the advanced career opportunities we make available to them. This year, we initiated a program to help newly trained workers negotiate the difficult first months of employment, because success during this period is crucial to job satisfaction and long-term commitment to the profession.

The new program grew out of a three-way partnership between Selfhelp, the Harry and Jeanette Weinberg Foundation, and STRIVE, a national organization with a strong record of success in preparing individuals to enter the workforce. The foundation, a long-term benefactor of Selfhelp, introduced us to STRIVE and fostered our collaborative efforts by providing encouragement and funding. The result was an exciting new job-readiness component that has greatly enhanced Selfhelp’s curriculum for home health aides. Using motivational exercises and follow-up mentoring, the new format gives our aides the additional skills they need to cope with the demands of the workplace.

Beyond the classroom, our home care coordinators and supervisors are working closely together to help reinforce job-readiness and improve job satisfaction for our newest workers. We have established a unique mentorship program, through which staff and experienced caregivers provide their newer colleagues with the practical advice and moral support they need to succeed. And we are developing a career ladder program in partnership with area nursing schools that will give motivated home health aides the opportunity to build meaningful professional careers in health care.

In the end, all these creative collaborations have one focus: to foster the supportive partnership between caregiver and client that is enhanced by the compassion, dedication, and skill of Selfhelp’s home care workers.



HOME CARE

Selfhelp is a leading provider of home care services in the New York metropolitan area, offering seven different home care programs to the elderly, infirm, and families at risk. Selfhelp currently employs nearly 3,000 home care workers and staff who provide approximately 2,000,000 hours of service annually.

Licensed Home Care Services Agency (LHCSA) • Selfhelp's LHCSA furnishes home health aides to a diverse population of mostly elderly clients living in New York City and Nassau and Suffolk counties who require convalescent or rehabilitative care. This year, our LHCSA workers provided 792,541 hours of service.

Certified Home Health Agency (CHHA) • Selfhelp's CHHA provided 125,198 hours of service to families and individuals with HIV/AIDS, and frail seniors in other Selfhelp programs, this year. The program educates patients about the disease, promotes adherence to treatment, decreases hospitalizations, and maintains families during crises through supportive services and counseling.

Homemaking • Selfhelp provided 563,891 hours of child-focused home care for families at risk this year, mostly in Brooklyn and the Bronx. Our homemaking program is funded through contracts with New York City's Administration for Children's Services and the HIV/AIDS Services Administration.

Housekeeping • Selfhelp provided 244,343 hours of services this year to clients living in Manhattan and the Bronx through the New York City Human Resource Administration's Home Care Services.

Home Attendant Program • Our Home Attendant Program provided 853,397 hours of home care services this year to Medicaid-eligible adults in the Bronx and Queens. Through New York City's Human Resources Administration, Selfhelp provides such services as meal preparation, cleaning, marketing, escort to medical appointments, personal care, and reminders to take prescribed medication.

Expanded In-Home Services for the Elderly Program (EISEP) • Selfhelp's EISEP is supported by the New York City Department for the Aging and provided 282,227 hours this year of personal care to seniors (aged 60 or older) with marginal incomes who live in Manhattan and Brooklyn.

Guthery Institute of Home Care Training • Certified by the New York State Department of Health, the Institute provides training for Selfhelp's Home Health Aides. The Institute also offers additional training to meet special needs associated with Alzheimer's disease, HIV/AIDS, and terminal illnesses. This year the Institute trained 279 new aides and conducted 270 in-service training sessions to maintain the quality of our home care workers.

“At the Guthery Training Institute, we encourage our trainees to ask questions and share problems with their classmates and teachers. But after they graduate and receive their first home care assignments, it's very helpful for them to have a mentor they can turn to for support and advice. We talk about everything—from how to get along with challenging clients to finding reliable childcare—so they can do their best. We love helping them, and they like knowing that we're always there if they need us. — Quintia McMillian, and Brenda Castano (left); Selfhelp mentors at the Guthery Institute of Home Care Training.



“Seniors never stop growing and learning. We are grateful to Queens College for helping to make lifelong learning part of our ever expanding senior center activities.” — Grace S. Nierenberg, Vice President, Housing and Senior Services at Selfhelp Community Services, Inc.; pictured right with James Muyskens, President of Queens College.

Technology and Learning : HOUSING AND SENIOR SERVICES

Selfhelp works with an impressive range of partners: academic institutions, private businesses, foundations, and other not-for-profit groups. We seek out organizations that have established a record of achievement in their own area and identify common interests and aims, so that our joint efforts yield mutually beneficial results. This year was especially productive, and still more promising partnerships are on the horizon.

For one, we have begun an exciting collaboration with Queens College to facilitate lifelong learning for seniors. The college has launched a community-based educational program for adults age 60 and over and selected classes are held in our Benjamin Rosenthal Senior Center, in Flushing. The classes allow Selfhelp to satisfy the increasing demand for intellectual and social opportunities among residents of our senior campus, and enables the college to provide continuing education opportunities to the wider community in a new location.

This year, we also began to explore the possibility of working with researchers at several leading universities to test the feasibility of using technology to enhance care giving for homebound individuals. Selfhelp is uniquely positioned to represent the lifestyle concerns, interests, and sensitivities of seniors, and the innovative devices under development will allow us to access the latest technology to enhance our services. By working together, we can identify new applications, from tele-medicine to remote sensors, that promise greater independence and better care for frail individuals and homebound seniors.

It is no longer accurate to categorize the mature adults we serve as “the older generation.” Our clients range from recent retirees to seniors in their nineties. And although they all want the health, safety, and security that our programs provide, they are equally interested in continued growth, new experiences, and lifelong learning. By developing meaningful partnerships, Selfhelp presents them with an array of resources that give them an abundance of choice and continued independence.



HOUSING & SENIOR SERVICES

Housing • Selfhelp’s six senior residences provide affordable apartments for more than 1,000 low and moderate-income seniors in the New York metropolitan area. All Selfhelp buildings are designed to allow seniors to live independently in homes rich with opportunities for recreational, educational, and social activities. Caring social workers are provided for each senior residence and their case management services are enhanced by the programs and activities offered at our nearby senior centers.

Naturally Occurring Retirement Communities (NORC) • NORCs are housing complexes with large percentages of elderly residents, many of whom have “aged in place.” Selfhelp’s six NORC programs provide senior New Yorkers with the on-site services they need to maintain their independence and continue participating in community activities. These services include health screening and home care services; case management and counseling; social, recreational, and educational programs; local transportation and special trips; and opportunities for volunteer service.

Senior Centers • Selfhelp’s six senior centers provide essential social services and stimulating group activities to nearly 8,000 elderly and disabled individuals who either reside in Selfhelp apartment buildings or live in surrounding communities. Each center provides hot congregate meals, information and referral services,

counseling, health screenings, exercise classes, educational programming and recreational activities. Selfhelp’s senior centers reflect the diverse cultures of the communities they serve. Some centers offer kosher meals, some provide Russian language newspapers, and others feature Tai Chi classes. Together, our centers served over 170,592 congregate hot lunches and 27,648 home delivered meals this year.

Case Management Programs • The New York City Department for the Aging (DFTA) funds three Selfhelp case management programs, Kensington, Project PILOT, and PILOT Two. The programs evaluate seniors to determine the services they need to live independently in their own homes and then refers them to DFTA-funded services such as home care and Meals-on-Wheels. This year Selfhelp provided 16,384 hours of case management services to 2,505 clients at our Kensington site, and provided an additional 29,706 hours of case management services through Selfhelp’s PILOT programs in Manhattan.

“I tell my children, I’m going to college! But really, college is coming to me. It makes me feel young again.” — Joan Schneck; pictured left to right with Albert Lipton, Albert Lippel, and Robert Humber; members of Selfhelp’s Benjamin Rosenthal Senior Center in Queens.



“Selfhelp, UJA-Federation, and the Claims Conference share a common determination to provide the survivors who need our help the comfort and security they deserve, in the time that is left to them.” — Gideon Taylor, Executive Vice President, The Conference on Jewish Material Claims Against Germany; pictured with Victor A. Wyler, President of Selfhelp Community Services, Inc. (seated) and Louise B. Greilsheimer, Vice President of Agency and External Relations of UJA-Federation of New York.

A Shared Commitment : NAZI VICTIM SERVICES

10

It takes a village—not only to raise a child, but also to care for the frail and provide for the elderly. For victims of the Holocaust, now entering advanced old age, their native communities were long ago uprooted and dispersed. For nearly 70 years Selfhelp’s dedicated staff and volunteers have welcomed Nazi victims to our community, providing them with the advocacy and services they needed to regain their independence and dignity.

Now, as thousands of aging survivors are turning to us to maintain that hard-won independence, Selfhelp has forged a new relationship with two important partners to expand our services. As a result, the Claims Conference, which negotiates for material settlements on behalf of Jewish victims of Nazi persecution, and the UJA-Federation of New York, have come forward with new levels of support for Selfhelp’s Nazi victim services.

In response to the growing need, the Claims Conference has steadily increased its support for Selfhelp’s Nazi victim services over the past ten years. Using newly available humanitarian funds from various European governments and proceeds from the sale of unclaimed property of Holocaust victims in former East Germany, the Conference is now the major funder of our programs for Nazi victims.

Last spring, UJA-Federation of New York launched the *Community Initiative for Nazi Victim Services*, a campaign to raise \$10 million for supportive services. Among the twenty agencies who will receive these funds, Selfhelp is the largest provider of services to survivors in North America. This new support from UJA-Federation will help us meet the projected growth in the number of people needing assistance from the program over the next several years.

Supported by these committed partners, Selfhelp is now assembling the resources we will need to fulfill our pledge to honor the survivors of the Holocaust and “serve as the last surviving relative.” Today, Selfhelp serves over 8% of the approximately 55,000 Nazi victims that are estimated to live in the greater New York area. Given the age and projected longevity of this vulnerable group, they will need the compassionate support of our community through at least the year 2020 to preserve their health, maintain their dignity, and guard their independence.



NAZI VICTIM SERVICES

The age and frailty of our Nazi victim and Holocaust survivors require an extensive network of support services to help them live as independently as possible in their own homes. This year, Selfhelp provided comprehensive services to nearly 4,600 victims of Nazi persecution.

Case Management • Selfhelp is committed to serve as “the last surviving relative” by providing case management services that weave a seamless network of services ranging from emergency assistance to home care, tailored to the needs of each individual. Our involvement often begins when a neighbor, a friend, or a rabbi recognizes signs that someone is unable to cope with daily life and contacts us on their behalf. Once we are contacted, Selfhelp assigns a case manager to assess the situation and assemble the comprehensive services the individual needs to maintain as much independence, dignity, and control over his or her life as possible. We can help clients apply for public entitlements; we can provide assistance with chores, home health care, or financial management; and we can intervene on an emergency basis when necessary. This year Selfhelp provided 33,559 hours of case management services and 14,350 home visits to our Nazi victim clients.

Financial Management • As some Nazi victim clients reach advanced age, they need assistance managing their financial and personal affairs. Three levels of service are available, ranging from bill paying to court appointed guardianship, and are coordinated closely with case management services.

Home Care • Many Nazi victims and Holocaust survivors require regular home visits to maintain their health and manage their personal affairs. Clients are carefully assessed to determine the level of care needed to maintain their independence. Selfhelp’s comprehensive network of services can provide everything from housekeeping and personal care, to skilled nursing.

Social Programming • Selfhelp provides a variety of social activities and holiday celebrations throughout the year to address the loneliness and isolation experienced by many elderly and frail Nazi victims. Selfhelp’s “Coffee House” program, modeled after old-world European coffee houses, is one of the most popular. Last year, Selfhelp held approximately 70 “Coffee House” gatherings for 4,057 survivors living in Brooklyn, Washington Heights, the Bronx, Manhattan, and Nassau County. The coffee houses provide a warm and relaxed atmosphere in which survivors can meet over coffee and cake, and socialize with friends who understand their feelings through shared experiences and a similar history.

“I feel blessed that I have been able to tap into Selfhelp’s resources whenever necessary to meet Dr. B’s changing needs and preserve his dignity and independence. Over the years we have helped him to access benefits such as Medicaid-funded home care, and helped him stay engaged in the world around him by coordinating friendly visits by volunteers and arranging transportation to all our social activities and events. My staff and I have provided services to him for nearly 5 years now, and he has become a treasured member of our Selfhelp family.” — Lilian Sicular, Program Director, Selfhelp’s Manhattan Nazi Victim Services Program; pictured with Dr. Charles Bauer, client.



OTHER COMMUNITY PROGRAMS FOR SENIORS

Selfhelp's Alzheimer's Resource Program

(SHARP) • SHARP offers Alzheimer's sufferers an affordable, community-based, continuum of care from the time of diagnosis through the middle stages of the disease. Our early diagnosis support groups give clients and their caregivers solace, support, and information about the effects of Alzheimer's, in a structured, reassuring environment.

Selfhelp provides social day care programs that emphasize the preservation of personality and remaining abilities to clients with middle stage dementia. At the same time, Selfhelp's professional staff offers client families and caregivers individual emotional support, information and assistance. This year, SHARP provided 11,000 hours of adult day care and social activities for over 100 families in Bayside, Maspeth, and Flushing.

Community Guardian Program

• Selfhelp's Community Guardian Program staff serves as court-appointed legal guardian for clients referred by Adult Protective Services who are unable to manage their financial or domestic affairs. This year our program served as legal guardian for more than 300 clients.

The Evelyn Frank Legal Resources

Program • Selfhelp's Evelyn Frank Legal Resources Program provides legal assistance for Selfhelp clients and offers professional training and consultation regarding Medicaid and elder law issues to other organizations. This year, program staff consulted on 353 Selfhelp client cases, conducted 8 in-service training sessions for staff, and provided 8 educational seminars for Selfhelp clients. Program staff also conducted or participated in 16 training sessions with outside professional and community-based organizations and consulted with their staff on an additional 370 cases.

PROGRAM LOCATIONS & CONTACT INFORMATION

Nazi Victim Services Program

Bronx Program
718-828-1114
Amy Newman,
Program Coordinator

Brooklyn Program
718-646-7500
Stephanie Zylberberg-Tresser,
Program Director

Manhattan Program
212-971-7757
Lilian Sicular,
Program Director

Nassau County Program
516-481-1865
Gina Goldman,
Program Coordinator

Queens Program
718-268-1252
Adele Friedman,
Program Director

Washington Heights Program
212-781-7200
Adeena Horowitz,
Program Director

Financial Management Unit
212-971-5475
Ruth Rosado,
Program Director

Housing

To inquire about our housing, please call 718-886-1412. For information about on-site social services for our housing residents, please call Helen Esanbor, Director of Housing and Social Services, 718-762-6803.

Scheuer House of Bayside
208-11 26th Avenue, Bayside

Martin Lande House
137-47 45th Avenue, Flushing

Scheuer House of Flushing
138-52 Elder Avenue, Flushing

Helen R. Scheuer House
45-25 Kissena Boulevard, Flushing

Harry and Jeanette
Weinberg Apartments
45-35 Kissena Boulevard, Flushing

Harry and Jeanette Weinberg House
140-16 45th Avenue, Flushing

Naturally Occurring Retirement Communities (NORC)

Penn South Program for Seniors
212-243-3670
290 Ninth Avenue, New York
Betsy Smith, Program Director

For general information about the Queens NORCs listed below, please call Jennifer Cinelli, Programs Director, 718-565-6569.

Big Six Towers NORC Program
59-55 47th Avenue, Woodside

Fresh Meadows Senior Program
67-00 192nd Street, Fresh Meadows

Northridge / Brulene / Southridge
I and II NORC Program
34-10 94th Street, Jackson Heights

Queensview / North Queensview
NORC Program
33-34 Crescent Street,
Long Island City

Senior Centers

Austin Street Senior Center
718-520-8197
106-06 Queens Boulevard,
Forest Hills
Rachel Epstein, Program Director

Benjamin Rosenthal Senior Center
718-886-5777
45-25 Kissena Boulevard, Flushing
Cheryl Gersh, Program Director

Clearview Senior Center
718-224-7888
208-11 26th Avenue, Bayside
Erin Brennan, Program Director

Latimer Gardens Senior Center
718-961-3660
45-25 Kissena Boulevard, Flushing

Maspeth Senior Center
718-429-3636
69-61 Grand Avenue, Maspeth
Donna Del Cielo, Program Director

Prince Street Senior Center
718-961-4550
36-12 Prince Street, Flushing
Jane Qiu, Program Director

Home Care

Certified Home Health Agency
212-971-5471

Expanded In-Home Services
for the Elderly Program
212-971-5490

Home Attendant Program
212-971-5481

Homemaking Program
212-971-5490

Housekeeping Program
212-971-5490

Licensed Home Care Services Agency
212-971-5490

The Guthery Institute of Home Care

Training Programs
212-971-7714
520 Eighth Avenue, New York

Case Management Programs

Kensington Program
718-633-1300
419 Church Avenue, Brooklyn
Tova Klein, Program Director

Project PILOT/PILOT Two
212-787-8106
136 West 91st Street, New York
Valrey Richards, Program Director

Other Community Programs for Seniors

Community Guardian Program
212-971-7776
Patricia L. Kaufman, Director

*The Evelyn Frank Legal
Resources Program*
212-971-7658
Valerie Bogart, Director

Selfhelp's Alzheimer's Resource Programs
718-224-7888
Erin Brennan, Programs Director

Scheuer House of Bayside
208-11 26th Avenue, Bayside

Scheuer House of Flushing
138-52 Elder Avenue, Flushing

Maspeth Senior Center
718-429-3636
69-61 Grand Avenue, Maspeth

In 2003 Selfhelp Community Services, Inc. officially launched a new capacity-building campaign to help secure the funding we need to honor our commitment to victims of Nazi persecution and to enhance the lives of thousands of elderly men and women who rely on our home care, social service, and senior housing programs.

Thanks to the work of our dedicated volunteers, donors and community partners, the Campaign has continued to gain momentum, enabling us to secure \$8.2 million in gifts and pledges toward our ambitious \$12 million goal as of June 30, 2004.

When complete, the campaign will provide us with the funds we need to enhance the delivery of our services, improve our facilities, and sustain the excellence of our programs. The campaign encompasses four major funding areas:

Caring for Generations : THE CAMPAIGN FOR SELFHELP

The Nazi Victim Services Program Fund	\$ 6,000,000
<i>Case Management Services</i>	
<i>Home Care Services</i>	
<i>Guardianship Services</i>	
<i>Jewish Heritage Programs</i>	
Housing, Senior Center, & Facilities Fund	\$ 2,500,000
<i>Senior Housing Campus, Flushing, NY</i>	
<i>Relocation/Renovation of Senior Centers</i>	
<i>Headquarters and Outreach Facilities</i>	
The Quality of Life Fund	\$ 2,500,000
<i>Social Services for Seniors</i>	
<i>Educational and Recreational Programs</i>	
<i>Legal Services (Evelyn Frank Legal Services)</i>	
<i>Special Client Services</i>	
The Home Care Education Fund	\$ 1,000,000
<i>Training Institute Program Expansion</i>	
<i>New Home Care Service Initiative</i>	
Total Campaign Goal	\$ 12,000,000

Gifts to the campaign will enhance Selfhelp's housing, home care and social service programs for the community we have served for generations and allow us to prepare for those who will look to Selfhelp in the future. Scheduled to conclude in 2006 with the celebration of our seventieth year of service, the campaign's success to date is due to the generosity of our vanguard donors and UJA-Federation of New York, which has given our campaign its strong support.

Additional resource materials about the Campaign, including detailed information about each funding area and naming opportunities, may be obtained by calling our Office of Development & Public Relations, 212-971-7764.

CAMPAIGN FOR SELFHELP COMMITTEE CO-CHAIRS

*Matthew A. Cantor**

*Peter H. Jakes**

*Raymond V.J. Schrag**

Selfhelp gratefully acknowledges the generous campaign contributions of the donors listed below.

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18 Providing Support

FISCAL YEAR 2004
(JULY 1, 2003 – JUNE 30, 2004)

Selfhelp is a grateful recipient of major support from:

Conference on Jewish Material Claims Against Germany

Conference on Jewish Material Claims Against Germany for an Austrian Holocaust Survivor Emergency Assistance Program

Conference on Jewish Material Claims Against Germany for the Emergency Assistance Program for Nazi Victims at the direction of the United States District Court supervising the lawsuit In Re: Holocaust Victim Assets Litigation (Swiss Banks).

World Jewish Relief Organization for the Emergency Assistance Program for Nazi Victims from the Swiss Fund for Needy Victims of the Holocaust.

The City of New York
The State of New York
U.S. Department of Housing and Urban Development

United Help, Inc.

UJA-Federation of New York

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Caring Commission: Emergency Cash Assistance Program
Harry and Jeanette Weinberg Fund for Programs for the Aging

Caring Commission: Predevelopment Grant Bayside 202 Variance Housing Fund

Central Unrestricted Legacy Fund

Caring Commission: Senior Partners

Caring Commission: Service to the Russian Elderly, Brooklyn
Stanley Roth, Sr. Fund

Caring Commission: Treatment Education for HIV+ Adults and Adolescents
Recha Strauss Fund

Commission on the Jewish People: English as a Second Language Program
Arthur L. & Camille C. Friedman Fund

Jewish Communal Network
Commission: Affiliation Grant
Domestic General Operating Fund

Jewish Communal Network
Commission: General Support

Jewish Communal Network
Commission: Home Care Services for Elderly Nazi Victims

Jewish Communal Network
Commission: New York Times
Neediest Cases

Jewish Communal Network
Commission: United Way
Transition Grant

Sidney L. and Jeannette
Solomon Fund

Supporting Foundation Grants

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 Laure Zacharias
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 Elizabeth Zorek
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Honor Listings

The following individuals were remembered by friends and family as they celebrated special occasions:

Adam Baer
 Dennis Baum *
 Frederick Baum ∞
 Ernest L. Bial *°
 Hilde Bluhm
 Valerie Bogart
 Mitchell Egenberg
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 Gisela and Erwin Weil °
 Harry D. Weilheimer
 Nell and Victor Wyler *
 Elizabeth Zorek

Memorial Listings

Contributions to Selfhelp were made in memory of the following loved ones this year:

Else Abelman
 Marion Aschkenasy

Bernhard Aschkenazy
 Milton Augenstein
 Harold Bachenheimer
 Hilda Balter
 Sophie Boschwitz
 Robert Cohen
 Gerda Daniel
 Erwin Danziger
 Alice Dreyfuss
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 Grete Wolf
 Else and Henry Wolff
 Henry Zacharias

Matching Gifts

Altria, Inc.
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 The Commonwealth Fund
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2004 Concert Sponsors

Selfhelp Community Services and United Help gratefully acknowledges those individuals, foundations and corporations listed below for their generous support of our Spring Concert to benefit our Nazi Victim Services Program.

Anonymous
 Louis & Anne Abrons Foundation, Inc.
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 Mercedes-Benz USA
 Merrill Lynch
 Newmark & Company Realty, Inc.
 The Frederick P. & Sandra P. Rose
 Foundation
 Scott's Flowers
 Mr. and Mrs. John H. Slade
 Susquehanna Foundation

Estates

We acknowledge with deep appreciation the friends who remembered Selfhelp through their legacies and bequests:

John C. Boss Trust
 Estate of Elsa Davidson
 Estate of Ruth Waelsch Haymann
 Estate of Liselotte Hess
 Estate of Rolf Hirshberg
 Elsie Linton
 Estate of Annetta Mandler
 Estate of Solomon Nachem
 Estate of Gertrude Pinner
 Estate of Elisabeth Polatscheck
 Estate of Rosi Rathheim
 Estate of Charlotte Rosendorff
 Estate of Gabrielle D. Schiff
 Estate of Samuel B. Seidel
 Estate of Olly Vorgang
 Estate of Frances Doonan Walter

To make a donation to Selfhelp, or receive additional information about Estate Planning, Matching Gift Programs, or Honor and Memorial gift giving, please contact the Selfhelp Development Department at 212-971-7764.

Working With Others

FISCAL YEAR 2004
(JULY 1, 2003 – JUNE 30, 2004)

Selfhelp is a member of the following coordinating and advisory bodies:

American Association of Homes and Services for the Aging
Bronx Inter-Agency Council on the Aging
Brookdale Center on Aging of Hunter College — Social Work Advisory Committee
Brooklyn Borough-Wide Interagency Council
Community Board 12 (Manhattan) Aging Committee
Community Services for the Elderly Council of Senior Centers and Services of New York City
East Side Council on the Aging
Lower East-Side Inter-Agency Council on Aging
Lower West Side Inter-Agency Council on Aging
Manhattan Adult Protective Services Advisory Committee
Manhattan Borough-Wide Inter-Agency Council on the Aging
Manhattan Geriatric Committee
Manhattan Mental Health Committee
Nassau County Department of Senior Citizen Affairs
New York AIDS Coalition
New York Association of Homes and Services for the Aging
New York Citizens Committee on Aging
New York City Coalition on Elder Abuse
New York City Immigration Coalition
New York City City-Wide Medicaid Advisory Committee for HRA
New York State Adult Day Services Association, Inc.
New York State Association of Health Care Providers
New York State Bar Association Elder Law Section
New York State Home Care Association
Queens Interagency Council on the Aging
Queens Jewish Agencies Coalition
Senior Umbrella Network of Nassau County
UJA-Federation Caring Task Force
UJA-Federation Communal Service Division
UJA-Federation LGBT Task Force
UJA-Federation NORC Legislative Committee
UJA-Federation Social Adult Day Care Task Force
UJA-Federation Task Force on Elderly Immigrants
Washington Heights-Inwood on the Aging Council
Westside Inter-Agency Council for the Aging

Selfhelp participated in joint programs with:

112th Police Precinct (Queens)
AARP
Abilities, Inc./National Center for Disability Services
Access-A-Ride
Action Reconciliation Service for Peace
Adelphi University School of Social Work
All Metro
Alzheimer's Association
American Cancer Society
American Cancer Society, Eastern Division, Chinese Unit
American Chinese Women's Association
American Diabetes Association
American-Italian Cancer Foundation
American Red Cross
Arthritis Foundation
Asian Health Center of Flushing
Association of the Bar of the City of New York Fund
Association of Jewish Family and Children's Agencies
Association for the Help of Retarded Children
Atria Kew Gardens
Baruch College – School of Public Affairs and Medicare Rights Center
Bayside High School, Queens
Beth Israel Medical Center
Blue Card
B'nai B'rith House
B'nai B'rith Project HOPE
Bronx Jewish Community Council
Brookdale Center on Aging of Hunter College/Samuel Sadin Institute on Law
Brookhaven Memorial Hospital Medical Center, Certified Home Health Agency
Brooklyn Conservatory of Music
Bureau of Refugee and Immigration Affairs
CAPE
CASA II
Caregivers, Inc.
Carnegie Hall
Center for Jewish History
Chinatown Health Center
Chinese American Planning Council
Chinese Performing Artists of North America
Citymeals-on-Wheels
Club Pride
College of Staten Island
Columbia University School of Social Work
Community Food Resource Center
Congregation Habonim
Corporation for Housing-Based Healthcare
Council of Jewish Organizations of Flatbush
Council of Senior Citizens and Services of New York City

Dormitory Authority of the State of New York
DOROT
Downstate College of Nursing
Duane Reade
Elder Craftsman, Inc.
Elders Share the Arts
Elmhurst Hospital
Empire Staffing Services
Empire State Home Care Services
Everybody Wins Foundation
Fashion Institute of Technology
FEGS-Haym Salomon Foundation
First to Care Home Care
Flushing Council on Culture and the Arts
Flushing Hospital Medical Center
Flushing Jewish Community Council
Fordham University Graduate School of Social Work
Forest Hills Community House
Forest Hills Jewish Center
Forest View Nursing Home
Frances Schervier Home and Hospital
Friends and Relatives of Institutionalized Aged
New Glen Oaks Nursing Home
Good Samaritan Certified Home Health Care Agency
Gracie Square Hospital (Asian Unit)
Graenum Berger Bronx Jewish Federation Service Center
Gray Panthers
Health Technology Assistance Programme
Hamilton-Madison House (Chinese Alcoholism Services)
HANAC Summer Youth Employment
HANAC Transportation Program
Hebrew Tabernacle Congregation
Hillels of New York
Holy Cross High School
Hospital Audiences, Inc.
Homefirst
Hunter College Schools of the Health Professions
Hunter College School of Social Work
Immigration Advocacy Services
International Longevity Center - USA
Jack and Jill Nursery School
Jamaica Hospital
Jewish Association for Services to the Aged
Jewish Association for Services to the Aged — Institute for Senior Action
Jewish Association for Services to the Aged — Legal Services for the Elderly
Jewish Board of Family and Children's Services
Jewish Community Council Services Commission
Jewish Guild for the Blind
Jewish Home and Hospital Lifecare Systems
Jewish Institute for Pastoral Care of the Health Care Chaplaincy
Joint Public Affairs Committee
Kew Forest Schools

Korean American Senior Citizens Society of Greater New York, Inc.	New York City Human Resources Administration - Adult Protective Services	Queens Occupational Training Center
Korean Community Services	New York City Human Resources Administration - Division of AIDS Services & Income Support	Queens Theatre in the Park
LaGuardia Community College	New York Council for the Humanities	Queensborough Community College
Law Help.org (diversity resources)	New York Downtown Hospital	Queensborough Council for Social Welfare
League for the Hard of Hearing	New York Foundation for Senior Citizens	Queensborough Public Library - Flushing Branch
Learning Leaders	New York Hospital Queens	Retired Senior Volunteer Program of the Community Services Society
Legal Aid Society	New York Legal Assistance Group	Ridgewood Older Adults Center
Lexington Hearing and Speech Center	New York Presbyterian - The University Hospitals of Columbia and Cornell	Russian Information Services
Lighthouse	New York Service Program for Older People	Safe Space
Little Sisters of the Assumption	New York State Adult Day Services Association, Inc.	Samuel Field/Bay Terrace YM & YWHA - Community Advisory Program for the Elderly
Long Island University	New York State Department of Health	Sinai Chapels
Lucy Moses School of Music and Dance	New York State Division of Housing and Community Renewal	Southside Hospital
Maimonides Hospital, Brooklyn	New York State Office for the Aging	St. Agnes High School
Main Street Legal Services, Inc. of CUNY School of Law at Queens College	New York State Office of Mental Retardation and Developmental Disabilities	St. Charles Hospice
Manhattan School of Music	New York State Office of Temporary and Disability Assistance	St. Frances Preparatory High School, Queens
Mannes College of Music	New York State Refugee Resettlement Assistance Program	St. John's University
Margaret Tietz Center for Nursing Care	New York University Division of Nursing, Steinhardt School of Education	St. Mary's Hospital for Children
Mary Immaculate Hospital	New York University Downtown Hospital	St. Mary's Hospital of Brooklyn, Home Health Agency
Maspeth Kiwanis Club	New York University Ehrenkranz School of Social Work	St. Matthew and St. Timothy Mainstream Nutrition and Health Center
Maspeth Lions Club	New York University Medical Center	St. Vincent's Catholic Medical Centers of New York
Matrix Medical Network	New York University School of Nursing	St. Vincent's Hospital and Medical Center
Meadow Park Nursing Home	New York Urban League	Stuyvesant High School
Medical and Health Research Association of New York City	Northeast Queens Senior Services	Temple Emanu-El
Mercy Home Care & Medical Supplies	North Shore-Long Island Jewish Health System	Tender Loving Care - Staff Builders
Metro Therapy, Inc.	Nursing Sisters Home Visiting Service	The Consortium of New York Geriatric Education Centers
Metropolitan Jewish Geriatric Center	Organization of Chinese Americans - Long Island Chapter	The Jewish Braille Institute of America, Inc.
Metropolitan Museum of Art - Education Department	Our Lady of Consolation, Geriatric Care Center	The Trinity School
MHH Clinical Services	Park East Synagogue	Town Total Nutrition
Mid-Queens Medical Center	Parker Jewish Institute for Health Care and Rehabilitation	Townsend Harris High School
Montefiore Medical Center - Geriatric Psychiatry Department	Pride of Judea	Touro College
Mount Sinai Jewish Center	Prime Care Medical Supplies, Inc.	United Cerebral Palsy of Queens
Mount Sinai Medical Center - Palliative Care	Priority Home Care, Inc.	United Hospital Fund
Metropolitan Transit Authority	Project STAY	United States Department of Housing and Urban Development
Nassau County Department of Social Services	Pro Medex	Unlimited Care
Nassau EISEP	PS 101 (Queens)	Village Center for Care
New York Association for New Americans	PS 120 (Queens)	VISIONS
New York City Administration for Children's Services	PS 175 (Queens)	VNS Choice
New York City Department for the Aging	PS 24 (Queens)	Visiting Nurse Association of Brooklyn, Inc., Certified Home Health Agency
New York City Department for the Aging - The Aging in New York Fund	PS 33 (Manhattan)	Visiting Nurse Service of New York
New York City Department of Cultural Affairs	PS 58 (Queens)	West Side One Stop for Coordinated Senior Services
New York City Department of Employment -Youth Employment Program	Queens Chapter, Holocaust Survivors, Inc.	Winthrop University Hospital
New York City Department of Health	Queens Child Guidance Center	Woodside Senior Assistance Program
New York City Department of Motor Vehicles	Queens College (CUE Program)	Wyckoff Heights Medical Center
New York City Department of Social Services	Queens Council on Mental Retardation and Developmental Disabilities	YMCA Teen Action
New York City Health and Hospital Corporation	Queens Interagency Council on the Aging	Yeshiva University High School for Girls in Queens
New York City Housing Authority, Office for the Aging	Queens Legal Services	Yeshiva University Wurzweiler School of Social Work
New York City Human Resources Administration	Queens Museum of Art	Young Adult Institute
		Young Israel of Bayside
		Young Israel Senior League
		YM-YMHA of Washington Heights and Inwood

Financial Information

BALANCE SHEET

Assets	2004	2003
Current Assets		
Cash	\$ 1,358,085	\$ 1,625,666
Investments	8,724,219	8,098,489
Accounts Receivable	7,705,668	7,369,362
Due from Related Part	652,504	410,383
Contributions Receivable & other current assets	1,127,443	652,187
Total Current Assets	19,567,919	18,156,087
Fixed assets	4,288,132	4,680,288
Other non-current assets	85,984	120,527
Total Assets	\$ 23,942,035	\$ 22,956,902

Liabilities and Net Assets

Current Liabilities

Accounts payable and accrued expenses	\$ 1,283,190	\$ 1,103,871
Accrued Salaries and Benefits	3,475,837	3,516,432
Due to third parties and Other Payables	1,717,337	2,195,170
Loan payable	1,990,000	2,000,000

Total current liabilities	8,466,364	8,815,473
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Unrestricted net assets

Operating	5,256,818	4,137,922
Plant	4,288,132	4,680,288

Total unrestricted net assets	9,544,950	8,818,210
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Temporarily restricted net assets	5,930,721	5,323,219
Total net assets	15,475,671	14,141,429

Total Liabilities and Net Assets	\$ 23,942,035	\$ 22,956,902
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STATEMENT OF ACTIVITIES

	2004	2003
Revenue, Gains, and Other Support		
Homecare Program	\$ 30,453,070	\$ 28,883,358
Community Programs & Targeted Grants	12,612,076	10,646,315
Contributions, Legacies & Bequests	3,563,278	3,194,230
Investment Income	619,111	287,763
Total revenue, gains and other support	47,247,535	43,011,666
Expenses		
Homecare Services	27,915,652	26,079,561
Community and Other Programs	11,934,794	10,963,108
Management and general	5,314,415	4,452,219
Fund Raising	748,432	780,721
Total expenses	45,913,293	42,275,609
Change in net assets	1,334,242	736,057
Net assets - beginning of year	14,141,429	13,405,372
Net assets - end of year	\$ 15,475,671	\$ 14,141,429

SUMMARY: SELFHELP COMMUNITY SERVICES, INC. AND RELATED ENTITIES

Together with its related entities, Selfhelp provides a wide range of services. Total assets, net assets and revenue for Selfhelp and its related entities for their most recent fiscal years* are summarized below:

	<i>Total Assets</i>	<i>Total Net Assets</i>	<i>Total Revenues</i>
Selfhelp Community Services	\$ 23,942,035	\$ 15,475,671	\$ 47,247,535
United Help	996,121	988,534	217,305
Home Attendant Services	3,507,008	2,313,691	12,571,576
Senior Citizen Housing Corporations	39,379,885	4,009,090	8,409,913
Certified Home Health Agency	626,112	(1,177,530)	2,947,706
Total	\$ 68,451,161	\$ 21,609,456	\$ 71,394,035

* The corporations have different fiscal year ending dates.

A copy of our audited financial statement for Fiscal Year 2004 has been filed with the Secretary of State and may be obtained from the Department of State, 162 Washington Avenue, Albany, New York 12231, or directly from Selfhelp. Selfhelp Community Services, Inc. is dedicated to the practice of equal employment opportunity in every aspect of its operations and complies with all Federal, State, and City government regulations.

UJA Federation
of New York



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