

Dear Friends,



FY20 was an extraordinary year as we built on the success of existing programs pre-pandemic and worked hard to quickly adapt and respond to the coronavirus this spring, ensuring older adults have the essential services and supports they need to survive. In response to this crisis, we expanded some

of our programs, modified others, and created new services. We significantly increased our geographic scope and number of clients served by 28% for a total of 4,508 older adults; 57% are aged 80+, a demographic that faces an increased risk to COVID-19.

With 44 years of experience in alleviating social isolation among older adults, DOROT found itself uniquely positioned to engage in the national conversation on the challenges presented by a global pandemic that required social distancing and self-isolation. Viewed as an expert in the field, we were fortunate to have had the opportunity to appear on many national and local media outlets including MSNBC, the CBS Morning News, CNN, and NPR to talk about the devastating effects of COVID-19 on the older adult population and the impact of being isolated and alone.

As a result of the innovation and incredible work of the DOROT staff, we were extremely successful in our response to the coronavirus outbreak, ensuring that older adults had the necessary social and nutritional supports necessary to survive this ongoing crisis and increased loneliness. In early March, the agency paused all of our in-person programming that included onsite programs at DOROT, in-home visits by staff and volunteers, and intergenerational programs in the community. Maintaining our focus on operational excellence, we promptly developed our remote working capabilities so that the staff could effectively work from home. While we understood the immediate and necessary need for social distancing, DOROT staff quickly and efficiently adapted to offer new and modified programs that support our mission and help seniors, volunteers, and staff to remain safe over a virtual platform. Our aim during this challenging time has been to be creative, flexible, and responsive to our constituents' needs so that we can continue to support current clients as well as older adults who are turning to DOROT for the first time.

Volunteers are at the heart of DOROT's work, making our intergenerational programs, meaningful connections, and vital services possible. In support of our mission, 6,032 volunteers dedicated over 53,500 hours of service in FY20. This included 4,008 adult volunteers who provided in excess of 42,400 hours of service and 1,718 youth who provided 11,104 hours of service.

The following highlights some of our FY20 new and virtually adapted programs developed in response to this public health emergency, covering the time period from March – June 2020. Because COVID-19 caused such a rapid and significant transition, the annual report primarily focuses on this response. Further below, is a brief summary of our program accomplishments in FY20 prior to the public health emergency.

Responding to COVID-19

EXPANDED PROGRAMS

Kosher Meals at Home (KMH) delivers weekly nutritious frozen kosher meals to home-based older adults who have difficulty shopping or cooking for themselves. As soon as the pandemic hit New York and the City went into lockdown in mid-March, seniors who previously shopped and cooked for themselves were rightfully fearful about leaving home and entering stores, and found themselves needing meal assistance for the first time. To accommodate this increased food insecurity, we expanded DOROT's KMH program, serving 327 seniors in FY20 compared to 228 in FY19, increasing average weekly participants from 110 to 175; and increasing delivery days from three to four per week. In total, we provided 36,615 meals to all KMH participants.

University Without Walls (UWW) is DOROT's teleconference program for older adults and provides lifelong learning, support, and connection with peers, all from the comfort of seniors' homes. A facilitator leads small classes over the phone, allowing seniors opportunities to learn more about art and culture, participate in discussions about current events, share memories, practice new skills, and receive important information. In FY20, we served 602 participants (compared to 432 in FY19, a 72% increase); over half of these were new clients (324 compared to 141 in FY19). We also increased the number of program titles and sessions to 236 (compared to 190 in FY19). Most of this growth occurred in the last four months of the fiscal year as we expanded UWW in response to COVID-19. This program plays a critical role in

helping to bridge the huge digital divide for older adults. While many do not have adequate internet connectivity, the computer equipment, or knowledge necessary, the telephone – which most everyone has – continues to play a critical role in helping older adults remain engaged and connected.

MODIFIED PROGRAMS

Summer Teen and College Internship: Due to the pandemic, DOROT’s summer 2020 Teen and College Internship Program was a completely remote experience. Rather than canceling the program, DOROT was one of the few organizations able to run teen and college programs during the summer. Interns were introduced to DOROT with customized full-day Zoom orientation and ongoing cohort trainings, including discussing topics related to the aging population and social isolation, best practices for working with older adults and more. Although virtual, DOROT successfully offered the high quality, impactful programs for which we are known. Despite the pandemic, we expanded our teen internship program for the first time to a third location serving a bilingual (English-Russian) population in Brooklyn.

DOROT’s Department for **Onsite and Special Programs** now includes health and wellness classes; cultural activities; Lasting Impressions, which includes advance care planning, legacy projects, and the Pearls of Wisdom storytelling troupe; and Sunday and Evening programs. The Onsite Department offered robust programming in FY20, both before and after the onset of COVID-19. Older adult participation significantly increased in FY20 compared to FY19 with 83% more participants in Wellness classes, 43% more in Lasting Impressions, and 26% more in Sunday and Evening Programs. Immediately after DOROT closed its offices in mid-March, we surveyed onsite clients to gauge their interest in using a virtual format and to understand their technology/connectivity capability. DOROT was able to launch virtual group programs only two weeks after ending onsite programs. In just three months, we welcomed 908 seniors from New York and 12 additional states (310 were new to DOROT) to 183 Zoom programs. Of these individuals, 45 are in their 90s and two are over 100.

DOROT’s **Homelessness Prevention Program** (HPP) and Aftercare Services provides homeless and at-risk seniors with safe transitional housing, supportive services, and relocation to affordable permanent homes. Our unique Aftercare services offer ongoing support to former residents by providing community

meals, food, clothing, social services, and opportunities to socialize. Amid the coronavirus pandemic, the HPP remains open as an essential service to serve our most vulnerable clients. Four staff members are coming in on alternating schedules to reduce exposure. We are committed to serving these at-risk older adults and ensuring they have the material supports and social interactions they need to stay safe and survive this crisis. In FY20, the HPP provided 4,785 nights of shelter, 8,118 meals, and 312 food distributions to 21 residents and 74 Aftercare clients.

NEW PROGRAMS

Caring Calls: On March 24 – just 10 days after halting in-home visits – DOROT unveiled this new initiative offering current and new volunteers the opportunity to have caring phone conversations with older adults. Staff quickly and thoughtfully designed new registration, screening, and onboarding processes. The program was an immediate hit, drawing interest from more than 2,500 prospective volunteers. By June 30, there were 597 matches between volunteers and older adults for a four-week series of weekly or twice-weekly calls.

Check-In Calls: Staff and a select group of trained volunteers have reached out to 3,048 DOROT seniors since March to let them know that we are thinking of them and offer help with shopping resources for food, medication, and essential supplies. Calls also introduced DOROT’s programs that foster social connections.

Grocery Assistance Program: To help address food insecurity issues and ensure that older adults are able to access food, we started a new partnership with a local grocery store chain. We help clients place remote grocery orders, underwrite food when clients are unable to pay for groceries themselves, call clients regularly to check-in with them, and respond to unmet needs or expressed interests. DOROT covers the costs of food for seniors in need. Between March 16 and June 30, we helped 100 clients place grocery orders, facilitating 150 total orders. Overall, they have contacted clients 544 times to check in and help order groceries.

Update on DOROT’s Pre-COVID-19 Programming

- **Friendly Visiting** is one of DOROT’s foundational programs and offers older adults sustained in-home social engagement with thoughtfully matched volunteers who make regular visits. In

FY20, 492 matches engaged in 17,100 hours of visiting together. Friendly Visiting continued normally into March, when it pivoted to virtual visits through the telephone and platforms such as FaceTime and Zoom.

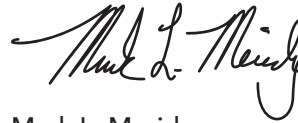
- Through DOROT's annual **Package Deliveries** in Manhattan and Westchester, hundreds of older adults socialize and connect with caring volunteers. In addition to these deliveries, DOROT also hosts a Thanksgiving banquet the Sunday prior to Thanksgiving for seniors who are able to attend. Five hundred and forty-nine seniors and 646 volunteers participated in these programs in FY20. Since the onset of the pandemic, we are pleased to have developed a new temporary model for package deliveries that follows CDC and governmental guidelines to ensure the safety of volunteers and clients.
- DOROT's **Cemetery Visits** program provides frail older adults with trained volunteers to assist them in visiting the gravesites of their loved ones. In summer 2019, volunteers helped with 104 cemetery visits, enabling 96 seniors to participate in this meaningful program. In FY21, we offered this program in a virtual form.
- For 15 years, **DOROT Westchester** has served older adults ages 60 to 100+ living in Westchester County. FY20 was the first year DOROT Westchester had its own office space, which was shared with four other organizations, allowing for increased networking and a new way to reach older adults through onsite creative aging offerings.
- Prior to the current public health emergency, DOROT's one-to-one **Tech Coaching** initiative trained volunteers and matched them with older adults for in-home tutoring sessions. Overall, we engaged 52 volunteers who helped 90 seniors with 483 coaching sessions in their homes since the program's inception in May 2019 until in-home visits were suspended in March 2020. We developed 14 tech guides, which became a prescient and

useful tool as we worked hard to respond to the pandemic. We revised them for public use and posted them on our website for free downloading; nearly 1,000 were downloaded in FY20, the majority for using Zoom (<https://www.dorotusa.org/tech-made-easy-seniors-new-instructional-guides>).

Looking Ahead

We continue to monitor and plan for all potential scenarios for DOROT's programs (virtual, hybrid, and onsite models) to best serve older adults, while also maintaining the health and safety of our staff. With an eye toward protecting those who are most vulnerable due to age and health risk in this challenging period of self-isolation, we intend to continue to respond to our seniors' changing needs through this crisis. We are grateful for the steadfast support of our Board, donors, staff, and volunteers who remain committed to honoring and enhancing the lives of older adults, especially during this challenging time.

Sincerely,



Mark L. Meridy
Executive Director

DOROT

DOROT alleviates social isolation among the elderly and provides services to help them live independently as valued members of the community. We serve the Jewish and wider community, bringing the generations together in a mutually beneficial partnership of elders, volunteers and professionals. Our work provides an effective model for others.



Annual Report • Fiscal Year 2020

JULY 1, 2019 – JUNE 30, 2020

Extract from Audited Financial Statements

PUBLIC SUPPORT AND REVENUE

FY2020

July 1, 2019 – June 30, 2020

Private gifts and grants	\$ 5,649,084
Bequests and legacies	\$ 5,068,952
Government grants	\$ 98,557
UJA-Federation	\$ 315,000
Special events, net of direct expenses	\$ 11,200
Donated goods and services	\$ 280,648
Rental	\$ 600
Investment revenue, net	\$ 549,069
Total Public Support and Revenue	\$ 11,973,110

EXPENSES

Socialization services	\$ 2,870,330
Concrete services	\$ 2,601,292
Educational services	\$ 1,276,724
Community services	\$ 2,039,058
Management and general services.....	\$ 987,714
Fundraising	\$ 790,402
Total Expenses	\$10,565,520
Increase/Decrease in net assets	\$ 1,407,590

The above information was extracted from DOROT's June 30, 2020 financial statements, which are audited by Baker Tilly Virchow Krause, LLP.

Readers of this statement may obtain a copy of DOROT's audited financial statements from DOROT.

Statements of Financial Position

ASSETS AS OF JUNE 30, 2020	2020	2019
Current Assets:		
Cash and cash equivalents	\$ 1,598,618	\$ 891,644
Investments, at fair value	\$ 19,352,233	\$ 18,808,473
Pledges and grants receivable	\$ 1,863,299	\$ 1,274,646
Accounts receivable	\$ 30,593	\$ 33,826
Prepaid expenses and deposits	\$ 126,001	\$ 146,202
Total Current Assets.....	\$ 22,970,744	\$ 21,154,791
Security Deposits.....	\$ 36,266	\$ 36,266
Pledges and Grants Receivable, net of current portion	\$ 738,731	\$ 1,168,690
Investments Restricted for Permanent Endowment.....	\$ 1,198,794	\$ 1,198,794
Property and Equipment, net	\$ 2,515,347	\$ 2,378,147
Total Assets.....	\$ 27,459,882	\$ 25,936,688
 LIABILITIES AND NET ASSETS		
Current Liabilities:		
Accounts payable and accrued expenses.....	\$ 254,805	\$ 238,678
Accrued vacation pay.....	\$ 344,872	\$ 240,007
Current portion of charitable gift annuities and trusts	\$ 26,581	\$ 26,556
Total Current Liabilities.....	\$ 626,258	\$ 505,241
Charitable Gift Annuities and Trusts, Long Term.....	\$ 81,360	\$ 86,773
Total Liabilities.....	\$ 707,618	\$ 592,014
Net Assets:		
Net Assets without Donor Restrictions	\$ 21,295,560	\$ 19,172,370
Net Assets with Donor Restrictions.....	\$ 5,456,704	\$ 6,172,304
Total Net Assets	\$26,752,264	\$ 25,344,674
Total Liabilities and Net Assets	\$ 27,459,882	\$ 25,936,688



DOROT FY20 Board of Directors

OFFICERS

President

Donna Jakubovitz

President-Elect

Ellen Marram

Treasurer

Elissa Fishman

Secretary

Sandra Edelman, Esq.

Vice Presidents

Brian Doppelt, Esq.

Josh Targoff

Executive Director

Mark L. Meridy

DIRECTORS

Renée Adler Ascher*

Laurie Davidowitz

Ethan Horwitz, Esq.*

Diane Katzin

Alan Laytner

Barbara Matas

Mitchell Moss

Matthew Novack

Andrew Pardo

Jennifer Perkins, Esq.

Harriet Shaiman

Joyce Silberstang, Ph.D.

Doris Ullendorff

Ann Wimpfheimer*

**presidents emeriti*