

Dear Friends,



As the world continues to grapple with COVID-19, this public health crisis of historic proportions has been especially devastating for older adults who face increased risk of social isolation and serious illness or death. AARP's October 2020 "The Pandemic Effect: A Social Isolation Report" found that COVID-19 has spurred a rise in social

isolation and loneliness, reaching epidemic proportions. Even as restrictions are lifted, the world has changed; many seniors feel traumatized and need help reconnecting to community.

A preeminent leader in the field of aging, with 45 years of experience alleviating social isolation among older adults, DOROT is uniquely positioned to respond to this challenge. Within weeks of closing our in-person programs due to COVID-19, DOROT quickly and efficiently expanded select programs, modified others, and created new, innovative services. DOROT has approached this difficult time with creativity, flexibility, perseverance, and a deep responsibility to meeting the changing needs of seniors.

As a result, DOROT has been extremely successful in our response to the coronavirus outbreak, ensuring older adults have the supports necessary to survive this ongoing crisis and increased loneliness. In FY21, DOROT engaged 6,230 older adults, an incredible 76% increase compared to 3,533 in FY19 (pre-pandemic), and significantly expanded our geographic reach, engaging older adults from 37 states.

DOROT is deeply grateful for the support of our Board, donors, staff, and volunteers, who have furthered our ability to successfully respond to the challenges of older adults during COVID-19. Volunteers are at the heart of DOROT's work, making our intergenerational programs, meaningful connections, and vital services possible. In support of our mission, 6,173 volunteers dedicated over 44,300 hours of service in FY21. This included 3,361 adult volunteers who provided 21,400 hours of service and 2,812 youth and college volunteers who provided 22,900 hours of service.

Program Accomplishments

The following highlights DOROT's FY21 program achievements, as well as our future plans. As this public health crisis continues, DOROT's leadership, innovation, and strong commitment to serving isolated and vulnerable older adults perseveres.

DOROT's Department for **Onsite and Special Programs** fully transitioned to online programming during the pandemic. Our virtual offerings, operating under the title Onsite@Home, include health and wellness classes; movement programs; multi-session small group skill-building workshops (e.g., Watercolor Workshop; Guided Autobiography; Storytelling); large format presentations on a range of subjects; affinity and support groups; cultural activities; Lasting Impressions; advance care planning initiatives and legacy-based programs; and the Pearls of Wisdom storytelling troupe. In FY21, we increased offerings to match increased demand among older adults in DOROT's catchment area and beyond, offering 25-28 programs weekly, compared to 15 in FY20; we also engaged 69% more seniors in FY21 compared to FY20 (2,857 versus 1,693).

In FY21, 883 senior and volunteer pairs enjoyed companionship through our weekly **Caring Calls** program, which was created in response to the pandemic. Although the program was designed as a four-week model during the immediate crisis of COVID-19, on average, pairs continued to meet for 18 weeks and 54% of matches met together for eight weeks or longer. In response, we increased the minimum commitment to eight weeks. Caring Calls is now one of DOROT's most popular offerings.

University Without Walls (UWW) served an expanded audience of seniors in FY21, providing phone-based lifelong learning, support, and interaction with peers from the safety of seniors' homes. Previously, most UWW participants were seniors who found it challenging to travel to programs at community locations. With in-person programming on pause throughout NYC, UWW welcomed new older adults who lacked the technology skills to join online programs. UWW grew our creative program offerings, including hands-on arts programs; offered newly created conversation groups; and developed new partnerships to expand health and wellness offerings. UWW engaged 654 participants in 14,351 hours of teleconference programming offered through 317 program titles and support groups in FY21. This represents a 51% increase in the number of seniors served

and a 66% increase in titles and support groups compared to FY19, the pre-pandemic period.

Through our new **Vaccine Assistance** program, DOROT made outreach calls to 3,706 older adults to ensure they had access to resources and information about COVID-19 vaccines and to provide assistance when vaccine appointments were difficult to secure. The agency also held two Zoom programs to provide educational information about the safety and importance of vaccines and created a dedicated resource page (<https://dorotusa.org/covid-vaccine-resources>).

To help bridge the digital gap, DOROT's **Tech Coaching** program provided the remote support older adults needed to stay connected with their communities. DOROT's volunteer tech coaches and college and teen interns were trained on best practices for guiding late technology adopters remotely. We focused on helping older adults join DOROT's new online Zoom programming. We also revised our step-by-step tech guides for public use and shared them on our website for free downloading; 3,418 have been downloaded since the start of the pandemic, the majority for using Zoom (<https://www.dorotusa.org/tech-guides>). In FY21, 67 volunteers provided 913 tech coaching sessions lasting approximately one hour to 301 seniors, by phone or via Zoom.

Through **Response Team**, DOROT fields unique requests that cannot be accommodated through other programs. During FY21, DOROT modified this program to enable the volunteer corps to provide virtual and safe assistance to older adults. Overall, 127 volunteers helped 1,339 older adults by calling them and delivering gift bags for birthdays, reading program course catalogs to individuals with visual impairments, practicing foreign languages (which helps seniors maintain cognitive functioning and forestall memory loss), transcribing manuscripts and letters, and assisting with contact-free errands, such as bringing donations to thrift shops and collecting and returning library books.

Kosher Meals at Home (KMH) delivers weekly nutritious frozen kosher meals to home-based older adults who have difficulty shopping or cooking for themselves. At the start of the pandemic, many older adults who previously cooked and shopped for themselves were afraid of entering stores and followed public health warnings to stay home when New York City went into lockdown in mid-March 2020. At the same time, many senior service providers either reduced or closed their

programs. Recognizing the increase in food-insecure seniors, DOROT mobilized to expand KMH and significantly increased the number of older adults being served during this crisis. In FY21, KMH provided 48,820 meals to 288 seniors, representing 63% more meals and 39% more participants than in FY19.

During FY21, DOROT's **Teen Internship Program** meaningfully connected teens with older adults through friendly phone calls and intergenerational Zoom workshops that ranged from interactive games, creating art, book discussions, music and memories discussions, and much more. We offered five ongoing workshops in the fall and seven in the winter/spring semester, which more than doubled the number of interns and older adults engaged compared to FY20. Overall, 295 teen interns completed 2,787 volunteer hours, engaging 87 older adults. DOROT's College Internship Program also offered important opportunities for young people to develop professional skills and build confidence and leadership skills, while enriching the lives of seniors. We welcomed 44 college interns who completed 6,625 volunteer hours in FY21.

Package Deliveries offer seniors opportunities to socialize and connect with caring volunteers. With the safety of seniors and volunteers in mind, DOROT modified Package Deliveries to follow social distancing guidelines throughout the pandemic. After volunteers drop off care packages with seasonal treats to older adults' homes, the pairs connect over the phone. In FY21, we held four drop-off Package Deliveries. On average, 437 volunteers and 408 seniors participated in each Package Delivery. In FY22, we plan to offer Zoom orientation in advance of the program and will begin in-home visits for vaccinated seniors and volunteers.

For a second year, due to COVID-19, DOROT modified our **Cemetery Visits** program by remotely (via phone and Zoom) bringing together older adults to reflect on memories of their loved ones. Older adults shared remembrances and reflected on loss through poetry, prayer, and music.

Through **Enhanced Services for Holocaust Survivors**, 39 Holocaust survivors enjoyed virtual concerts and/or created Legacy Projects with the help of trained volunteers. Concerts were held every other week. Once every three concerts, participants were excited to receive delicious cookies from a wonderful local kosher bakery. For Legacy Projects, trained volunteers helped seniors reflect on their lives and transmit their wisdom and beliefs

to younger generations by creating physical manifestations of their legacies (e.g., oral history projects, documentary films, or other multimedia accounts).

Older adults living in Westchester County have benefitted from **DOROT Westchester** programs for 16 years. In FY21, DOROT Westchester engaged 284 older adults and 333 volunteers. For the first time, in FY21 DOROT Westchester organized volunteer-led telephone discussion groups specifically for Westchester seniors with topics including: current events, books, movies, and travel.

Program Changes

The **Homelessness Prevention Program's** (HPP) transitional residence remained open throughout the pandemic to ensure our clients have the material supports and social interactions needed to stay safe and make it through this time of increased challenge and vulnerability. In FY21, the HPP provided transitional housing to 15 homeless older adults and placed 10 residents into permanent homes. They also made 47 food distributions to Aftercare clients and began weekly Zoom calls with them to offer a sense of virtual community.

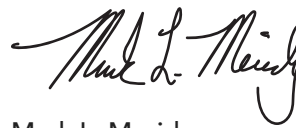
In August 2021, DOROT's Board of Directors and senior staff made the difficult decision to phase out the HPP over the following six months. DOROT remains committed to serving low-income, underserved, and other older adults at high risk of social isolation. DOROT's future goal is to significantly increase the number of individuals we can serve with a new and expansive initiative that will continue to assist the population that has historically been served by the HPP and Aftercare Program.

Looking Ahead

DOROT has learned the critical benefit of being flexible as we adapt and enhance our program models (remote, hybrid, onsite, and in-person) with a continued commitment to excellence. In

FY22, with the health and safety of older adults in mind, we intend to: reopen in-person programs in stages; offer hybrid programming; deepen our work with LGBTQ seniors; further our commitment to Diversity, Equity, and Inclusion; and initiate the first phase of our strategic plan refresh. We are grateful for the support of our Board, donors, staff, and volunteers as we move forward through the pandemic, remaining steadfast in our mission and to our constituents. Together, we will confront the rise in loneliness through vital programming that brings seniors together with peers and caring volunteers and connects them to critical services that improve their lives.

Sincerely,



Mark L. Meridy
Executive Director

DOROT

DOROT alleviates social isolation among older adults 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 2021

JULY 1, 2020 – JUNE 30, 2021

Extract from Audited Financial Statements

PUBLIC SUPPORT AND REVENUE

FY2021

July 1, 2020 – June 30, 2021

Private gifts and grants	\$ 7,118,729
Bequests and legacies	\$ 6,267,765
Government grants	\$ 206,512
UJA-Federation	\$ 434,325
Special events, net of direct expenses	\$ 449,695
Donated goods and services	\$ 207,410
Investment revenue, net	\$ 3,523,579
Total Public Support and Revenue	\$ 18,208,015

EXPENSES

Socialization services	\$ 2,844,272
Concrete services	\$ 2,637,986
Educational services	\$ 1,338,233
Community services	\$ 2,115,145
Management and general services	\$ 982,945
Fundraising	\$ 836,282
Total Expenses	\$10,754,863
Increase/Decrease in net assets	\$ 7,453,152

The above information was extracted from DOROT's June 30, 2021 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, 2021	2021	2020
Current Assets:		
Cash and cash equivalents	\$ 1,980,011	\$ 1,598,618
Investments, at fair value	\$23,099,549	\$ 19,352,233
Pledges and grants receivable	\$ 698,120	\$ 1,863,299
Accounts receivable	\$ 15,302	\$ 30,593
Prepaid expenses and deposits	\$ 194,365	\$ 126,001
Total Current Assets	\$ 25,987,347	\$ 22,970,744
Security Deposits	\$ 36,266	\$ 36,266
Pledges and Grants Receivable, net of current portion	\$ 583,580	\$ 738,731
Investments Restricted for Permanent Endowment	\$ 6,198,794	\$ 1,198,794
Property and Equipment, net	\$ 2,254,004	\$ 2,515,347
Total Assets	\$35,059,991	\$27,459,882
LIABILITIES AND NET ASSETS		
Current Liabilities:		
Accounts payable and accrued expenses	\$ 466,155	\$ 254,805
Accrued vacation pay	\$ 293,077	\$ 344,872
Current portion of charitable gift annuities and trusts	\$ 23,448	\$ 26,581
Total Current Liabilities	\$ 782,680	\$ 626,258
Charitable Gift Annuities and Trusts, Long Term	\$ 71,895	\$ 81,360
Total Liabilities	\$ 854,575	\$ 707,618
Net Assets:		
Net Assets without Donor Restrictions	\$ 25,195,821	\$21,295,560
Net Assets with Donor Restrictions	\$ 9,009,595	\$ 5,456,704
Total Net Assets	\$34,205,416	\$26,752,264
Total Liabilities and Net Assets	\$35,059,991	\$27,459,882



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