

CARTER BURDEN NETWORK, INC.

ANNUAL REPORT



FY 2019

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BOARD CHAIR AND EXECUTIVE DIRECTOR STATEMENT

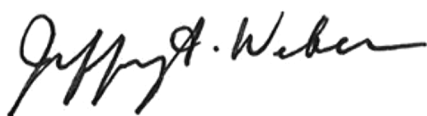
Over 19% of New York City residents are 60 and over, creating a need for expansive and enriching services for the senior community. The Carter Burden Network has been proud to help meet this need in New York for the past 48 years through love and belonging.

By strengthening the pillars of our work – senior centers, social services, health and wellness, arts and culture, and volunteering – Fiscal Year 2019 was a period of meaningful growth for the organization. As demand for services grew, our incredible staff, consultants, and volunteers responded, providing the resources, programming, and caring environment that enable our clients to age in place safely and with dignity.

As the senior population continues to grow, so too will the demand for our services. However, only 2% of American institutional philanthropy goes to aging programs, a figure that has remained stagnant despite the growing need.

Carter Burden Network is so grateful to its incredible Board of Directors, government funders, including the New York City Department for the Aging, Foundation and Corporate supporters, individual donors, community partners, and volunteers for making our work possible. We are also incredibly grateful to the 5,000 seniors we serve, whose rich histories, cultures, and voices help shape our organization and our city.

This report details the significant work made possible in FY 2019 with your support, and describes our vision for the coming year.



JEFFREY A. WEBER
Board of Directors Chairman



WILLIAM J. DIONNE
Executive Director

OUR MISSION

The Carter Burden Network (CBN) promotes the well-being of seniors 60 and older through a continuum of services, advocacy, arts and culture, health and wellness, and volunteer programs, all oriented to individual, family, and community needs. We are dedicated to supporting the efforts of older people to live safely and with dignity.

OUR VISION

Belonging

CBN fosters a welcoming environment and provides opportunities to form connections that enrich the lives of older adults. We combat loneliness and isolation with love and belonging by creating a community that celebrates diversity and individuality, and ensures every voice is heard.

Security

We support seniors in their efforts to age in place and maintain connections to their homes, families, and communities, and also their efforts to seek out the appropriate level of care for their individual needs. Through services that support seniors' financial stability, housing and food security, and emotional well-being, we ensure that seniors can maintain their independence and quality of life.

Creativity

It is critical to our mission to provide older adults with the opportunities to express themselves creatively, be heard and seen, and continue to pursue their passions. Seniors have important stories to tell and unique perspectives to share. CBN supports seniors in honing their artistic skills and expressing their creativity.

Vitality

CBN's programs are designed to nurture mind, body, and spirit – all equally important components of well-being. Our services encourage and offer opportunities for seniors to make positive health choices that help them feel stronger, sharper, and happier.

FY 2019 PROGRAM HIGHLIGHTS

SENIOR CENTERS

Senior Centers are at the core of CBN's work. Operating 4 senior centers in Manhattan, **CBN served a diverse population of over 3,600 seniors in FY 2019, with over 400 seniors served daily.** Our centers are resource hubs for nutritional, social service, recreational, and wellness programs. Each center is in tune with and celebrates the unique culture of its community.

Leonard Covello Senior Program - East Harlem

As one of only 18 NYC Department for the Aging-designated Innovative Senior Centers, Covello is open 7 days a week for breakfast, lunch, and programming to address the issues of food insecurity and isolation. **In FY 2019, the Center served 52,000 meals and held an average of 140 hours of programming each week.**

"I am a new person since attending the center. It has brought me joy and laughter."

-Covello Member

In FY 2019, Covello strengthened its social services to address housing challenges brought on by gentrification. **In FY 2019, the Unit served 418 clients through over 1,413 case assistance contacts and offered 215 clients 383 information and referral contacts. This was a 40% increase in contacts and a 32% increase in clients served from FY 2018.** The Unit held innovative multi-day housing events to help clients apply for affordable, reliable long term housing.

Roosevelt Island Senior Center (RISC)

RISC is CBN's newest center. In FY 2019, the Center continued to build community partnerships, attract new clients, and beautify the Center. **It also strengthened its capacity by winning funding to bring on a Korean-speaking Case Worker and build a technology pilot for homebound seniors.**

"The senior center in my community turned out to be more than just a place to go to deal with my diagnosis of Parkinson's. CBN is a super organization that is welcoming and understanding. It just so happens to have programs that help me with my condition, such as exercise classes, seminars on healthy living, excursions outside the community and fantastic live music performances."

-Ernie Thrope, RISC Member



Lehman Village Senior Program - East Harlem

Located in a New York City Housing Authority (NYCHA) public housing complex, Lehman Village is a satellite of the Covello program. In FY 2019, the Center continued its partnership with OATS (Older Adults Technology Services) to offer multilingual (Spanish and English) senior-tailored computer education that improves participants' digital literacy skills. **The Center had its first cohort of OATS "Beyond Basics" computer course graduates in March 2019.**

"Before starting the computer classes at Lehman, I knew nothing about computers. Now I can hold my head high and not feel like a dinosaur."

-Diane Fenderson, Lehman Village Member

Carter Burden Luncheon Club - Upper East Side

The Club is CBN's longest running center and hub for home delivered meal operations. **In FY 19, the Center distributed 134,000 meals to homebound seniors.**

"One of the best parts of my day is when the CBN volunteers deliver my food. As a former professor, I like to meet the wide range of volunteers and staff and learn about them and their places of origin. Talking with them is like getting a dash of culture, a spoonful of history, in addition to a hot meal. Hearing about the things they do in life make my day and I look upon them as company. I wonder if I'll see them again, and I always do. Rain or snow, they are here."

-Alvin George, Home Delivery Meal Recipient

FY 2019 PROGRAM HIGHLIGHTS

SOCIAL SERVICES

In addition to social services offered at its senior centers, CBN offers social services to homebound and ambulatory older adults through in-office and home visits. This individualized, confidential assistance helps clients access critical resources.

Social Service Unit – serving ambulatory and homebound residents of the Upper East Side

Providing comprehensive assistance with benefits and entitlements, advocacy, supportive counseling, daily money management, and end of life planning, **the Social Service Unit provided 6,113 case assistance contacts and 5,205 information and referral contacts in FY 2019.** The Unit also recognizes the importance of socialization, holding monthly support and discussion groups including “Chinese Language Group”, “Women’s Discussion Group”, and “Happiness at Any Age Group.”

“CBN is an extraordinary invaluable resource, a jewel in our community, providing its members with unparalleled support and expertise when they need it most.”

-Social Service Unit Client

Case Management Unit – serving homebound seniors in Upper Manhattan, Roosevelt Island

One of three partners in the East Side Case Management Consortium, CBN’s Case Management Unit provides home visits to offer assistance in applying for benefits and entitlements, financial management, long term planning, and referrals for home-delivered meals, home-care, adult day services, and more. This work dually supports the quality of life of clients and provides vital one-on-one communication to address loneliness and isolation. **In FY 2019, the Case Management Unit provided 9,156 contacts to clients, exceeding its requirements by 27%.**

“I trust my case manager. Whenever I’ve needed help, she’s always been there. I know I can always pick up the phone and get the help I need.”

-Margie, Case Management Unit Client



Community Elder Mistreatment and Abuse Prevention Program (CEMAPP) – serving Manhattan and Roosevelt Island

CEMAPP addresses elder abuse in all forms – financial exploitation, neglect, and psychological and physical abuse – through individualized services including safety planning, security device installation, counseling, court advocacy, legal guidance, and coordination with police. **In FY 2019, CEMAPP provided 200 clients with 4,221 hours of case assistance to ensure their safety.**

“My best decision was to come to CEMAPP. I had too many problems in my marriage and my social worker helped me a lot. Through counseling, she gave me the strength and ability to work on my marriage, and she helped me find my voice. I am very grateful to this program, which helped me save my marriage of 44 years. Now, my husband and I have a better relationship and we communicate. I am very happy with my social worker’s help, and I hope that the CEMAPP program can continue to help others with similar problems.”

-Sara A., CEMAPP Client

Too often, seniors suffer in silence due to fear, shame, or confusion. CEMAPP conducts elder abuse outreach to educate seniors and those who regularly communicate with seniors on the signs of elder abuse and the resources to combat it. **In FY 2019, CEMAPP provided 36 presentations throughout the city to 301 clients, reducing stigma and promoting action.**

FY 2019 PROGRAM HIGHLIGHTS

ARTS AND CULTURE

Through arts education and exhibition, CBN ensures that seniors have access to the instruction and resources to hone their artistic talents and the space for older professional artists to share their vibrant work. CBN's arts and culture programming promotes psychological and physiological benefits associated with regular artistic practice and expression. **Both Making Art Work and the Carter Burden Gallery celebrated their 10th Anniversaries in 2019!**



Making Art Work (MAW)

MAW is CBN's signature creative arts education program for older adults. Classes take place at our 4 senior centers and include ceramics, painting, drawing, clothing construction, crochet, mixed media, jewelry making, doll making, guitar lessons, and choir, enabling participants to attain technical skills across a variety of artistic disciplines. **In FY 2019, CBN offered 2,291 art classes, attended by 888 unique clients.**

The MAW program moves away from traditional idleness reduction arts and crafts activities for seniors, facilitating the creation of significant work, which often adorns the walls of our senior centers. In June 2019, CBN celebrated the work of MAW participants created at the Macy's Creative Arts Center in Covello by featuring their painting, ceramic, and textile works in a 9-day public exhibition at Artspace's PS 109 in East Harlem.

"Covello has been a godsend for me in retirement. I have been learning things that I always dreamed of being able to do. So many things to learn, so little time."

-Rose Lazarre, MAW Participant

Carter Burden Gallery in Chelsea

The first of its kind nonprofit gallery in the nation, the Carter Burden Gallery exclusively features the work of older professional artists, combating ageism in the arts and giving a voice to reemerging older artists. Recognizing the cultural wealth possessed by these artists, we provide opportunities to showcase and sell their work. As the art world becomes increasingly digitalized, the Gallery provides individualized technical assistance.

In FY 2019, the Gallery held 12 exhibits featuring the work of 130 artists, and sold 122 pieces to support artists' financial stability. 42 artists were provided with technical assistance to improve online and social media marketability and to develop and submit applications for opportunities to grow their audience, access space to work and exhibit, and obtain funding.

"The Carter Burden Gallery is unique in the art world. It provides a much needed exhibition opportunity for older artists. It is a gift that is so important to NYC."

-Carter Burden Gallery Artist



FY 2019 PROGRAM HIGHLIGHTS

HEALTH AND WELLNESS

CBN's health and wellness programs are designed to enhance seniors' emotional and physical well-being. Through advocacy as well as a range of workshops, lectures, and classes, clients are encouraged to make choices that positively impact health and wellness. Ongoing research helps CBN develop programming and share best practices that improve outcomes throughout the aging services network.

Dietary Approaches to Stop Hypertension (DASH) Eating Plan

In September 2018, CBN was awarded its first federal grant from the Administration for Community Living to develop nutritional innovations in its senior center congregate meal programs. In partnership with the Rockefeller University and Clinical Directors Network, CBN is implementing the DASH eating plan (which has been proven to lower blood pressure in as little as 14 days) at Covello and the Luncheon Club to address highly prevalent hypertension in the senior community, identified through the team's previous research. With a robust evaluation component, the team will disseminate the results of this research throughout the nutritional and aging services networks towards replication and expansion.

Health and Wellness Workshops

CBN offers nutrition education classes, health management workshops, and fitness classes across its 4 senior centers, empowering seniors to remain active and make healthy choices. Evidence-based classes such as Tai Chi are offered, which are proven to reduce seniors' risk of falls. **In FY 2019, 455 seniors were served by nutrition education classes, 1,475 by health management workshops, 950 by fitness classes, and 368 by evidence-based classes.**

"When I first came to Covello, I wasn't active, didn't exercise, was depressed and lonely. Covello has helped me to be more active, more outspoken, and more energetic through exercise programs, awareness, walking classes, and better eating habits. Now I'm a totally new person – more healthy, more active, and more aware."

-Felicitia Morales, Covello Member and Active Zumba Participant



Caregiver Resource Program

CBN's Caregiver Resource Program serves as a critical resource for unpaid caregivers of adults 60 and older. Addressing the complex needs of caregivers, the program offers educational workshops, art classes that promote stress relief, memory screenings, and information and referrals. Through a 5-week scrapbooking class in FY 2019, caregivers shared stories and celebrated memories. The class created a welcoming environment for caregivers and encouraged reflection and positivity.

"I found the scrapbook-making classes a lot of fun and very relaxing. I could design my scrapbook by bringing my favorite things, and can't wait to show my grandson!"

-Caregiver Resource Program Participant

AdvantAge Survey on Roosevelt Island

Through a generous grant from the Fan Fox and Leslie R. Samuels Foundation, CBN, in partnership with the research division of the Visiting Nurse Service of New York deployed the AdvantAge Survey on Roosevelt Island in FY 2019. The survey was developed to assess the age friendliness of communities. The Roosevelt Island Senior Center is CBN's newest senior center. The results from the survey will help us identify critical needs for older adults in this community, develop responsive programming at the Center, and bring together community partners to develop long term solutions.

FY 2019 PROGRAM HIGHLIGHTS

VOLUNTEER SERVICES

Volunteers are a vital resource for any nonprofit. CBN is fortunate to have a network of dedicated volunteers, providing services across our 12 programs to address seniors' needs through expertise and care, which enhances CBN's capacity to more comprehensively serve 5,000 seniors each year. **In FY 2019, 2,463 volunteers provided 30,411 hours of service, valued at nearly \$888,000.**

Senior Volunteers

In the past year, seniors provided 9,513 hours of volunteer service at CBN. This civic engagement helps older adults remain active and involved in their community. We are thrilled that these senior volunteers chose to give back with CBN.



Intergenerational Volunteering

In FY 2019, intergenerational volunteers provided 6,712 hours of service across CBN's spectrum of programming. Youth volunteers supported congregate meal services and meal delivery, and participated in special events such as game days, interviews, and concerts to address food insecurity and isolation, and create a welcoming environment for seniors. Youth volunteers bring with them a sense of enthusiasm, care, and generosity, greatly benefiting older adults. In turn, our seniors offer valuable guidance and serve as positive role models.



Corporate Volunteering

In FY 2019, CBN strengthened its partnerships with corporate groups, benefiting our seniors while helping enhance corporate culture. Opportunities ranged from meal service and delivery to customized events like pop-up makeup and beauty sessions at our senior centers. The following corporate groups volunteered with CBN in 2019:

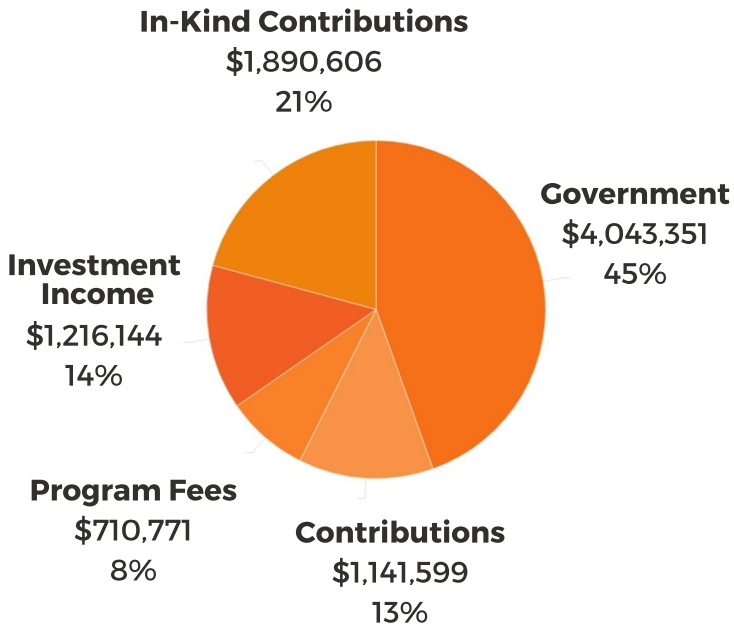
- | | |
|----------------------|--------------------------|
| 1 Hotel Central Park | Kroll Bond Rating Agency |
| ABC Disney | Macy's |
| Aon | Marcum LLP |
| Bank of America | Marsh & McLennan |
| CB Insights | Morgan Stanley |
| Colgate-Palmolive | The Muse |
| Financial Times | Nasdaq |
| GPG Properties | North Highland |
| Hogan Lovells | Oaktree Capital |
| iNDEMAND | OnDeck |
| Intersection | Salesforce |
| Invesco | Simon & Schuster |
| JP Morgan Chase | Suffolk Construction |
| KIND Snacks | TPICAP |
| Knotel | UDR |

"The long-standing relationship between the Carter Burden Network and Macy's is deeply valuable and one we have nurtured for years. Our partnership with CBN speaks to Macy's values: the enduring impact of employee volunteerism and a personal commitment to community. We are proud to be a part of CBN's journey as they continue to enrich the lives of seniors in a way that is unique to NYC."

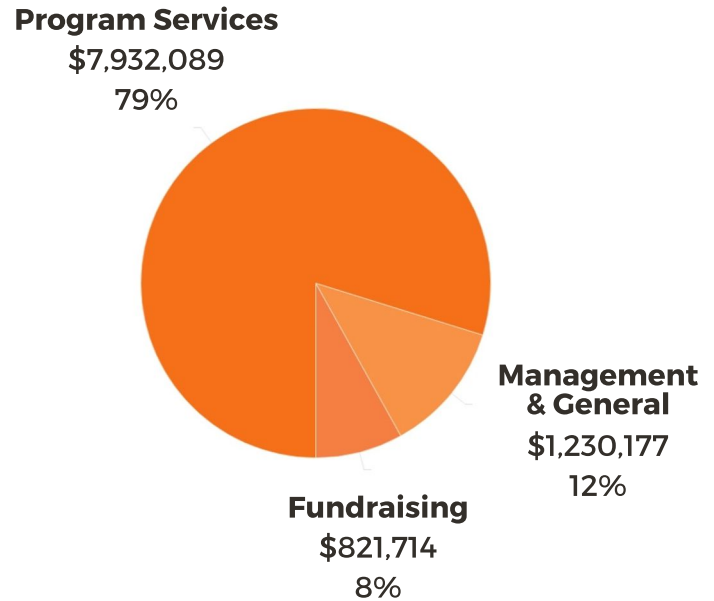
-Tara Troy, Director, Employee Giving & Volunteerism, Macy's

FY 2019 FINANCIALS (UNAUDITED)

REVENUE SOURCES



TOTAL EXPENSES



NET ASSETS BALANCE & COMPOSITION

Liquid Unrestricted Net Assets*	\$8,788,990
Net Assets Invested in Fixed Assets	\$901,473
Donor Restricted Net Assets	\$1,521,903
Endowment	\$2,064,000
Total Net Assets	\$13,276,367
Average Monthly Operating Expenses	\$685,424

*Liquidity was strong at the end the fiscal year. CBN's liquid reserve balance represents approximately 12 months of operating expenses.

CARTER BURDEN NETWORK FY 2019 DONORS

CBN is incredibly thankful to its generous donors who make our work possible through financial support of our programs and resources that serve 5,000 older adults in New York City each year. While the list below includes only FY 2019 contributions of \$5,000 or more, we are truly grateful for gifts at any level, which demonstrate a commitment to our mission.

\$100,000 and higher

Administration for Community Living
GPG Properties
New York City Department for the Aging
Margaret and Ian Smith

Jay and Kelly Sugarman
Walt Disney Studios
Stanley and Alan Wasserman
William A.M. Burden & Co.

\$50,000 - \$99,999

FJC Foundation
The New York Community Trust

\$5,000 - \$9,999

American Elevator & Machine Corp.
Brick Presbyterian Church
Brick Presbyterian Church Women's Association
Carmine Limited, LLP
Kathryn B. Cashman
Adam S. Cohen
Henry and Belle Davis
FPWA
First American
Susan and Tony Gilroy
Randy and Alice Glick
Judith Hardy Woodard
Holland Lodge Foundation
Wendy Holmes
The Hyde and Watson Foundation
Lamb Insurance Services
Tim and Deborah McChristian
Ida and David Parks
Paul and Tina Powers
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Melissa Thomas and David Koeppe
Thompson Family Foundation
John D. Tuttle
Vidda Foundation
Robert J. Waldele
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\$25,000 - \$49,999

Susan L. Burden
Florence V. Burden Foundation
William Goldman
Isaac H. Tuttle Fund
Lifespan of Greater Rochester
Macy's
Sternlicht Family Foundation
Jeffrey A. Weber

\$10,000 - \$24,999

Bank of America Charitable Foundation
Sally T. Bott
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Ravenswood Generating Station
Roosevelt Island Operating Corp.
Andrew and Catherine Sidamon-Eristoff
Signature Bank
Stroock & Stroock & Lavan, LLP

LOOKING AHEAD TO FY 2020

As we begin FY 2020, we see incredible possibilities ahead for both CBN and aging services as a whole. Recognizing the new opportunities and technologies available to modernize the field of aging, CBN is evolving to enhance quality of life for its clients and improve its capacity to serve New York City's growing older adult population.

Roosevelt Island Senior Center Technology Pilot

Responding to the need for responsive services for homebound seniors, CBN is building out a technology pilot in FY 2020 with the support of The New York Community Trust and partnership of the Roosevelt Island Disabled Association. Leveraging Amazon Echo Show smart screen devices, we will bring virtual services to homebound seniors and individuals with disabilities on Roosevelt Island. The project will offer one-on-one device set-up, training, and troubleshooting; virtual presentations and case management; and create a social media group for participants, with the goals of increasing connectedness, independence, and quality of life for those who may have difficulty attending our senior centers in person.

Carter Burden Luncheon Club Renovations

The Carter Burden Luncheon Club on the Upper East Side was CBN's first senior center, opening in 1975. While the space has provided us with incredible and joyous times, it has been some time since the facility was updated. The new owner of the facility, The Church of the Epiphany, will be making critical improvements to the Center, enhancing accessibility, as well as the kitchen and dining spaces. While this renovation means that the Center will be relocated to another nearby Church of the Epiphany location (1393 York Avenue) for 18 to 24 months, we look forward to the improvements, which will enhance services for our members in the long term.

Volunteer Services Capacity Building

In FY 2019, the Volunteer Services department was awarded a grant from the Hyde and Watson Foundation to adopt a more tailored and advanced volunteer management software, which will improve data and reporting, enhance event management, and improve our ability to match volunteers to needs. For volunteers, this will mean simple online access to search volunteer opportunities, sign up and de-register for events, and convenient reminders for upcoming events. For seniors, this will mean being matched with volunteers with the language skills, expertise, and interests relevant to their preferences and needs.

FY 2020

THANK YOU FOR MAKING OUR WORK POSSIBLE!





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FY 2019

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