



Our mission

is to empower older adults to enhance purpose and well-being through a portfolio of innovative health care services.



We offer a range of services in diverse settings:

Short-Stay Rehab

Home Assistance Personnel

Geriatric Care Management

Skilled Home Care

Adult Day Health Care

Long-Term Care

Housing



Message from the President/CEO and Board Chair

This is our first year reporting together as CEO and Board Chair, and we are delighted to report that we, the board and staff experienced a renewed commitment to our mission. In thinking about the past year, we have observed three key themes: our unique culture of learning, our outstanding clinical offerings and the investments we've made to enhance care for older adults.

The New Jewish Home is proud to be a long-standing teaching institution and proud to instill our values in the next generation of clinicians. This is a vital part of who we are. In 2017, we trained and mentored hundreds of students — from under-resourced high school students to geriatrics fellows and medical students — interested in caring for older adults. Our Research Institute on Aging studies the industry's most pressing challenges and then uses that information to develop practices to better serve our clients. Going forward, we are sharpening our focus on palliative care, dementia and care models research.

Our quality outcomes and clinical care offerings were exemplary over the past year. The New Jewish Home's cardiac rehabilitation unit on our Manhattan campus is the first and only Joint Commission-accredited program in New York State; due to high demand, it has expanded 40 percent since it began. Both our Manhattan and Westchester facilities received five out of five stars in quality measures from Medicare; for Westchester, that's four years in a row!

Thoughtful planning and investing in the future of Jewish Home led to significant growth across our system. In our care management program, we've improved quality, lowered costs and increased membership by more than 20 percent. We opened a new stateof-the-art adult day health care center in the Bronx, providing specialized programs in behavioral health, diabetes management and memory impairment. We also created the first Small House in Westchester for shortstay rehabilitation, so a new group of patients can benefit from persondirected care.

Our quality outcomes and clinical care offerings are exemplary.

Our achievements are driven by our dedicated workforce, and in Manhattan they were accomplished despite the challenges of an aging infrastructure. We will continue to make capital improvements at our Manhattan facility, as we do all we can to resolve the issues that delay the rebuilding of our campus.

We appreciate your continued support and shared excitement for our vision, which will bring a level of individualized care for older New Yorkers that will be nothing short of transformative.

My the Michael for



Jeffrey I. Farber, M.D. President and CEO



Michael Luskin Board Chair



The New Jewish Home recently reformulated **our values,** based on the Jewish tradition, to guide us as we implement our vision: a new reality in which ageism is no longer, and society embraces its older adult members.

we extend welcome

We're happy to meet you. We want to get to know you. We're here to help.

we embrace diversity

We value all people and affirm there are many ways to be in the world.

we affirm dignity

We recognize each person as unique and precious, and always remember that in our care.

we **respect** one another

We honor those for whom we care. We honor those with whom we work.

we embody **compassion**

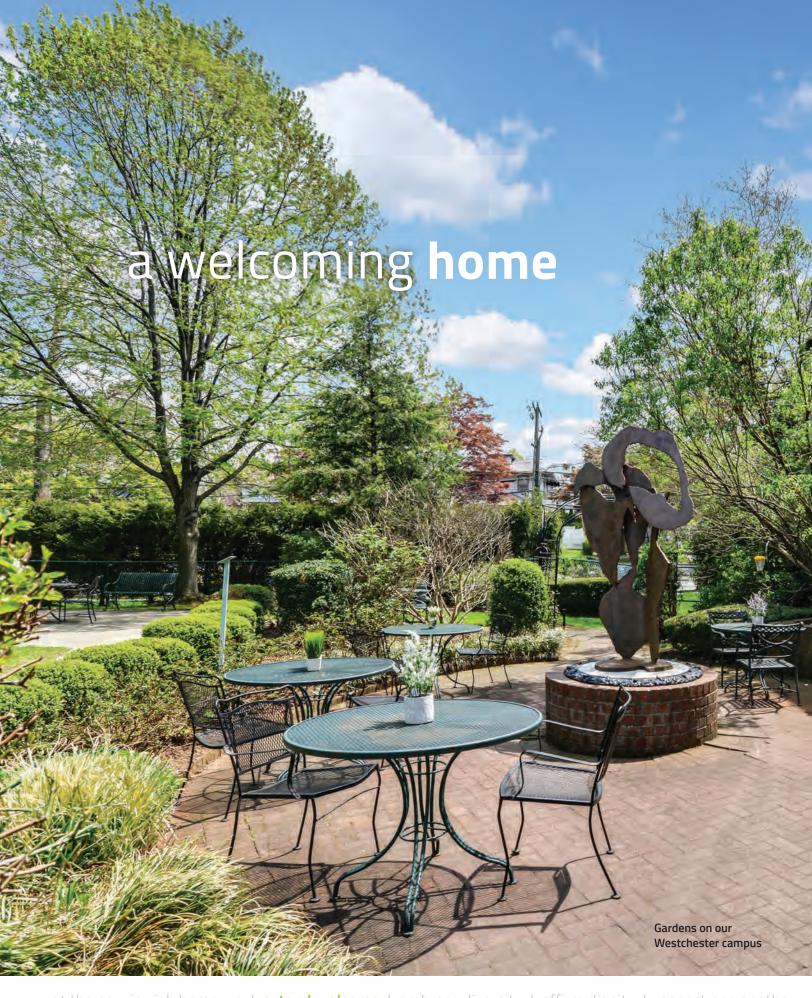
We seek to understand and accompany people when they struggle.

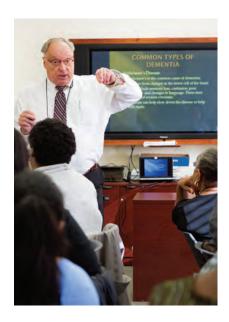
we increase **knowledge**

We engage in the never-ending process of learning.

we pursue **justice**

We strive for rightness and fairness as part of our work.





Workforce Development and Hospitality Training

The New Jewish Home is committed to implementing workforce training initiatives designed to radically improve the traditional nursing home experience.

Starting in 2017, through customized workshops designed and facilitated by Just Think Hospitality — a nationally recognized training organization — Jewish Home staff are trained to support our key goals:

- delivering exceptional experiences for older adults and their loved ones;
- reinforcing Jewish Home's culture from the inside out by building better relationships with older adults and each other;
- understanding how person-directed values, behaviors and language can transform culture and improve experiences; and
- appreciating the positive impact each staff member can make.

To date we have trained 1,958 staff.

WHY GARDENS?

— Manhattan at 106th
Street, Kittay in the Bronx
and Sarah Neuman in
Westchester — residents
have year-round access to
tranquil gardens. As part of
our therapeutic recreation
program, residents work
alongside our volunteers,
weeding, planting, reseeding
and generally keeping our
gardens looking beautiful.
According to medical experts,
spending time in natural
settings, such as gardens,
confers great health benefits,
including improvements
to short-term memory,
restored mental energy,
stress reduction, reduced
inflammation, better vision,
improved concentration,
sharper thinking and a
strengthened immune
system.



"Our residents are treasures. I feel honored to know them."

AT HOME WITH ...

Lori Spiegel

Volunteer, Manhattan campus

When and why did you begin volunteering at The New Jewish Home? I started four years ago. I was a research scientist until I was 40; then I became a stay-at-home mom. After my youngest went to college, I began volunteering. I started with bingo. Who doesn't love bingo!

Has your role changed over time? Now I'm a team leader for several projects: casino, bingo, bi-monthly beauty spa, the Roseland dance program and the writers' workshop.

How would you describe your primary function as a volunteer? To provide welcome. As in any setting, newcomers can feel a little lost. And many of our older adults don't have a lot of family. When I see new people or anyone who's alone, I go out of my way to invite them to join in.

What enriches you most as a volunteer? Learning from people about their lives and their paths. Our residents are treasures. I feel honored to know them.

What do you like most about The New Jewish Home? I love the way Jewish Home empowers residents to stay active. And I love the people. The recreational staff is fantastic; they provide such warmth and a wealth of activities.

Our residents reflect the rich cultural, ethnic and religious tapestry that is New York.

Nearly 70 residents, staff and their families participated for the second consecutive year in the New York City LGBT Pride March.



Proudly Flying the Rainbow Flag

In 2017, in recognition of our ongoing commitment to LGBT cultural competency, we earned the coveted Silver-level accreditation from SAGE, the nation's largest and oldest advocacy group for older LGBT individuals. To achieve this level, we had SAGE leadership and certified trainers work with 60% of our 2,500 employees, and all 700 staff who trained the previous year participated in a refresher course. In addition to having an LGBT representative at each of our divisions, we proudly fly rainbow flags at the entrances to all our buildings, and display our SAGECare LGBT cultural competency seal at our work sites and in our communications.

We are racially and religiously diverse.

- 46% WHITE
- 27% HISPANIC
- 25% BLACK/AFRICAN AMERICAN
- 2% ASIAN/PACIFIC ISLANDER
 - 42% CATHOLIC
 - 29% other christian
 - 18% JEWISH
 - **8**% NO AFFILIATION
 - 2% other
 - 1% MUSLIM



AT HOME WITH ...

Sister Marie Louise Vernimmen Tenant, Kittay Senior Apartments

As a Missionary Sister of the Immaculate Heart of Mary, you've had a varied career. You now live at a Jewish Home residence. Some people might find that surprising. How did it **come about?** I emigrated from Belgium in 1961, and was sent by my order to Los Angeles. Later, in Philadelphia, I worked in a homeless shelter. In 1980, I took a course in nutrition and worked in a facility for disabled people in North Carolina. In 1987, I came to New York and worked in hospitals. In 2015, our home in Manhattan was sold and they moved all eight of us nuns to Kittay Senior Apartments.

"You cannot find a better place to live than The New Jewish Home."

You are not the only nuns here. Is that correct? There are actually three orders living here: Sisters of Charity have the whole ninth floor. The Handmaids of Mary are on the eighth floor. We are on the seventh.

Yours has been a life of service. Has that continued here? Coming to Kittay was a new mission for me. If I see people in the dining room struggling to get to their table, I help. I talk to people. When newcomers come in, I welcome them. I also volunteer a lot.

What are some of your favorite volunteer activities? I have so many! I screen the movies, I help with bingo. I take care of the petting bird, Prince, in the lounge. I volunteer on the 12th floor at [Metropolitan Jewish] hospice. I help in the sundries shop. I'm on the tenants' association board and I'm chair of the food committee. And I sing in the choir. I believe you cannot find a better place to live than The New Jewish Home.

How does your call to service work in a setting with people of different faiths? I believe there is only one God and that God is a God of love.



Inspired Memory Care

Patients with memory impairment face unique challenges when they require rehabilitation following surgery or exacerbation of a medical condition. A new program at Jewish Home's Westchester campus — in partnership with Inspired Memory Care — trains staff and families to deal with this population's special needs.

The program emphasizes the strengths of patients with dementia rather than their weaknesses. We are already seeing the positive impact of this initiative, as patients are more engaged and happier.

The program includes:

- weekly consultations with interdisciplinary teams to address patients who may have difficulty adjusting to the environment or are refusing therapy;
- demonstrations of research-based techniques with team members to enhance and encourage patients' rehabilitation goals;
- development of therapeutic recreation programs; and
- workshops for family care partners.

ALEXA, WHEN IS MY NEXT APPOINTMENT?

A fleet of Amazon Echo devices is helping Jewish Home residents on our Westchester campus to achieve greater independence by giving them access to all their appointments and activities using simple voice commands. Synced to the campus calendar of events and to individual residents' therapy and medical-appointment schedules, the devices, which answer to "Alexa," and respond to oral commands, are easier

to use than computers or tablets which may require logging in, remembering passwords or using a keypad. We piloted the program, called Virtual Concierge, for 40 residents at our Small Houses. Plans are underway to expand the program to our other settings.



"Being a chaplain is about presence and connection and listening."

AT HOME WITH . . .

Rabbi Jonathan Malamy

Director of Spiritual Care and Religious Life, Manhattan campus

When and how did you come to The New Jewish Home? I became a rabbi thinking I would do congregational work, but I was always drawn to counseling. I started doing hospice chaplaincy, and after a year this position opened up. That was 10 years ago.

As a chaplain, what is your most important role? In a nursing home setting everyone has likely lost some of the things that provided them a sense of identity. Our job is to help create a context where they can evolve into the next version of themselves that is still authentically them. It's about presence and connection and listening.

You are heavily involved in training chaplains. Can you tell us more about that? In 2017, we became a satellite of the Center for Pastoral Education of the Jewish Theological Seminary, which is accredited by the Association of Clinical Pastoral Education, the national leader for accrediting spiritual care training programs. The training consists of 400 hours of classroom education and clinical work.

Why is educating chaplains so important? We want to elevate the discipline of spiritual care so that it has its own set of external standards and accreditation on a par with medicine, nursing and social work, so that we are not just the angelic priest, the wise rabbi, the caring sister, who comes around and works magic.



Clockwise from top left: rehab suite, rehab Small House dining room and living room at our Westchester campus







Rehab with a **Personal Touch**

The Small House model, so successful for long-term residents, is now being applied by The New Jewish Home to short-stay rehabilitation patients who are preparing to transition home following acute illness, chronic disease exacerbation, injury or surgery. The new 4,010-square-foot rehab Small House, which hosts just 11 residents at any one time, is the first of its kind in Westchester. It provides a homelike setting with a dining room, kitchen and state-of-the art rehabilitation gym.



"Living in a Small House is the closest thing to being in your own home."

AT HOME WITH . . .

Lvnn Erde Resident, Small House in Westchester

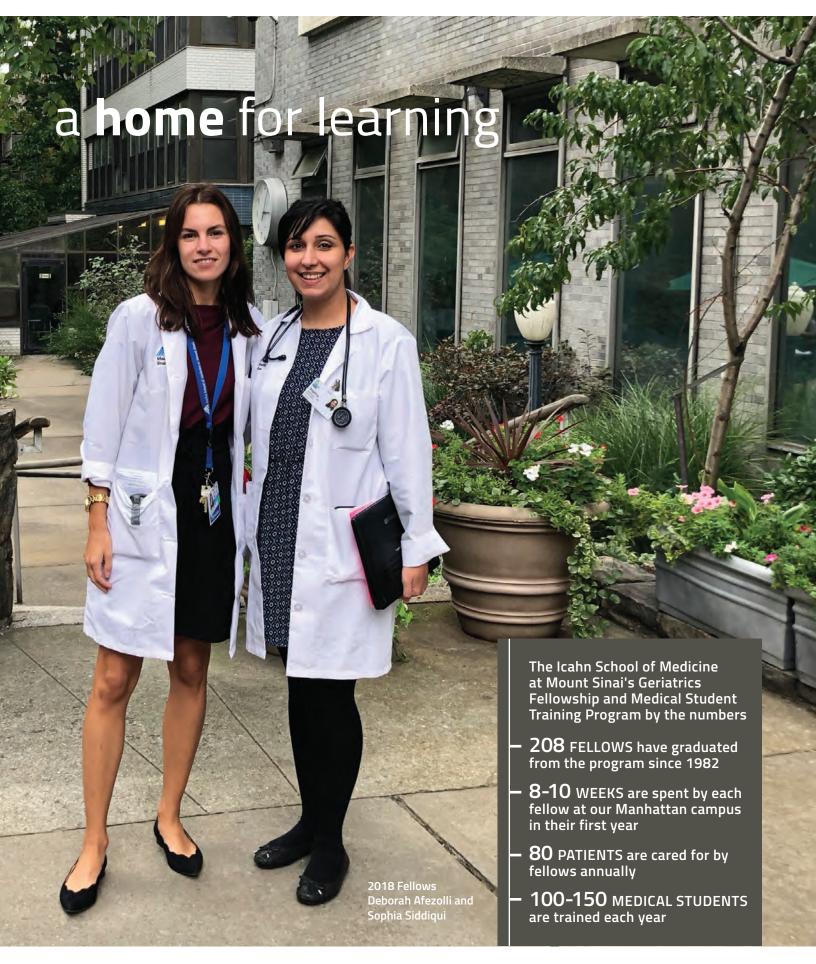
How long have you lived at Sarah Neuman? I've been here two years. Before that, I lived in Florida. After my husband passed away, I had to leave because you have to drive everywhere, and I had stopped driving. My daughter, who lives near here, fortunately found Sarah Neuman.

What is it like living in a Small House? Living here is the closest thing to being in your own home; it's like a big family. There are 13 rooms surrounding a communal dining room and lounge. The food is good, the care is great. I don't feel restricted as I like to go out for lunch and shopping in town.

What is a typical day like? I get up and straighten my room. I can have whatever I want for breakfast. I keep the mornings to myself. I like to read. Lunch is from twelve to one. In the afternoons, there are lots of activities. We have lectures. They have a woman who comes once a week for exercise. We have ceramics, horticulture, flower arranging and painting. We go to local museums. We have picnics and barbecues and live music. I can sit down at the computer any time to look up things or order things online. They think I'm shoe crazy because I always have to have shoes that are comfortable!

Do you spend time in the garden? Oh yes. The garden is very important to me. It's a place to go sit when the weather is nice. You just go downstairs and you're out!

You get emotional when you talk about the **staff. Why is that?** Because they're so great. The day I arrived with my daughter I was apprehensive. The residents and the whole staff were waiting for us. They put a sign on the door of my room "Welcome to Sarah Neuman." The staff is wonderful.



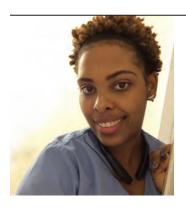
A Unique Hospital Partnership

As the population ages, the need for physicians trained to care for older adults grows. In 1982, in recognition of that need, Jewish Home became the clinical training site for the Mount Sinai School of Medicine's Geriatrics Fellowship Program — the largest such program in the country. In the 2017–18 academic year, the program graduated 14 fellows, the largest class since the program's inception.

The program benefits both the fellows, as well as our clients and their families. Students learn from experts how to care for older adults — from those in short-stay rehab to those who require end-of-life and palliative care. They have opportunities for involvement in research and quality improvement, and they benefit from strong mentorship beyond their fellowship years. Clients and their families appreciate the attention they receive from fellows, who visit with them and provide an added level of continuity of care should a client be hospitalized.

2017 EDUCATIONAL EVENTS

- Fifth Annual Himan Brown Symposium on
- Regional Roundtable, The New Jewish Home and The Beryl Institute. A one-day program
- 15th Annual Palliative Care Conference explored
- Take Back Your Health: Making Simple Lifestyle Changes for Lasting Health Benefits



"Working with older adults is a humbling experience."

AT HOME WITH . . . **Angie Encarnacion**

Certified Nursing Assistant; Graduate of the Geriatrics Career Development Program (GCD)

You now work as a Certified Nursing Assistant. In high school you were recruited into the Jewish Home's Geriatrics Career Development Program. Tell us more about your path.

I went to a specialized high school, the Marie Curie School for Allied Health Professions and Nursing in the Bronx, which had a partnership with GCD. GCD eventually paid for me to go to Hostos Community College to get my certificate as a nursing assistant. After I graduated they helped me get a job here on a two-year dementia research project.

What drew you to nursing? Growing up, my mother, who was deaf, had cochlear implant surgery. They had to open her skull. My sister was queasy, but I was hands-on during the post-operative sessions. As I helped her get better, I wanted to help others. As far as a direction, I had no clue. When I joined the GCD program it gave me a vision as to what aspect of the medical field I wanted to be a part of.

Did you have an interest in older adults **before?** At first, I didn't have a lot of patience for older adults, but the training helped me understand why older people are the way they are. Without GCD I probably still wouldn't have really known.

What have you learned from working with older adults? The residents would tell me about their lives, and I realized that they were once my age. If I'm lucky, I will reach that point. There are so many things they can give me advice on. They taught me things about my own community; a lot of them grew up in the area where I currently live and they're like a library of information. It's a humbling experience.

You're now 27 and still working at The New Jewish Home. Where do you see yourself in five years? I want to be a registered nurse and stay in the field. I'm not sure what my specialty would be, but maybe I would like to transition to work in people's homes, because the older adults in the community need help.

special events

Benefit chairs Sofia and Mike Segal

Eight Over Eighty Benefit Gala





- Benefit chair Tami Schneider with her children, Brady and Casey
- LEFT TO RIGHT:
 Honorees Donald Tober,
 Jacques Pépin,
 Barbara Tober,
 Carmen de Lavallade,
 Vernon Jordan

More than 430 business and philanthropic leaders, influencers, advocates and cultural patrons gathered on **April 4, 2017**, at the Mandarin Oriental for The New Jewish Home's fourth annual **Eight Over Eighty** benefit gala. The event paid tribute to eight New Yorkers who, in their ninth and tenth decades, continue to live lives of remarkable achievement, vitality and civic engagement. The event raised over \$1 million. The **2017 honorees** were style icon **Iris Apfel**, choreographer **Carmen de Lavallade**, civil rights leader **Vernon Jordan**, television and film producer **Norman Lear**, banking executive **Morris W. Offit**, chef **Jacques Pépin**, and philanthropists **Barbara** and **Donald Tober.**



Honoree Iris Apfel



Honoree Morris W. Offit and wife Nancy with their children and grandchildren



Walk & Roll Walk-a-thon

On June 7, 2017, our Westchester campus hosted an intergenerational walk-a-thon, Walk and Roll, in conjunction with the Girl Scouts of Larchmont and Mamaroneck. About 40 Girls Scouts and 30 Jewish Home residents participated. The event, which celebrated mobility, helped the Girls Scouts raise approximately \$9,000 to build a handicappedaccessible ramp for the Larchmont Girl Scout House. The ramp will allow a 5-year-old kindergarten student, Olivia, to participate in all scout activities, while making the building accessible for all community members.



The event, which celebrated mobility, helped the Girls Scouts raise approximately \$9,000 to build a handicapped-accessible ramp for the Larchmont Girl Scout House.

financial statement 2017

Balance Sheet

ASSETS CURRENT ASSETS	2017	2016
Cash and cash equivalents	\$6,799,042	8,410,913
Cash – resident funds	1,092,665	2,346,593
Investments	136,062,110	119,757,073
Accounts receivable – net	29,237,820	45,191,705
Inventories – at cost	325,271	358,604
Contributions receivable – net	2,820,583	4,519,720
Prepaid expenses and other assets	1,420,162	1,246,895
Total current assets	177,757,653	181,831,503
ASSETS LIMITED AS TO USE		
Cash - escrow	3,024,879	_
Cash and cash equivalents	5,523,308	8,014,374
Total assets limited as to use	8,548,187	8,014,374
NONCURRENT ASSETS —		
Cash and cash equivalents – restricted	162,359	161,698
Cash – tenant security deposits	481,203	_
Investments	625,335	15,534,204
Beneficial interest in gift annuities	321,524	321,524
Contributions receivable – net	2,341,998	2,478,456
Fixed assets – net	138,928,244	134,629,617
Total noncurrent assets	142,860,663	153,125,499
Total assets	\$329,166,503	\$342,971,376
LIABILITIES AND NET ASSETS		
CURRENT LIABILITIES —	¢40.200.000	26.424.027
Accounts payable and accrued expenses Accrued salaries and related liabilities	\$18,306,966	26,131,034
Cash overdraft	3,238,818 287,313	3,172,350
Lines of credit and loans payable	3,989,809	— 3,145,714
Resident funds	1,573,868	2,346,593
Accrued pension payable	2,457,705	7,028,486
Accrued interest payable	14,850	12,120
Annuity obligations	159,372	214,060
Capital lease payable	1,117,560	_
Estimated liabilities due to third parties	1,821,843	2,847,508
Security deposits and other liabilities	1,653,050	740,799
Current portion of mortgages payable	1,011,575	999,193
Total current liabilities	35,632,729	46,637,857
LONG-TERM LIABILITIES		_
Refundable advance	3,024,879	3,021,856
Accrued pension payable	62,975,383	59,851,529
Mortgages payable	4,293,250	5,304,825
Swap liability	71,495	71,495
Loans payable	1,812,323	2,245,308
Capital lease payable	1,652,681	2,140,025
Capital advances	26,923,200	26,923,200
Total long-term liabilities	100,753,211	99,558,238
Total liabilities	136,385,940	146,196,095
NET ASSETS —	420 707 / 10	425.017.7
Unrestricted	130,797,410	135,017,747
Temporarily restricted	51,195,529	50,984,133
Permanently restricted	10,787,624	10,773,401
Total automote		100 775 201
Total net assets	192,780,563	196,775,281

Statement of Activities

	2017			2016	
	UNRESTRICTED	TEMPORARILY RESTRICTED	PERMANENTLY RESTRICTED	TOTAL	TOTAL
OPERATING REVENUES —					
Residents	\$123,600,608	_	_	\$123,600,608	\$124,187,027
Community-based	39,592,358	_	_	39,592,358	41,165,738
Total patient service revenue (net of contractual allowances and discounts)	163,192,966	_	_	163,192,966	165,352,765
Provision for bad debts – patients and community-based	(9,754,965)	_	_	(9,754,965)	(4,630,399)
Net patient service revenue less provision for bad debts	153,438,001	_	_	153,438,001	160,722,366
Grant income	3,118,660	32,000		3,150,660	4,362,642
Apartment rentals	7,307,406	32,000	_	7,307,406	7,467,371
Other programs	2,738,141	_	_	2,738,141	7,407,571
Other operating revenues	2,397,762	661	_	2,738,141	3,722,622
Net assets released from restrictions	7,044,553	(7,044,553)	_	2,390,423	5,722,022
	••••••		_		
Total operating revenues	176,044,523	(7,011,892)	_	169,032,631	176,275,001
OPERATING EXPENSES —					
Residents	106,677,050	_	_	106,677,050	111,439,545
Community-based	35,942,331	, 	_	35,942,331	37,622,554
Housing	6,638,751	_	_	6,638,751	6,499,104
Other programs	4,998,111	_	_	4,998,111	5,541,166
Research and education	572,570	_	_	572,570	457,010
Administrative and general	25,401,232	_	_	25,401,232	21,287,637
Total operating expenses (includes interest of \$629,808)				••••••	••••••
in 2017 and \$1,477,452 in 2016)	180,230,045	_	_	180,230,045	182,847,016
Operating gain (loss)	(4,185,522)	(7,011,892)	_	(11,197,414)	(6,572,015)
NONOPERATING REVENUES, EXPENSES, GA					
Contributions, grants, and special event	498,976	4,063,204	14,223	4,576,403	4,668,574
Less direct cost of special event	(211,533)	_	_	(211,533)	(179,346)
Fund-raising expenses	(2,785,259)	_	_	(2,785,259)	(2,150,549)
Provision for bad debts – others	(838,425)	_	_	(838,425)	(48,774)
Loss on excess residual receipts	(958,863)	_	_	(958,863)	_
Investment income (loss) – net of investment fees	8,338,038	3,160,084	_	11,498,122	2,330,300
Change in value of split interest	_	_	_	_	(23,560)
agreements					
Gain (loss) on swap agreement	_	_	_	_	60,007
Total nonoperating revenues, expenses, gains and losses	4,042,934	7,223,288	14,223	11,280,445	4,656,652
Change in net assets before other changes in net assets	(142,588)	211,396	14,223	83,031	(1,915,363)
	(142,300)	211,550	1-1,225	03,03 .	
Write-off of abandoned project costs	2 617 520	_	_	2.617.520	(5,738,275)
Discontinued operations – income	2,617,539	_	_	2,617,539	74,161,361
Discontinued operations – expenses	(3,051,910)	_	_	(3,051,910)	(72,233,496)
Gain on sale of nursing facility Adjustment to pension liability	_	_	_	_	53,799,555
funded status	(1,808,494)	<u></u>	<u> </u>	(1,808,494)	(1,656,077)
Change in net assets	(2,385,453)	211,396	14,223	(2,159,834)	46,417,705
Net assets – beginning of year, as previously stated	135,017,747	50,984,133	10,773,401	196,775,281	150,357,576
Restatement	(1,834,884)	_	_	(1,834,884)	
Net assets – beginning of year, restated	133,182,863	50,984,133	10 773 / 01	•••••	150 357 576
5 5 ,			10,773,401	194,940,397	150,357,576
Net assets – end of year	\$130,797,410	\$51,195,529	\$10,787,624	\$192,780,563	\$196,775,281



thank you

The New Jewish Home is very grateful to the many individuals, foundations and corporations who have given or pledged financial support in 2016 or 2017.

We are deeply appreciative of the generous and ongoing support of our mission from all levels of government including our local municipalities, New York City, New York State and the United States of America.

\$250,000+

Anonymous Bequests

Charina Endowment Fund

Estate of Jay Furman

The Pershing Square Foundation

The Pinkerton Foundation

Sofia and Mike Segal

UIA-Federation of New York

\$100,000+

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\$50,000+

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\$25,000+

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Leo Friedman, Citadel Care Centers

Susan and Jeffrey Goldstein

Robin and Scott Gottlieb

Greenberg Traurig, LLP

Susan and David Haas

Hagedorn Fund



Enjoying the day on the balcony at Kittay Senior Apartments

Irma T. Hirschl Trust

Lynn and Richard Kay

John and Patricia Klingenstein Fund and John and Fred Klingenstein Fund of UJA-Federation of New York

Ruth and David Levine

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ludith and Michael Luskin

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Susan and Arthur Rebell

Keith Reinhard

Ellen Reinheimer, M.D. and Barry Lovell

Estate of Ruth Cuker Stern

Barbara and Donald Tober

Unitex Textile Rental Services

Joan and Sol Wachtler

Audrey Weiner, DSW, MPH and Jeffrey Solomon, Ph.D.

-\$10,000+

The Norman E. Alexander Family Foundation

Shana Alexander Charitable Foundation

Andron Construction Corporation

Anonymous

Atlantic, Tomorrow's Office

Estate of Leo Baer

Vivian and Daniel Bernstein

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