

CARTER BURDEN NETWORK

ANNUAL REPORT FY 2023

Alec Rill Photography



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LETTER FROM BOARD CHAIR AND EXECUTIVE DIRECTOR

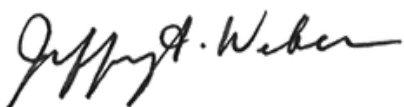
Love and belonging are the cornerstones of our work in supporting older adults' efforts to live with dignity. For the past 52 years, the Carter Burden Network (CBN) has provided robust programming that facilitates peer connections, combats isolation, and supports older adults in pursuing their passions. In Fiscal Year 2023, we were so proud to experience significant participation growth as our existing clients returned to our 11 programs and as new clients sought out our services. At CBN, we know that we are stronger together. For over five decades, we have been committed to building a community for those we serve. Our growth over the past year was a reflection of vital community building efforts led by our Board of Directors, staff members, consultants, volunteers, funders, community partners, and the older adults we serve, as well as NYC Aging's recent campaign to promote older adult centers.

In April 2023, after three years, the U.S. COVID national emergency came to a close. Over those three years, CBN worked alongside community partners to address the safety needs of older adults through robust vaccination and testing, health education, safety measures, and provision of virtual programming. Thanks to these vital efforts and our continued commitment to safety, our clients have been able to return to in-person programming and feel secure in doing so. The return to in-person services has been particularly important across our social service programs as our staff members can once again make consistent home visits, which are so important for conducting in-depth assessments and checking in on the wellbeing of our clients.

The space in which we have experienced the most significant growth over the past year is across our four older adult centers (OACs). Leading the way in this charge has been our Carter Burden Luncheon Club on the Upper East Side. The longest operating of our OACs, the Luncheon Club completed a multi-year renovation and fully reopened for programming in January 2023, after years of operating out of a temporary location. The Club is now seeing more attendees than ever before as previous clients return and as new community members flock to the Center's famous lunches (yes, the word is out about how great our meals are!). Food insecurity continues to be a prevalent issue for our members and our congregate meals across our OACs are a driver of recent growth, providing vital nutrition and bringing together neighbors to spark friendships in our caring communities.

Over 22% of New York City's population, or nearly 2 million people, are now 60 and over. While this growth in the older adult population brings a growing need for robust services to address this group's complex and changing needs, CBN is ready to help take on this endeavor. At CBN, we believe that there is strength in numbers. Not only can this growth inspire advances in aging services, but it can also promote a stronger sense of community to combat isolation and loneliness with love and belonging.

Thank you to all of our generous supporters and partners that have aided in our growth and helped us improve outcomes for older adults in our shared communities. Please enjoy this report, detailing CBN's work in Fiscal Year 2023 (July 1, 2022 to June 30, 2023) as well as our plans for the year ahead.



JEFFREY A. WEBER

Board Chair



WILLIAM J. DIONNE

Executive Director

MISSION STATEMENT

The Carter Burden Network (CBN) promotes the wellbeing of older adults 60 and over 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 Work

4 Older Adult Centers (OACs) offering congregate meals, case management, arts education, health and wellness activities, technology courses, and socialization opportunities:

- Leonard Covello OAC, East Harlem
- Carter Burden Luncheon Club, Upper East Side
- Roosevelt Island OAC
- Lehman Village OAC, East Harlem

3 Social Service Programs providing older adults with elder abuse prevention and response, access to resources and benefits, emotional and practical supports, and advocacy:

- Community Elder Mistreatment and Abuse Prevention Program
- Social Service Unit
- Case Management Unit

2 Arts and Culture Programs providing older adults with opportunities to express themselves creatively, be heard and seen, and pursue their passions:

- Making Art Work creative arts education program
- Carter Burden Gallery

Health and Wellness Program providing fitness classes, evidence-based falls prevention courses, health education workshops, screenings, and research studies

Volunteer Services Program creating civic engagement opportunities for individual, corporate, and intergenerational volunteers to engage with older adults

FY 2023 PROGRAM IMPACT

OLDER ADULT CENTERS (OACs)

CBN's **4 OACs** serve as community resource hubs, providing essential meals and robust programming to improve older adults' quality of life.

In FY 2023, our OACs:

Served **3,171 unique clients**, the majority of whom attended the centers multiple times each week

Provided **2,108 clients** with **80,662 congregate meals**, and **749 clients** with **12,217 grab and go meals**, addressing prevalent food insecurity and isolation

Served **292 clients** through **680 technology classes**, helping them cross the digital divide

Provided **566 clients** with **2,637 case assistance contacts**, helping them access benefits and meet practical and emotional needs

Provided **448 clients** with **1,155 information and referral contacts** to connect them to community resources

"Being at Covello allows me to be social, to be around people. I hate eating alone. Food tastes better with others so that is why I go to the center every day. Being around other members has made me so happy."

**-Wilfred Gonzalez,
Leonard Covello OAC Member**

"I really like the food at the center, but the real reason I started coming to Covello is to make friends, which I have. Everyone is so friendly and it has been easy to meet people with common interests."

**-Nellie Robinson,
Leonard Covello OAC Member**



FY 2023 HIGHLIGHT

ARTEMIS I VIRTUAL CREW MISSION

In FY 2023, CBN's Roosevelt Island OAC was selected by Amazon to take part in a historic experience as it tested its Alexa technology on NASA's Orion spacecraft via the Artemis I mission. Roosevelt Island OAC Member, Mary Coleman, was selected to participate in a virtual crew experience. From NASA's Johnson Space Center in Houston, Mary interacted remotely with Alexa onboard the Orion spacecraft during its journey around the moon. Mary asked questions to Alexa that helped test how astronauts can leverage voice technology in future crewed missions to collect vital information and seek out assistance for the mission.

In 2019, CBN launched a technology pilot, which provided Alexa-enabled Amazon Echo Show devices to homebound older adults on Roosevelt Island, helping them cross the digital divide and improve their quality of life via technology. The success of that study led CBN to provide feedback to Amazon's accessibility division, opening the door for collaborations such as inclusion in the Artemis I virtual crew experience. We are so proud to have expanded our work with Amazon from Roosevelt Island all the way to the moon!

This project not only demonstrated the value of voice technology in a range of environments and scenarios, but also the accessibility of such technology for older adults.

"I was given a tour of the Johnson Space center and got up close with a space capsule, touched a real space suit, saw a close-up of how the astronauts sit in the capsule, and sat in a command center, where I was given a series of questions to relay to the space capsule, what an awesome experience!"

-Mary Coleman, Roosevelt Island OAC Member and Artemis Virtual Crew Participant



FY 2023 PROGRAM IMPACT

SOCIAL SERVICES

CBN's social service programs support our clients' efforts to age in place safely and with dignity through assistance with accessing and maintaining benefits and entitlements, supportive counseling, advocacy, practical daily supports, long term planning, and information and referrals. Services are offered in English, Spanish, Mandarin, Cantonese, and Korean.

In FY 2023:

As the NYC Aging-contracted provider for elder justice services across Manhattan, CBN's **COMMUNITY ELDER MISTREATMENT AND ABUSE PREVENTION PROGRAM (CEMAPP)**:

Served **346 unique clients** overall

Provided **283 clients** with **2,673 case assistance contacts**

Provided **193 clients** with **969 counseling contacts**

Provided **29 clients** with **50 financial assistance support units**

Provided **66 elder justice education presentations** across Manhattan, reaching **1,120 community members and 142 professionals**

CBN's **SOCIAL SERVICE UNIT** served **176 ambulatory and homebound older adults** on the Upper East Side via **6,344 case assistance contacts** and **3,328 information and referral contacts**

CBN's **CASE MANAGEMENT UNIT** served **343 homebound older adults** in Upper Manhattan via **5,930 case management hours**



"Another year to be 'above ground and very blessed' by the kindness, professionalism, help, and support from Carter Burden Network. Leadership from Mr. Dionne, Mary Dodd [Social Service Unit Program Director], Ms. Sau [Social Worker], and the entire staff has enriched my life beyond measure. So very grateful for everything they do!"

-Connie Athas, Social Service Unit Client

FY 2023 HIGHLIGHT

THE ANDREW FUND

The Andrew Fund was created in 1994 by a CBN Board Member in honor of her late, beloved Yorkie named Andrew. The Fund provides assistance to low-income older New Yorkers who need help caring for their pets by offering financial assistance for veterinary care, medication, food, vitamins and supplements, supplies, spaying and neutering, boarding, and more.

In FY 2023, with support from Colgate-Palmolive, the Andrew Fund expanded beyond its previous catchment area of the Upper East Side and Roosevelt Island, into East Harlem.

In FY 2023, the Andrew Fund provided **financial assistance totaling \$12,227**, supporting **22 older adult pet parents** in caring for **27 pets**, many of whom are emotional support companions. These beloved pets are joyful companions to our Andrew Fund recipients and help combat prevalent loneliness.

“My name is Marvin Lindenthal and I would like to tell you how CBN has made a great difference in my life. I was very surprised when CBN told me that I could have a certain amount of money allotted to me to spend at chewy.com for my cat. Not only would CBN place my order, which would be delivered in about two days, but it would alleviate additional weight to carry from the supermarket with the arthritis in my spine. And considering that my finances are not great and I’m living month to month, the savings that I get are enormous in my life. I am very grateful for CBN in my life.”

-Marvin Lindenthal, Andrew Fund Client



FY 2023 PROGRAM IMPACT

ARTS AND CULTURE

The arts are central to CBN's mission, providing older adults with opportunities to express themselves creatively, hone their artistic skills, and share their unique and valuable perspectives with diverse audiences.

CBN's **MAKING ART WORK (MAW)** creative arts education program offers a range of weekly classes for all skill levels in English, Spanish, Mandarin, and Korean including ceramics, creative mindfulness, painting, Chinese painting, drawing, quilting, sewing, embroidery, clothing construction, fiber and textile art, jewelry making, beading, printmaking, mixed media, seasonal crafts, choreography, Chinese dance, chorus, documentary theater, and drama!

The **CARTER BURDEN GALLERY** gives a voice to New York City's reemerging older professional artists, exclusively featuring the vibrant work of artists over the age of 60 to combat ageism in the arts. The Gallery provides these artists with space to exhibit their work, support with digital marketing, and connections to peers.

In FY 2023:

Making Art Work served **671 older adults** through **4,419 arts education classes**

The Carter Burden Gallery:

Featured **227 artists** through **25 exhibits**

Provided **43 artists** with **technical assistance**

Sold **35 pieces** by **26 artists**

"I'm so happy to be part of a gallery that shows beautiful work and supports older artists who are often left out of the art world conversation. The Carter Burden Gallery is a great community with artists who are not only accomplished in their own media, but interested in everyone's creative expression. It is an honor to be included with such an active group and to contribute to the Carter Burden mission."

**-Kate Missett, Carter Burden Gallery
Artist**



FY 2023 HIGHLIGHT

MAW AND CARTER BURDEN GALLERY EXHIBITS

Key CBN exhibits from FY 2023 included:

MAW TOGETHER-APART MULTI-WEEK EXHIBIT in July 2022 at El Barrio's ArtSpace PS109 in East Harlem, displaying **75 textile, clay work, print, Chinese painting, cut paper, and mixed media pieces** created by MAW students during the pandemic, demonstrating the ability of the arts to bring people together



MULTI-WEEK EXHIBIT AT ROOSEVELT ISLAND'S GALLERY RIVAA in November 2022, displaying **100 pieces** created by Roosevelt Island OAC members



CARTER BURDEN GALLERY'S "THE DIFFERENCE WE MADE - WOMEN ARTISTS OF THE 70S" EXHIBIT in October 2022, featuring the work of **23 women artists** whose work was influential in the art world in the 1970s. The show reflected on underrepresentation of women in the arts and social expectations around gender and family roles.



FY 2023 PROGRAM IMPACT

HEALTH AND WELLNESS

CBN's health and wellness program promotes health equity through robust educational workshops, physical fitness activities, evidence-based courses, and health screenings. Through partnerships with academic and healthcare institutions, the program conducts healthy aging pilot projects and research studies to contribute to best practice in aging services.

In FY 2023:

Across Carter Burden Network's 4 OACs, the Health and Wellness program:

Served **973 participants** through **health management workshops**

Served **600 participants** through **fitness classes**

Served **226 participants** through **evidence-based falls prevention courses**

Served **548 participants** through **nutrition education**

We experienced a **38% increase in participants served through nutrition education** from the previous year, thanks in part to the East Harlem Village project conducted in partnership with Public Health Solutions. The project created a partnership network to provide coordinated services and professionally led workshops to East Harlem public housing residents to improve their nutritional outcomes. **60 East Harlem Village participants** graduated from the program's nutrition education series.

In September 2022, the program launched the **4TH ANNUAL OLDER ADULT FALLS PREVENTION SYMPOSIUM** in collaboration with New York-Presbyterian/Weill Cornell Medicine, attended by **204 healthcare professionals, human services workers, and older adults**.

Through a subcontract with Public Health Solutions via the **HARLEM HEALTH ADVOCACY PARTNERS**, CBN provided **33 on-site health workshops** to **11 Harlem NYCHA older adult centers**, serving **230 attendees** through physical fitness activities, nutrition education classes, and health management workshops, conducted in collaboration with community partners.



FY 2023 PROGRAM IMPACT

VOLUNTEER SERVICES

CBN's network of dedicated volunteers provide vital support across our programs, bringing their expertise, dedication, and warmth in service of New York City's older adults.

In FY 2023:

2,295 volunteers provided **9,625 hours of service**, valued at **\$343,709**

520 intergenerational volunteers provided **2,017 hours of service**

299 corporate volunteers provided **786 hours of service**

1,476 individual volunteers provided **6,822 hours of service**

CBN's Volunteer Services Department oversaw **35 tailored volunteer events**

CBN's dedicated volunteers provided support with meal services, friendly visiting, grocery shopping assistance, tele-friend, class instruction, garden and facility beautification, socialization opportunities, and special events.

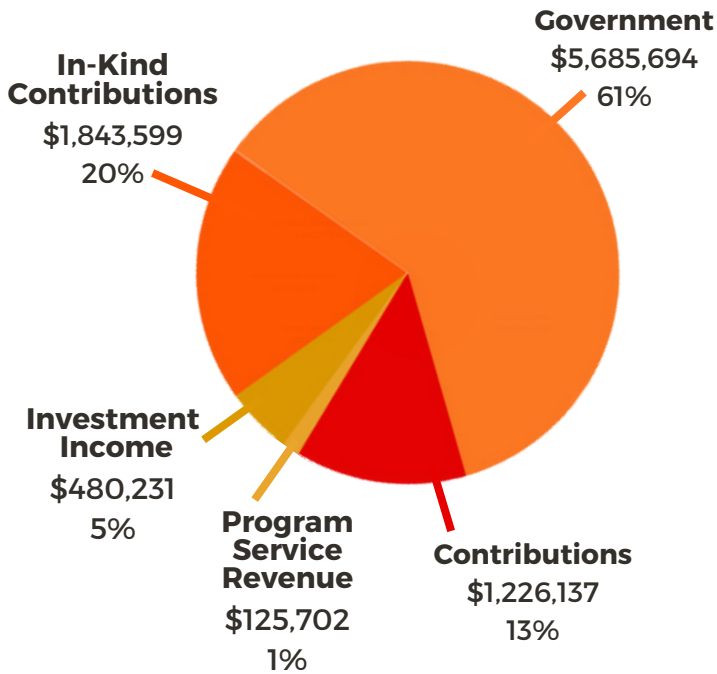
"I volunteer once a week at the Carter Burden Network/Leonard Covello Older Adult Center. It is a very fulfilling and rewarding opportunity for me. The staff is very nice, especially the Volunteer Services Department with whom I have the pleasure of seeing every week. I enjoy speaking with the older adults and giving them something to look forward to in their day. The food at CBN is very impressive and the cleanliness is outstanding."

-David Hiromura, CBN Volunteer

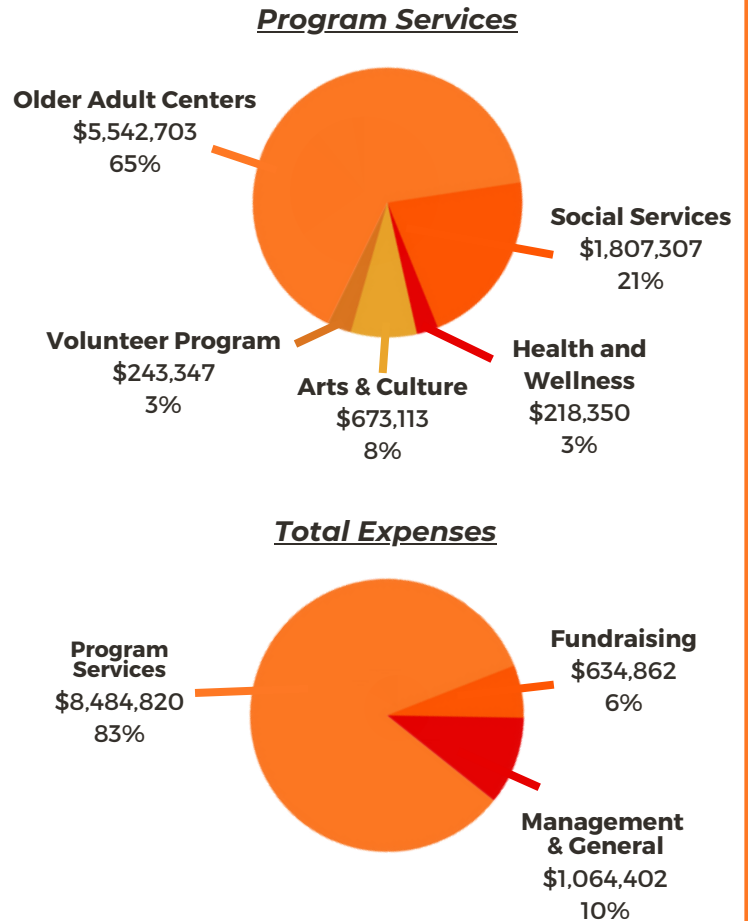


FY 2023 FINANCIALS (UNAUDITED)

REVENUE SOURCES



OPERATING EXPENSES



NET ASSETS BALANCE & COMPOSITION

Liquid Unrestricted Net Assets	\$8,455,431*
Net Assets Invested in Fixed Assets	\$182,979
Donor Restricted Net Assets	\$354,345
Endowment	\$3,454,781
Total Net Assets	\$12,447,536
Projected Avg. Monthly Operating Expenses	\$710,000

*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 2023 DONORS

Thank you to our FY 2023 donors who helped make our work possible! While the donor list below includes only FY 2023 contributions of \$5,000 or more, we are deeply grateful for each gift we receive. Donations of all levels are critical to advancing our mission and improving services for New York City's growing older adult community.

\$100,000 and higher

FJC Foundation
Margaret C. Smith
New York City Council
NYC Aging

\$50,000 - \$99,999

Amazin' Mets Foundation
The Fan Fox & Leslie R. Samuels
Foundation
Public Health Solutions

\$25,000 - \$49,999

Sally T. Bott
Susan L. Burden
Estate of Ellsworth G. Stanton III
GPG Properties
Himan Brown Charitable Trust
Isaac H. Tuttle Fund
Jewish Communal Fund - Joan Rechnitz
and Judy Mauer
The K Squared Foundation
Lenox Hill Hospital/Northwell Health
Lifespan of Greater Rochester
Macquarie Group
Rise Light & Power
Jeffrey A. Weber and Stacey Gillis Weber

\$10,000 - \$24,999

Johanna Ashby
Bank of America Merrill Lynch
Colgate-Palmolive
Congregation Emanu-El
Anne S. Davidson
Florence V. Burden Foundation

Jenny Goldman
Grace Charity Foundation
The Hyde and Watson Foundation
Jean and Louis Dreyfus Foundation
Manhattan Borough President's Office
National Endowment for the Arts
New York Community Trust
Nicholas B. Ottaway Foundation
Pritha J. Mittal
Paul J. Powers Jr. and Tina Davis
Roosevelt Island Operating Corporation

\$5,000 - \$9,999

Brick Presbyterian Church Women's
Association
Brookdale Battery Park
BRW Contracting Inc.
Kathryn B. Cashman
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Susan and Tony Gilroy
Judith Hardy Woodard
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The Marc Haas Foundation
Patrick M. Murphy
Heidi Nitze
Elina Onitskansky
Rockway Fuel Oil Corp.
Krutin Shah
Signature Bank
Stroock & Stroock & Lavan LLP
Venable Foundation
Burton Wallack

OUR VISION FOR FY 2024

As the older adult population in the U.S. and New York City continues to grow, it is vital for aging service providers to accommodate new clients through expanded and innovative programming opportunities while maintaining the central tenet of fostering love and belonging to combat isolation and loneliness. At CBN, we are thrilled to welcome new clients to our programs and create inclusive opportunities for all older adults in the communities we serve.

Cultural Responsiveness

As CBN serves a growing population of older adults, we are experiencing more diverse linguistic needs and cultural preferences among our clients. At CBN, we are continuously expanding our culturally responsive care options through multilingual social services; culturally and linguistically tailored arts and culture, health and wellness, technology, and recreational programming; and culturally aligned congregate meals for each of our OACs. Our staff members, who offer services in English, Spanish, Mandarin, Cantonese, and Korean, are culturally reflective of the communities we serve.

Meal Programs

With inflation continuing to worsen financial and nutritional insecurity for older adults, CBN's meal programs are more important than ever, providing older adults with warm, nutritious meals shared in the company of peers. In FY 2023, CBN began catering meals internally for our Roosevelt Island OAC. Now, all four of our OACs receive meals prepared by CBN, ensuring the highest quality nutritional programming for our clients at a time when older adults are experiencing challenges in meeting their dietary needs. In the coming year, as a result of need, word of mouth, and targeted outreach, we look forward to welcoming more clients to our congregate meal programs, which are often the starting point for fulfilling engagement with CBN's range of programming.

Technology Engagement

CBN is proud to be leading the way in technology education for older adults. Through several technology pilot projects on Roosevelt Island funded by The New York Community Trust and The Fan Fox & Leslie R. Samuels Foundation, we have helped older adults cross the digital divide by providing them with tech devices, offering individualized technology training and troubleshooting support, and connecting them to a range of virtual resources. These projects have been supplemented by ongoing collaboration with Cornell Tech. Based on the success of these efforts, we have obtained a grant from the Hearst Foundations to expand this work by creating a Healthy Aging Technology Center at our Leonard Covello OAC in East Harlem in FY 2024. We are thrilled that in the coming year, two of our OACs will be staffed by Full Time Technology Educators, providing older adults with dedicated support for their growing technology needs and connecting them to digital resources that support the city's aging service providers in engaging with older adults through virtual and hybrid program models.

GET INVOLVED

While over 22% of New Yorkers are 60 and over, less than 2% of institutional philanthropy goes to aging programs. Government contracts have also remained stagnant amid increasing inflation and the growth in the older adult population. Your support is incredibly critical as we strive to provide expansive, comprehensive, and high quality multicultural programming to a growing number of clients. Please consider getting involved in the following ways to support our work.

Donate

To make a donation online, please visit carterburdennetwork.org/donate. To donate by phone, please contact our Development Department at 917-409-1260. To donate by mail, checks payable to the Carter Burden Network may be sent to: Carter Burden Network, Development Dept., 415 East 73rd Street, New York, NY 10021.

If you would like to donate specifically to or become a fundraiser for our 2023 Fundraising Campaign & Senior Prom: Building Community to Overcome Loneliness and Isolation, please visit bit.ly/CBN23. The campaign will run through December 31, 2023.

Workplace Giving

Workplace Giving Programs provide an easy way to double your impact through Matching Gifts, Volunteer Grants, or by designating Carter Burden Network as the beneficiary of your company's Corporate Giving Programs.

Planned Giving: Carter Burden Network Legacy Circle

The CBN Legacy Circle provides ways for donors to support our mission for generations to come. The most common way people join our Legacy Circle is through a charitable bequest in a will or living trust.

Program Sponsorships

We welcome restricted gifts that are designated for particular CBN programs based on your or your company's areas of interest. You may consider sponsoring any of CBN's older adult centers or its social service, arts, or health and wellness programs. You can also sponsor exhibits at the Carter Burden Gallery.

Social Media Fundraisers

Facebook fundraisers on behalf of CBN, and birthday fundraisers in particular, are an easy way to reach out to your network to raise funds for our programs and services. Please also consider sharing any campaigns led by CBN on your social media accounts to enhance their reach. CBN can also provide a customized fundraising page to support your personal fundraising event such as a race, walk, etc.

Volunteer

Volunteers are critical to our operations, providing their time and expertise to connect older adults to vital services. We welcome volunteers from corporate or community groups, families, or individuals. Our event listings and registration opportunities can be found here: carterburdennetwork.org/become-a-volunteer.

Purchase Original Artwork at the Carter Burden Gallery

The Carter Burden Gallery hosts new exhibits every month, featuring the vibrant work of underrepresented older artists. You can purchase unique pieces in person at the Gallery or via Artsy - <https://www.artsy.net/partner/carter-burden-gallery>. 60% of proceeds from art sales go directly to Carter Burden Gallery artists while the remaining 40% supports the operations of the Gallery.

THANK YOU FOR MAKING OUR WORK POSSIBLE!

Carter Burden Network

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New York, NY 10021

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www.carterburdennetwork.org



cbn carter
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network
leading the way in aging services



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