



SPOP

Service Program for Older People

2021-2022 | ANNUAL REPORT



Letter from the CEO and President

Patricia Caldwell, President; Jeffrey Nichols, MD, past President; Nancy Harvey, CEO

The Covid-19 pandemic has had a profound impact on older adults in New York City. At SPOP we have seen first-hand how older adults have suffered from unresolved loss and grief, prolonged social isolation, anxiety, depression, elder abuse, caregiver distress, substance misuse, suicidal thinking, and insecurity relating to housing, meals, or finances.

This year our highest priority was to address those needs while we adapted to a rapidly-changing external environment:

- Medical and social service providers throughout the region have been overwhelmed, resulting in workplace burnout and staffing shortages.
- Client needs are more complicated, reflecting the prolonged isolation, grief and loss, and anxiety that many older adults have experienced.

- The pandemic has called attention to the mental health needs of older adults, resulting in unprecedented demand for training in the field.

- The NYC Department for the Aging (DFTA) and Mayor's Office of Community Mental Health invited to SPOP work with them to address the pandemic's impact on older adults.

- Continued uncertainty about Covid-19 has delayed the re-opening of many programs. We are among a handful of agencies that are open and offering in-person treatment, and we are gradually resuming on-site service at our partner satellite locations.

During fiscal year 2022 SPOP:

- Provided 27,000 behavioral healthcare sessions for 850 individuals; services included individual or group therapy, psychiatry, assessments, and rehabilitation support.
- Provided training to over 350 individuals, including clergy and lay leaders from the African Methodist Episcopal church community in Queens; behavioral health professionals; graduate students at Columbia School of Social Work; public library patrons; and staff at various social service agencies.



At the Gala we presented Nancy Harvey with a Lifetime Achievement Award and announced the launch of the Nancy Harvey Initiative, a program funded by the Board to foster the careers of emerging social workers who work with older adults. (Shown here with SPOP current and past presidents)

Left to right: Patricia Caldwell, President, Dr. Jeffrey Nichols, Nancy Harvey, Carolyn McCandless, and Henrik Petersen.

- Processed over 1600 referrals and inquiries from individuals, hospitals, senior centers, and other sources. In order to meet this urgent need, we:
 - Created two client navigator positions to provide additional support including assessments and connections to other providers as needed;
 - Expanded our group therapy program to fast-track incoming clients; and
 - Offered services using a hybrid of telehealth and in-person services.
- Led advocacy efforts for the continuation of public payor coverage of tele-mental healthcare and wrote a whitepaper on the future of telehealth and behavioral health care.

We are now preparing to launch several initiatives that will further broaden our scope of service:

- We have received a \$1.5 million five-year award from the NY State Office of Mental Health to develop a program to provide integrated mental healthcare, substance abuse treatment, and case management services to older adults in communities impacted by Covid-19, with a goal to support aging in place.
- We are developing a program of community-based training at the intersection of mental health and aging, focused on the African-American faith community, which seeks to build the knowledge and skills base among clergy and lay leaders.
- We are on track to open nine additional clinic satellite locations in low-income neighborhoods of Manhattan, funded by the DFTA Geriatric Mental Health (DGMH) program.

We were delighted to gather in November for the SPOP Gala, which honored The Fan Fox and Leslie

R. Samuels Foundation and the Hope & Grace Initiative. Mutual of America hosted us in their penthouse event space for an elegant and joyous evening. At the event Patricia Caldwell presented Nancy Harvey with a Lifetime Achievement award in recognition of her 30-plus years of leadership at SPOP and announced the *Nancy Harvey Initiative*, which honors her and supports the careers of those entering the field of geriatric social work.

In June Patricia Caldwell stepped down after five years of serving as Board President; the Board thanked Pat for her exemplary leadership and welcomed Meaghan Atkinson as incoming President.

Nancy Harvey
 Nancy Harvey, LMSW CHIEF EXECUTIVE OFFICER

Pat Caldwell
 Patricia A. Caldwell PRESIDENT



Margot Humbert (far left) accepted the corporate Leadership Award on behalf of Coty and the Hope and Grace Initiative



Lauren G. Weisenfeld accepted the Philanthropic Leadership Award on behalf of The Fan Fox and Leslie R. Samuels Foundation.



SPOP Advisory Board member John Rusk served as Master of Ceremonies

On November 10, 2021 we gathered for a GALA TO CELEBRATE THE SPOP COMMUNITY, hosted by Mutual of America. A highlight of the evening was the announcement of The Nancy Harvey Initiative, a program to foster the careers of social workers in the field of aging.



The mission of Service Program for Older People is to enhance the quality of life of older adults and to foster their independent living through the delivery of comprehensive mental health and supportive services, advocacy and education.

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Mental Health America

The SPOP behavioral health clinic offers community-based service including individual, couples or group psychotherapy; psychiatry; assessments; and processing of all inquiries and referrals. Based at our central office, the clinic also offers appointments via telehealth, at satellite sites located throughout Manhattan, Downtown Brooklyn, and the Bronx, and in the home for clients with a physical or psychiatric disability (in-home sessions are currently by telehealth only).

Clinic, Community Programs, Group Services, & Intake

Our staff is comprised of psychiatric social workers, psychiatrists, psychiatric nurse practitioner, and intake specialists; many are proficient in a second language. Clinicians are all trained in treating older adults and have subspecialties in cognitive behavioral therapy, dialectical behavior therapy, family/couple therapy, narrative therapy and other modalities. Intake staff respond to over 1,500 referrals and inquiries each year from hospitals, senior centers, aging services providers, and individuals and family members. We screen incoming clients for general health, behavioral health disorders, and specialized situations such as caregiver distress or substance misuse. We also assess clients for social determinants of health including housing, meals, social isolation and economic insecurity, and we connect them to other service providers to ensure that their concrete needs are met in tandem with behavioral health care.

Community programs focus on a network of senior centers and aging services providers that host licensed clinic satellite locations. As the Manhattan provider for the NYC Department

for the Aging program of *Clinicians in Older Adult Centers*, our staff screens older adults, leads educational programs, and provides on-site therapy and referrals at nine centers. We provide LGBT-supportive therapy at the Edie Windsor SAGE Center in Manhattan and the SAGE Bronx Center at Crotona Pride House. At VISIONS at Selis Manor, we offer specialized psychotherapy for older adults managing vision loss.

We remained in close contact throughout the year with all of the senior centers that host satellite clinic sites and provided all regular services for satellite clients using telehealth. We expect to resume on-site treatment at the sites early in FY2023.

SPOP experienced unprecedented demand for service this year, which was exacerbated by a national staffing shortage. Client needs are also more complex than we have previously seen, with a marked increase in individuals expressing homicidal ideation, likelihood of self-harm, and other violent inclinations. Based on this situation, we adopted these strategies to manage increased demand:

- We now prioritize high-risk/high-need cases at intake and make every effort to fast-track them for treatment
- We expanded therapeutic groups to include a Men's Group, Living with Chronic Illness, Peace of Mind, Caregivers Group, Long-Term Grief, and De-Cluttering.



- We expanded our capacity for Information & Referral services as well as screenings for social determinants of health; we also offer more care and risk management
- We have implemented a new screening tool to assess for risk of violence services for clients
- We make bi-weekly check-in calls to individuals on a waitlist to assess symptoms and risk
- We piloted a discharge planning service to support clinic clients who are ready to graduate but require services from another provider, e.g., medication, services for cognitive impairment, etc.

We created a new position, Director of Group Services, to oversee all therapy groups and our peer-led Bereavement Support program. The expanded group offerings have enhanced the therapeutic process by offering social contact with others. All groups met by Zoom this fiscal year, and the Bereavement Groups were entirely free of charge. We offered a total of six bereavement groups during the fiscal year.

During 2021-22 we:

- completed 24,000 sessions
- provided professional services to 820 individuals enrolled through our central office and our 18 satellite locations
- processed over 1600 referrals and inquiries
- assessed more than 300 individuals for social determinants of health
- developed resource materials for Telehealth Best Practices and Discharge Planning, and provided staff training in Building an Anti-Racist Clinic



AF, age 79, came to SPOP expressing suicidal thoughts after her husband passed away after a long illness. At intake she indicated that she was overwhelmed and unable to attend to financial affairs, and was ready to end her life. She was completely isolated and estranged from all family. After several months of treatment at SPOP, AF reported that she felt she was being heard and could start to take steps to move forward. She hired a lawyer to assist with her husband's estate, improved her self-care and grooming, and once again valued her own life. While using treatment to process her grief and motivate her to take actions, she also began looking at her marriage and her history of trauma. She is coping much more effectively now. She reports that SPOP and her clinician absolutely saved her life.

GR, age 76, is a divorced Latinx man who came to SPOP three years ago to address depression and caregiver distress as he cared for his mother. Over time additional issues came up during his sessions, including family conflict and a lifelong hoarding disorder. After his mother's death, GR worked with his therapist to develop communication and conflict resolution skills to manage relationships with his extended family. He also began to chip away at his hoarding disorder and – after months of emotional exploration, behavioral activation, tears, and tantrums – he agreed to have a junk company remove 90% of the clutter in his home. He recently moved to a smaller and more comfortable space. He is continuing to work with his therapist to develop coping skills that can replace his compulsion to collect.



Personalized Recovery Oriented Services/PROS

The *Personalized Recovery Oriented Services (PROS)* program provides group-based rehabilitation support to older adults diagnosed with serious mental illness. Our program is the only one of its kind in New York State and is defined by three key features:

- We focus on recovery and rehabilitation, new concepts for many adults whose lives have been defined largely by their illness.
- Participants are encouraged to attend on a part-time basis and while participating in other community-based activities and programs.
- Participants play an active role in the design and structure of groups – which means they gain skills in cooperation, planning and communication.

The PROS population is marginalized on multiple levels. For most participants this is their first experience in a recovery-oriented setting after a lifetime of care in a “maintenance” environment. We use a collaborative program model that focuses on goal-setting and acquisition of life skills needed to achieve individual goals.

This year the PROS program

- Provided services using a hybrid of virtual and in-person groups.
- Served 64 participants and completed over 6,000 individual or group services.
- Offered 18 groups each week by telephone or internet connection on such topics as Rising Above it All, a creative arts group for survivors of trauma; Jump-Start Working, a work readiness group; and Clearing Space, a skills training group for de-cluttering.

- Distributed grab-and-go meals and supermarket gift cards to participants.
- Provided medication management on-site or via weekly delivery of packed medications.
- Made regular calls to all participants to check in, provide support, and update medical/medication records.
- Offered individual support and counseling by telephone or Zoom.



JJ, 66, was referred to PROS in July 2019 seeking support for her diagnosis of Major Depressive Disorder with psychotic features and Post Traumatic Stress Disorder from a serious medical incident. At intake she struggled to make eye contact and spoke so softly that she was nearly inaudible. She shared that “I am joining this program because I feel like I am at the bottom of my well. I have no place to go but up.” Her goals evolved while she was in PROS, and she eventually focused on a goal to become a Peer Specialist. JJ stated often that discussing her mental health was always challenging because of

stigma and shame. While at PROS she became focused on helping others because “people should not feel ashamed or misunderstood. Society can make you feel so bad about your mental health and even doubt yourself. I want to help others find their voice like I did.” Over time, JJ became less engaged in the program, spending more time in her community, training and employment. She graduated from PROS in January of 2022 and now works full-time as a peer specialist.



Community Support and Education

This year we created a new department to oversee a community outreach, training, and a five-year NY State Office of Mental Health (OMH) Geriatric Services Demonstration Project: Partnership to Support Aging in Place in Communities Severely Impacted by Covid-19.

SPOP is the lead agency on the five-year OMH grant, and our project partners are Metropolitan Center for Mental Health and NYC Department for the Aging. The overall goal of the project is to enable older adults to live in their homes as long as possible; the focus is on low-income neighborhoods in Manhattan that were impacted by Covid-19. The project timeline is January 1, 2022-December 31, 2026.

This year we focused on assembling the project team, creating a work plan and structure, and developing a name for the initiative, STRIVE: Support, Treatment, Recovery, Independence, Voice & Education.

We have expanded our training offerings for individuals working in fields that are adjacent to aging or mental health, including

public libraries, faith leaders, direct service staff in diverse sectors, and mental health-care providers. SPOP is a New York State-accredited continuing education provider for licensed social workers.

This fiscal year SPOP provided training to over 350 individuals; sessions included:

- Unresolved Grief and Loss Among Older Adults, a training developed for leaders in the African Methodist Episcopal church community
- Working with Older LGBTQ Adults, presented at DOROT, an aging services provider
- Hands-On Self-Care for Addressing Trauma, a two-part training for mental health professionals

- Aspirational Aging, a presentation for the Coalition of Behavioral Health and Silberman School of Social Work
- Trauma-Informed Social Work Beyond Therapy, presented at the Columbia University School of Social Work
- Behavioral Healthcare for Older Adults, a presented at Legal Health, a division of New York Legal Assistance Group
- Brain Boosters, a presentation on improving cognition, at the Harlem Branch of the New York Public Library
- Do You Hear Me Now: Advocating for Ourselves with Providers, presented at Mariners Harbor branch of the New York Public Library



Financial Support

SPOP extends gratitude to the following elected officials, government agencies, and institutional funders that provided financial support in this year.

Manhattan Borough President Mark Levine
New York City Council Member Shaun Abreu
New York City Council Member Gale A. Brewer
New York City Council Member Bill Perkins
New York City Council Member Keith Powers
New York City Council Geriatric Mental Health Initiative
New York City Council Department for the Aging
New York City Council Department of Health and Mental Hygiene
New York State Assemblymember Daniel J. O'Donnell
New York State Office of Mental Health
New York State Department of Health, Child, and Adult Food Care Program
Thrive NYC

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Amazon Smile Foundation
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Barker Welfare Fund
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The New York Community Trust
The Fan Fox and Leslie R. Samuels Foundation
Edith M. Schweckendieck Trusts
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 Director of PROS
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 Support & Education
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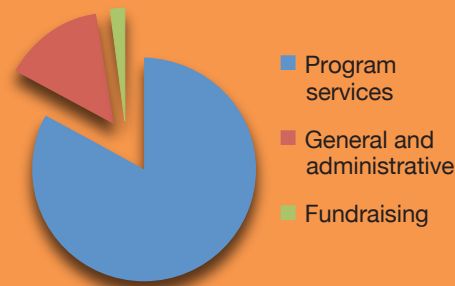
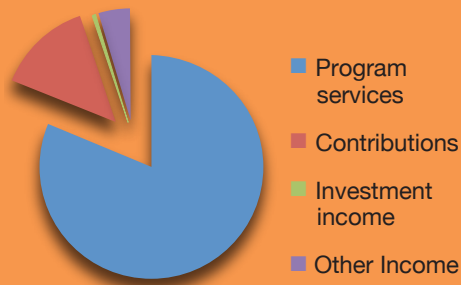
Bilingual Social Worker
 Bilingual Psychiatric Social Worker
 Executive Manager
 Intake Navigator
 IT Junior Tech
 Psychiatric Social Worker
 Psychiatric Social Worker
 Psychiatrist
 Psychiatric Social Worker
 Psychiatric Nurse Practitioner

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Intake Specialist
 Bilingual Psychiatric Social Worker
 Psychiatric Social Worker
 Assistant Director, Community Programs
 Billing Supervisor
 Psychiatric Social Worker
 Peer Specialist
 Psychiatric Social Worker
 Program Analyst
 Psychiatric Social Worker
 Bilingual Case Opener
 Psychiatric Social Worker
 Recovery Specialist
 Psychiatric Social Worker
 Psychiatric Social Worker
 Clinic Operations Coordinator
 Maintenance and Housekeeping
 Bilingual Rehab Aide
 Psychiatric Social Worker
 Bilingual Psychiatric Social Worker
 Recovery Counselor
 Psychiatric Social Worker
 Executive Assistant
 Bilingual Psychiatric Social Worker

Financial

Year Ended June 30, 2022



REVENUE

Program services	\$4,771,427
Contributions	\$678,244
Investment income	(\$28,826)
Other income	\$328,476
Total revenue and support	\$5,749,321

EXPENSES

Program services	\$4,458,735
General and administrative	\$651,838
Fundraising	\$104,457
Total expenses	\$5,215,030
Net assets, beginning of year	\$4,009,802
Net assets, end of year	\$4,544,093
Change in net assets	\$534,291

A complete copy of the audited financial statement for Service Program for Older People, Inc. may be obtained by writing to SPOP, 302 West 91 Street, New York, NY 10024 or the NYS Dept. of State, 41 State Street, Albany, NY 12231.

Credits Editor | Janet Rosenberg Design | Annette Geyer-Leverington
Photo credits: Ben Asen Photography, Centre for Aging Better

Offices & Clinic Satellite Sites

SPOP Main Office, Clinic, and Bereavement Support
302 West 91st Street, New York, NY 10024

SPOP PROS/Personalized Recovery Oriented Services
188 West 88th Street, New York, NY 10024

Clinic Satellite Sites:

EAST HARLEM

- Leonard Covello Senior Center, 312 East 109th Street

LOWER EAST SIDE/CHINATOWN

- Manny Cantor Center, 197 East Broadway
- Mott Street Senior Center, 180 Mott Street

EAST VILLAGE

- Sirovich Senior Center, 331 East 12th Street

YORKVILLE/UPPER EAST SIDE

- Carter Burden Network, 415 East 74rd Street
- Isaacs Center, 415 East 93rd Street
- James Lenox House, 49 East 73rd Street
- Lenox Hill 415 East 74rd Street, 343 East 70th Street

ROOSEVELT ISLAND

- Carter Burden Roosevelt Island Senior Center, 546 Main Street

MIDTOWN/CHELSEA

- The Edie Windsor SAGE Center, 305 Seventh Avenue
- Encore Community Services, 239 West 49th Street
- Project FIND/Woodstock Neighborhood Senior Center, 127 West 43rd Street
- VISIONS at Selis Manor Senior Center, 135 West 23rd Street

UPPER WEST SIDE

- Project FIND Hamilton House, 141 West 73rd Street
- Red Oak Senior Center, 135 West 106th Street

WASHINGTON HEIGHTS

- Riverstone Senior Center, 99 Fort Washington Avenue

BROOKLYN

- Heights and Hills, 81 Willoughby Street
- GRIOT Circle, 25 Flatbush Avenue

BRONX

- SAGE Center Bronx, 1784 Prospect Avenue