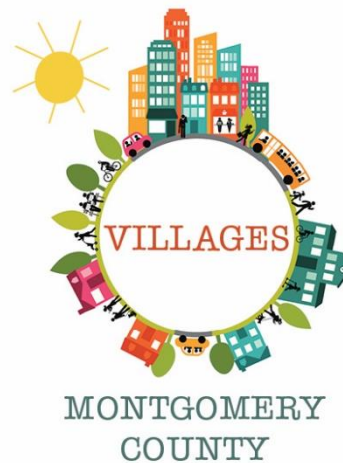




## Montgomery County Villages

### Annual Report

2018



This report was produced by:  
Montgomery County Villages  
Pazit Aviv, Aging and Disability Services



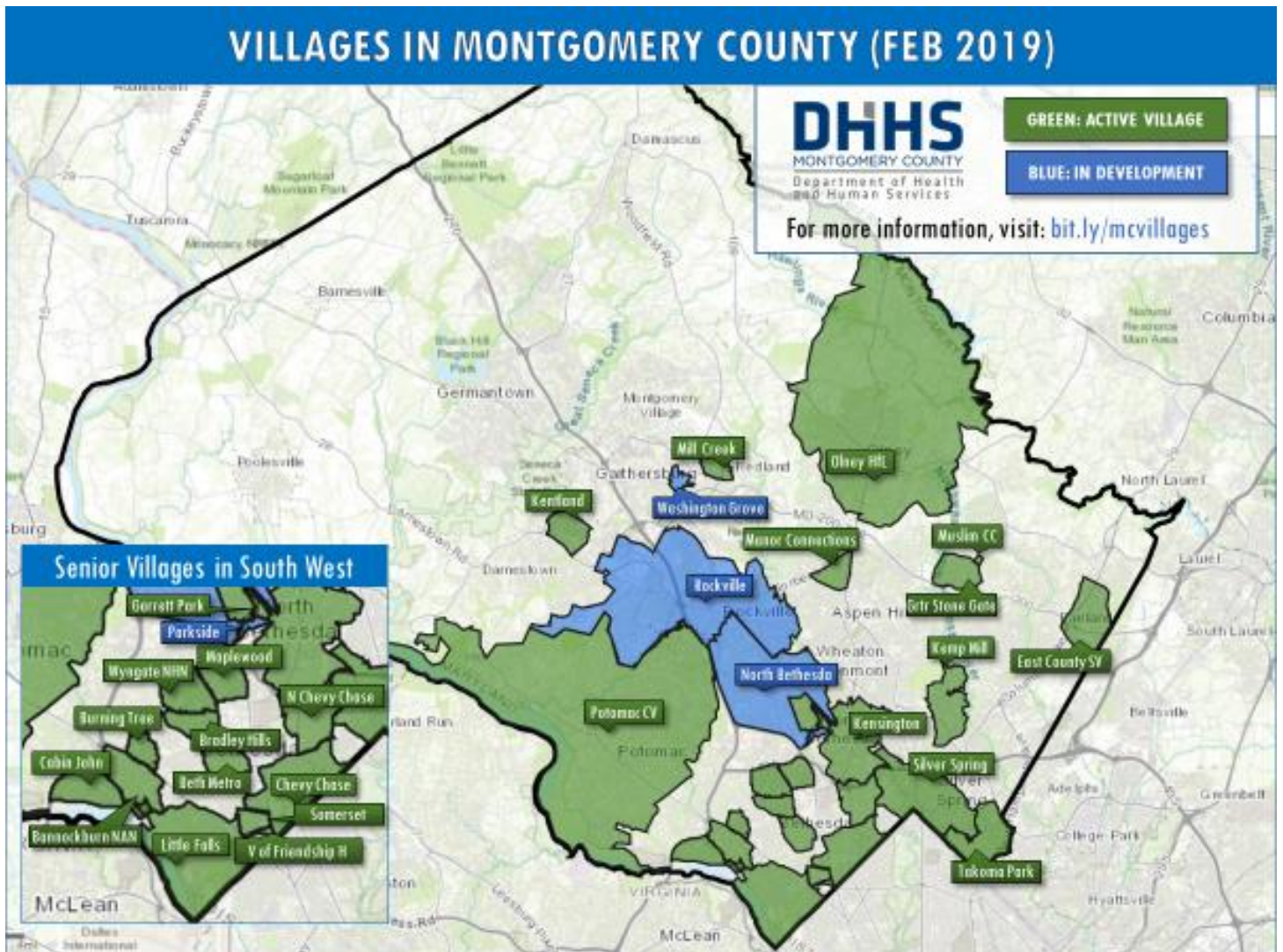
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# 2018 Year in Review

2018 has been a productive year for villages in Montgomery County. While many villages have taken on new members, programs and partnerships, some felt the pressures of sustainability, growth and leadership succession. Village leaders continue to rely on each other for advice and mentorship and the success of one village is the success of the entire network.

As Montgomery County continues to experience significant growth of its 60 plus population, villages increasingly become a compelling solution for people who love where they live and seek to age in their community with high quality of life and a stronger sense of community. And although the inception of the village movement is rooted in aging, many villages expand beyond their aging members to other generations, intentionally creating multigenerational villages. See, for example, North Chevy Chase Connections, Wyngate and others.



## **New villages:**

- Kemp Mill Village
- North Chevy Chase Connection begun offering services

## **Expansions**

- Silver Spring Village can serve people up to a mile out of 20910
- Little Falls Village has expanded to the Kenwood area
- Chevy Chase at Home has expanded to the Riviera of Chevy Chase Condominium

## **New planning groups:**

- North Bethesda Village initiative
- Montgomery Village

## **Accomplishments:**

### **Biannual Village Gathering.**

With the help of a planning committee composed of a dedicated group of village leaders, the Village Coordinator hosted a large gathering in September 2019. Over 150 village leaders from 50 communities participated in the 2018 Montgomery County village gathering. The City of Gaithersburg generously provided Bohrer Park's facility and staff. The gathering included eight workshops, led by village leaders and other subject matter experts and covered topic from volunteer recruitment, marketing, ethical, and other essential aspects of running a small nonprofit. In addition to the workshops, twenty organizations participated in a partnership fair, aimed at facilitating closer ties between villages and other providers in the County.





## **The Life Long Homes Coalition**

LLHC completed 6 projects last year in the Silver Spring and Takoma Park Villages (4 repair & 2 weatherization), helping 10 people. Habitat for Humanity Metro Maryland invested \$60K in the community through those projects.

This coalition was recognized by NACO as well as the World Health Organizations' Age Friendly Cities. The coalition had a strategic planning session in the spring which was facilitated by a pro bono consultant. The Coalition also participated in the Design for Life showcase at silver spring civic Building in the spring. It is of note that Habitat for Humanity Metro Maryland has expanded its capacities to serve aging county residents through a Weinberg grant for a [CAPABLE program](#).

## **Villages – Hospitals Workgroup:**

Villages Hospitals Workgroup formed as a growth of Suburban's Village Ambassador Alliance. It consists of representatives of twenty County villages and six hospitals. The workgroup's goals are to educate hospital staff about villages and how to work with them, to educate village members about how villages can help them after discharge and to find additional ways to improve health outcomes of County's aging residents. Hospital discharge staff can incorporate village support as a part of the discharge plan to help with recovery at home. Villages can serve as advocate for their members as they access health care.

## **VillageRides**

JCA VillageRides finished 2018 by bringing on their 12th village/community organization – plus 3 in Prince George's County. The program provides operational and marketing assistance for village volunteer driver services; non-transportation services are supported as well. Funding for their third grant was approved which will allow VillageRides to continue through January of 2021. VillageRides is recruiting new villages and community organizations in Montgomery County and Prince George's County to join the program; for more information contact: Rhetta.Vinson@accessJCA.org.



## **WISH and Village of Takoma Park pilot**

WISH and the Village of Takoma Park worked on a pilot program which was very successful. The village identified members that needed the extra level of support around their healthcare and WISH health coach developed a relationship with the members referred. Communications between the village and the WISH health coach proved helpful in supporting the village members' higher-level needs.

**Workshops:**

Village leaders participated in a workshop on best practices for friendly visiting and volunteer drivers' programs as well as on succession planning.

**Weatherization project:**

Greater Stonegate Village, Silver Spring Village and Village of Takoma Park participated in a weatherization project offered by Washington Gas in the fall. Volunteers came to 30 village members home on a weekend and preformed free weatherization repairs. This is a great example for the power of existing local network in connecting people to existing resource.

## Communications

**New logo, new newsletter:** Cindy Woaks, a pro -bono graphic designer designed the new Montgomery County Villages logo. She also helped redesign the monthly newsletter which was very well received. Thank you, Cindy!

**Website upgrades:** The villages website was greatly enhanced with many new resources accessible to download. See <https://www.montgomerycountymd.gov/HHS-Program/ADS/Villages/resources.html>

**Media Coverage:** Villages were featured in County Council cable news [Did you Know](#), Seniors Today, as well as in WAMU's piece on transportation needs of low income older adults in the County.

## Diversity outreach

**The Latino Seniors interest Group** met once a month either at Wheaton or Long Branch. Participants chose which topics they wanted to learn about. Topics covered: Homecare (both from the workforce issues as well as resources for those who need it and cannot afford it), affordable housing, recreation and civic engagement, transportation, nutrition and more. Participation waned toward the middle of the year. The Village Coordinator and TESS Center Manager met with St. Camillus in an effort to establish partnership with the church. To date, there has not been any interest expressed by the community to start a village in these areas. Work continues!

**Damascus**

Meetings with different groups continued in Damascus (Damascus Help, Presentations at the Senior Center) but to date there has not been any group forming in the Damascus area.

Other outreach activities:

**South Asians:** The village coordinator had a series of meetings with a Adventist church in East silver Spring.

**North Potomac:** the Village coordinator offered two presentations at North Potomac

**Faith Communities:** Presentations were given at several temples and churches in the County. Many express an interest but no concrete effort to start a village yet.

## Challenges

### Succession planning

2018 was marked by leadership transitions in many villages. Some of the original founders have come off villages' board and new leaders have come on. Not all transitions were smooth. For some, the challenge of finding new leaders created an opportunity to asses the way they approach volunteer recruitment, nurturing and leadership grooming. All volunteer-led nonprofits must attend to their leadership pipeline on a continual basis to ensure new leaders are poised to take over with confidence once the leadership is ready to transition. In the Fall, Village leaders met to discuss succession panning and the Village Coordinator consulted several boards on effective ways to manage this aspect of their operation.

### Financial Sustainability

Like all nonprofits, villages must develop a diversified approach for financial sustainability. This past year, villages received foundation support from family foundations, regional foundations, and Montgomery County Executive Collaboration Grant. Villages held fundraising events, such as silent auctions, distinguished speakers' events and year end letter campaign. Some villages also charge fees as a part of their sustainability plan.

**Shared services** The Carol Trawick Foundation has expressed an interest in supporting local villages through its nonprofit capacity building program. Villages met with the foundation staff to consider the possibility of a shared accountant for two years under a grant from the foundation. Although the conversation was productive, villages preferred to opt out of the program due to varying level of need and financial ability. This unsuccessful attempt at creating a shared service model highlighted the challenge of finding common ground among different villages.

### Leisure World

Residents of Leisure World along with the Village Coordinator held many planning meetings and outreach events and took steps to form a nonprofit organization. Ultimately, however, they chose to suspend efforts to form a village. Reasons for this decision are complex and related to how Leisure World is structured as a community, and to the challenge of achieving consensus on village services and operations.

# Villages reports

## Bannockburn Neighbors Assisting Neighbors (NAN)

Bannockburn welcomed many newcomers as many of our longtime residents have passed away. At the request of an adjacent community, we expanded our catchment area a year ago. These demographic changes drove us to undertake outreach and communication activities. We culled voter registration records and identified all residents 65+ in our area: just under 1000 individuals. A flyer in a special issue of the Newsletter was hand distributed within Bannockburn and distributed by first class mail to the broader group of seniors. The flyer included basic information about NAN, what it does, how to get involved and contact information.

NAN Notes, a newsletter distributed through the listserv and NextDoor, features upcoming events including county activities, programs of other villages, cultural events and service events. There was a presentation about NAN at the Newcomers' Dinner. In May, NAN attended the joint meeting of all Boards and reported on status of the organization, activities and future plans and priorities. Some new residents expressed interest in becoming volunteers and a few have been recruited

A senior suggested that we have a lending closet for medical equipment. She described her idea on the listserv. As this option has become known in our community, people who have such equipment and no longer need it donate it to NAN. Wheelchairs, walkers, canes, crutches and bathroom aids were borrowed most often; at times requests exceeded supply, particularly at holiday times when many families have older visitors. Requests for baby car seats, cribs and high chairs, toys, etc. pick up around holiday times. To make it clear that equipment loans are made by neighbors to those who need a device, NAN worked with a lawyer and neighbor, who drafted language for our website and for borrowers that makes it clear that NAN assumes no liability for loaned equipment's condition or use. Borrowers all have accepted this. Excess items are donated to a church.

NAN maintains a resource library, posts resources on its web page and provides consultation upon request. For example, last year we posted information on making an aging plan, a home safety check-list, an emergency plan and a list of snow shovelers. We have provided information about rehabilitation and nursing centers and keep current on which are considered the best for different situations by recent users and/or experts. NAN also has put those looking for professional caregiving staff in touch with neighbors who are or have recently used such individuals and agencies. We keep in touch with several social workers and geriatric care managers who are excellent information resources. NAN responded to double the number of requests for information and consultation than a year ago.



**Social/Educational Programs:** NAN sponsored a variety of programs/social activities of broad interest and some geared more to interests of older persons and/or their adult children. Some programs were co-sponsored with other community organizations and willages. Trips to local museums, historic houses and places of interest were enjoyed.



## BETHESDA METRO AREA VILLAGE

*Your home Your neighborhood Your future*

BMAV is now entering our third full year of operation serving seniors in the downtown Bethesda areas between Woodmont Avenue, Hampden Lane, Arlington Road, Bradley Boulevard, Huntington Parkway, and Old Georgetown Road.



We continue to increase interaction between seniors and their community by organizing a robust calendar of social and educational activities. We created or partnered on 116 village events in 2018 for our members and the greater community, with over 700 attendees. They included: speakers on current events and history, socials in members'



homes and other locations, fitness outings, technology assistance, art outings, museum docent tours, and forums on Medicare, County services, and aging and dying well. Our members lead regular shared interest group meetups like knitting, hiking, arts, bridge, birdwatching, and men's and ladies lunches out.

We also had an increase in service requests this year, in particular with friendly visits for members with dementia. We increased our number of trained and vetted volunteer service providers to 30, and our memberships to 90. Full service members can receive rides or in-home help, like home repair, technology assistance, and friendly visits and calls. We estimate that we connected over 200 seniors in the community with either programs or services in 2018.

In 2018 we also began looking at the possibility of expanding into neighboring areas that are not served by other villages. This process, as well as advocacy with the new County Executive and County Council, has involved a lot of collaboration with area villages and neighborhood groups.

We also collaborate with the Bethesda Connie Morella library, having established a new monthly series of presentations for the public. Community clubhouses in our area – Edgemoor and Battery Park – also allow us to hold occasional events there open



to the public. We

continue to rely on the Bethesda Chevy Chase Regional Services Center and its staff for meeting space and collaboration on programs. We also advertise BCCRSC events and Live and Learn events on our website [www.bmavillage.org](http://www.bmavillage.org) and in our bi-monthly newsletter which goes to over 400 people in the community.



We increased our fundraising from private sources last year, with membership fees covering the rest of our budget. We do a lot with a conservative budget and have established a sustainable structure, with healthy transition and growth on our Board and our Executive Director continuing in a part-time role.





Bradley Hills Village made further strides this year in our community on many fronts:



membership, newsletter readership and member activities. During the past year, membership grew and our newsletter now reaches an even wider circle of

interested people in our community.



Member activities are on the rise in terms of number and strength of attendance. Our year kicked off with our well-attended Feb. Annual Meeting with Maryland Attorney General Brian Frosh as our featured speaker. We continued to provide a diversity of services (though there are more volunteers than requests). We co-sponsored information sessions offered to Village members on Medical Note Taking and about Medicare. Our activities cover a wide spectrum from monthly book club to a new popular garden club and progressive dinner to a unique neighborhood program, 'Voices in the Village.' We co-hosted (with various local neighborhood associations) a very successful summer picnic, neighborhood planting parties, and BHV night at Bethesda Big Train Baseball. We co-sponsored several events with other Villages. We instituted a program of home



visits to every Village member. We are undertaking a project with Suburban Hospital and other medical practitioners to assist Village members with non-medical post-hospitalization care. Our part-time administrator has greatly professionalized our operations. We have a dynamic, dedicated board of directors who meet monthly to

address BHV business and spend another couple of hours per month on projects that mesh with their interests. The Bradley Hills Village embodies an organization on an upward trajectory!





The first “Village” to be incorporated in Montgomery County, we continue to be an all-volunteer model, serving the approximately 700 households near Burning Tree Elementary School. Our village does not charge any fees or dues and is supported solely through donations. This year we have been fortunate to continue to grow our Board of Directors to eleven active members with several other neighbors expressing an interest in future participation.

Our goal is to help senior residents and other neighbors who may need extra assistance as well as sponsoring programs and events that are of interest to both seniors and others in the community. We provide several services including transportation and friendly visits. Village Rides continues to serve a small but important group of neighbors and we are fortunate that new volunteers continue to sign up as drivers offering rides to those in need.

This past year we sponsored several interesting programs and events. To begin the year, we sponsored an educational seminar on Keeping Seniors Safe, which featured a speaker from the MCPD Keeping Seniors Safe team who discussed issues including home safety, personal preparedness in an emergency, frauds and scams, and community resources available to county residents. The event was well attended and provided a lot of useful information. We also participated with Bannockburn’s Neighbors Assisting Neighbors’ program on making an aging plan which was equally well attended and appreciated.

In the Fall we sponsored a Community Services activity to clean up the area near Burning Tree Elementary School and the creek along Beech Tree Road. Several neighbors volunteered and expressed interest in continuing to work together to help beautify the neighborhood. We also participated in an effort to encourage Halloween collections for UNICEF and sponsored a food drive for Manna Food.

Our annual inter-generational events continue to attract new neighbors. These include the Memorial Day Walk and 4<sup>th</sup> of July celebration which always bring out some new neighbors, their children, grandchildren, and furry friends. This past spring and summer we started “Front Yard Fridays” – a program where neighbors gather late in the day on Fridays to meet other neighbors and socialize with snacks and beverages. It was a huge success and we intend to continue it in the spring and summer.

We have also started several new clubs including a Book Club, which has been a big success, and a beginner Ukelele Group which has attracted several enthusiastic members. Other active clubs that continue to spark interest include the monthly Lunch Bunch, Knitting Group, Movie Group, and Spanish Conversation Group. We have also started a tennis roster where those interested

can contact each other to arrange games. BTV also continues its close affiliation with our local Garden Club.

We are in the process of updating our Neighborhood Directory which is distributed to all neighbors every 2-3 years. It is a labor-intensive project to get updated contact information for all neighbors but we have several volunteers helping in the effort. Last year we distributed a "Neighborhood Services Exchange," a directory of service recommendations by neighbors, which is also on a 2-3 year cycle for update and distribution.

We continue to communicate to our village through our weekly BTV newsletter, updates to our website, "Mail Chimp" announcements, and occasional distribution of fliers to people's homes. Several residents have also signed up for "Next Door" although it does not appear that we would use that to replace our existing methods of communication.

We have started giving "Welcome Kits" to new neighbors who move into our community which includes information about our Village and advises new neighbors of our services and also invites new volunteers who would like to help out. For 2019, we are working on a project to thank our many volunteers, are planning a program on genealogy and writing a family history, and are exploring several other ideas to continue to make our neighborhood a supportive community to age-in-place!



## Chevy Chase At Home

We are pleased to present the 2018 Annual Report of Chevy Chase At Home (CC@H). In the past year, we continued our mission of assistance, and provided nearly 2,000 services to members, including rides to medical appointments, computer and other tech consultations, household chores, respite visits, walks in the community and many other engagements in which neighbors helped neighbors to live better in their homes of many years. We also have get-togethers, concerts, lectures, classes, lunches, brunches, and parties that provide stimulation and prevent isolation among our members and friends. We do all this with a trained and generous volunteer corps of over seventy active service volunteers and dozens of volunteer leaders who gave over 2,000 hours of time this year in service to Chevy Chase At Home.

This year we continued our involvement with the community while serving our members, associates and friends. We participated with the Chevy Chase Elementary School in a pen pal

program between CC@H volunteers and members and ESOL students, which again proved to be successful and enjoyable for all involved. We initiated a friendly dog visiting program in association with the PALS organization. We strengthened our Storm Buddy program, insuring that every member has a nearby volunteer to check in and provide assistance if necessary, during periods of inclement weather. Through our partnership with the Montgomery County Fire and Rescue Services, we redoubled our efforts to ensure that every home in the Chevy Chase area is safe, by providing inspections and updating of smoke and carbon monoxide detectors and checking on other home safety issues. The Music and Movement for Seniors classes, based on the work of the Mark Morris Dance Group and under the leadership of two talented artists, continued to be popular, therapeutic and much fun.

We were fortunate to have Mark Shields, a neighbor in Chevy Chase, give us an informative and entertaining review of the current political scene, and Marvin Kalb, another friend of CC@H, present his latest.

In all of our activities, we provide a framework for relationships to be made and developed, so that our members get assistance they need and feel engaged with others in meaningful ways in the community.

We are very grateful to all of our donors, both corporate and individual, who help sustain our organization, to the volunteers who perform most of our functions, including serving on the board of directors and our committees, and to our staff who work arduously to fulfill our mission. We are looking forward to our tenth year!



## **East county Village Seniors**

### **Key successes:**

- ECVS was awarded \$500 Grant from Suburban Hospital
- Toby Turpin took on the challenge of successfully updating our SP Directory
- Doug Numbers, OCP Investigator, provided a very informative presentation on Top 10 Scams Targeting Seniors and alerted all that MC requires SPs to be licensed



- Organized nice turnout for MC Caregiver/Community Support Program: A presentation on Dementia and Alzheimer's care and assistance
- Started pre-meeting lunch in April with best turnout of the year
- Karen Smith initiated Friday Movie Afternoon
- On behalf of ECVS, were successful in getting Blood Pressure Check twice a month for seniors at ECCC
- ECVS participated in Active Aging Week with introductions to Sr. Fit, Tai Chi, and the New Memory Academy class (that never materialized)
- Sponsored a SHIP presentation with door prizes and snacks investing \$200 of our money (a disappointing turnout)
- In return for our SHIP participation, ECVS was awarded \$321.18 by JCA
- Ending the year, Pazit Aviv, MC HHS Village Coordinator, provided a review on the origin and purpose of villages and ideas on improving the concepts – volunteerism, unity, and helping one another
- Guest Speaker, Arlee Wallace, Program Manager for AAHP, MC HHS ended the year with a presentation on the wide-range of available County Support Services
- The year ended with acknowledgement of several members who have been incapacitated and truly missed for most of 2018.



## Friendship Heights Neighbors Network

### FHNN By the Numbers 2018 A Great First Year!

The numbers tell the story of FHNN's success in its first full year of operation:

**Members:** After renewals, we have a total of one more than last year—82!

This means that most members renewed—a sign of their support—and we added enough new members (10) to make up for the members who sadly died, moved to care facilities, or did not renew. Of course, more members are welcome—so remember to mention FHNN, especially to newer residents in your buildings!

**Member Service:** Full service members (19) receive the benefit of transportation and other services; for the rest who are remaining Social members, event attendance is the most important advantage. We are pleased to report **208 hours of volunteer service** (and more not reported) to our full service members, and **event attendance of 845**, about 70% of whom were members, the rest visitors some of whom later became members.

**Other Volunteer Hours:** While we had a tiny amount of paid staffing, all the rest of the work was done by volunteers. That amounted to a whopping **3,416 hours of volunteer service** including overall administration and management including financial management, program planning and event staffing, volunteer training and management, Board membership and Building Representative service, fund-raising staffing, and mailings for membership and fund-raising.



## Greater Stonegate Village

The Greater Stonegate Community comprises fifteen hundred houses and town homes in eastern Montgomery County. After two years of intense planning we opened for business and completed our first year of operations in December. We are a full service village. Services include transportation and shopping assistance, friendly visits, vacation watch, handyman services, and technology support. While our forty seven members have utilized transportation and other services, most members are healthy seniors seeking increased social interaction. They are also investing in the village so that it will be there if and when they need the services offered. Our biggest success is reducing social isolation in our members and volunteers by frequent get togethers for social and educational sessions. We have had lunches, dinners, potlucks, trips to the theater, picnics, and a slew of educational talks. Feedback from attendees has been extremely positive.

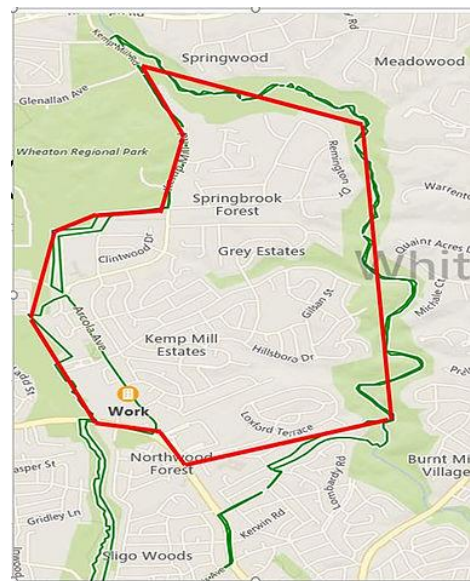


In 2019 we will focus on retaining and increasing the number of members and volunteers. We are excited about the strong positive response we are getting to the Open House scheduled in late January. Financial sustainability is a significant challenge and we will work on obtaining money from donations and grants. We want to expand our social and educational opportunities by adding more events such as a men's lunch group.

We believe we have made a great start. We are making a positive change in our members' and volunteers' lives, and helping seniors to successfully age in place.



It has been a busy year for Kemp Mill Village (KMV), which was incorporated and received IRS approval as a non-profit organization in June, 2018. Also in June, a community-wide meeting was held to announce the establishment of the village, and the auditorium at Kemp Mill Elementary School was filled to capacity. A memo of understanding was signed with the Jewish Council for the Aging to permit use of Village Rides software, and 17 volunteer drivers have already had background checks and training. We plan to offer rides and other services starting on January 6<sup>th</sup>, after a planned book swap event. We have signed up 51 founding members as of December 31, and we are receiving daily inquiries about our planned services. We have committees working on event planning, communications, governance, business outreach, community outreach, volunteer management, and membership. Our easy-to-remember toll-free phone number is 1-833-KMV-20902 (20902 is our zip code). We are working to diversify our membership and include all residents of our village area (see the map below).



We want to acknowledge the tremendous contributions of Pazit Aviv, Montgomery County Village Coordinator, Sara Fought and Rhett Vinson on the Jewish Council for the Aging, and Donna Savage, President of the Villages of Kensington. Their advice, active participation in our meetings, and financial support enabled us to move rapidly toward our goal of providing rides and other services to Kemp Mill residents.



During 2018 the King Farm Neighbors Village (KFNV) continued to make progress toward its goal of beginning to provide services in 2019. We signed an agreement with Senior Connection to become a partner with the Senior Rides program, which will provide for the vetting and training of volunteers. We also subscribed to the Helpful Village software platform, which enables KFNV to carry out a number of important functions. One of these is launching our website (still not fully developed), which can be found at [kingfarmneighborsvillage.org](http://kingfarmneighborsvillage.org). In addition, in 2018 for the first time we purchased insurance for the Village, i.e., General Liability and Directors and Officers insurance.

KFNV also sponsored social and educational events, the latter of which included topics such as CarFit, Safe Driving, Senior Scams and Medicare Options. At the end of the year we decided to expand our Board of Directors, and were fortunate to find three highly qualified persons to join the board. And throughout the year we gradually added to our list of King Farm residents who are interested in participating either as volunteers or members (or both). Anyone interested may contact us at [kfnvinfo@gmail.com](mailto:kfnvinfo@gmail.com). It should also be noted that in 2018 we were supported by a generous budget allocation from our homeowners association, the King Farm Citizens Assembly



Little Falls Village is thriving, now in its 6th year of operation. During 2018 the Village increased membership to 126 members and 90 volunteers, including several who are both members and volunteers. The members and volunteers actively participate in programs, events, and ongoing clubs and groups. During 2018, LFV had over 200 events, clubs and outings with a total of 2,080 attendees. This includes the twice monthly speaker events that LFV schedules at the Little Falls Library that are open to all.



These library events included presentations by retired Ambassadors, authors, medical professionals, media and financial experts. During the first part of 2019, LfV even scheduled a trip for over 50 people to see the Philadelphia Flower Show. New programs that were started in 2018 include Bridge, Water Aerobics, Book Club, Handicrafts Group, Men's Lunch, Planning Committee and Sawbuck Salon, and Poetry Circle continues to be a winner! We also added a service to deliver home cooked meals and lunch visits for members who return home after the hospital or rehab. LfV is definitely on the go, and continues to add new programs, services and events that are responsive to member and volunteer interests.



During 2018, our volunteers responded to over 550 member requested services, an average of over two per work day. Total volunteer hours, including administrative support and special events, exceeded 2,500 hours during 2018. Our volunteer training and recruitment has expanded to respond to increased service demand by our members.



A key milestone during 2018 was to hire an Operations Manager, Louise Smoak, who LfV shares with Friendship Heights Neighbors Network. This collaboration also includes jointly promoting some events and shared community outreach. We have achieved increased automation through the use of the Club Express platform.

LfV's service area expanded during 2018 to include the Kenwood neighborhood, in addition to our original Bethesda 20816 zip code service area. We are actively working with our neighborhood associations and other community organizations to expand our network.

## Manor Connections

Manor Connections has grown slowly and carefully in 2018. We made some progress to get the word out about who we are and what we can do for Seniors in our neighborhood. In order to boost awareness, we held three pertinent intergenerational events during 2018 on Home and Fire Safety, CPR Training, and the Risks of Sepsis. We've pollinated the neighborhood with flyers and hosted an information table at our annual block party to introduce our village volunteers. One volunteer wrote an article our Manor Connections and submitted it to the monthly Manor Country Club Newsletter. Our website and our community association listserv have posted "News and Events" relating to seniors, for example, at MedStar Montgomery Medical Center.

At this time, we have 14 enthusiastic and devoted volunteers. We assisted three people last year by providing 38 one-way rides for medical appointments or grocery shopping. We have a half dozen households with seniors on our radar who will need help in the near future. Where we've seen the need, we've offered to take on small tasks and errands in the hopes that the senior will become accustomed to us as neighbors helping neighbors. Our bank account balance is approximately \$2,000.

Finally, our volunteers have attended and participated in various programs offered by Montgomery County Villages, such as, MoCo Villages quarterly meetings, Grant Writing Sessions, the Hospitals Workgroup Meeting, and the MoCo Annual Village Gathering

## Maplewood Village

Motto: Neighbors helping each other to create a rich and fulfilling community

Maplewood's sense of community is strengthened through many ongoing activities, such as "Happy Hour"; a "55+ Lunch Bunch" and a "News and Schmooze" discussion group. In addition, there are groups for gardeners, knitters, and working artists; and three weekly walking groups.



Our "Soup Swap" is on its way to becoming an annual event!



Our intergenerational ties continue to grow through our third annual Family Halloween Parade and Party, which again drew over 100 people of all ages.



Maplewood Welcome Wagon volunteers visited over 60 new households in 2018 to share information about the Village, the Citizens Association, and other neighborhood resources, including maps. Then we invited the newcomers--including children--to a brunch at a member's home, where everyone enjoyed making some new friends.

We established a wonderful collaboration with our neighboring village, Wyngate Neighbors Helping Neighbors (WNHN). Our two villages jointly offer volunteer services to residents of both our communities and share social and educational programs.



Many residents of Mill Creek Towne, a subdivision of more than 700 single family homes and townhomes in Derwood, MD, would like to remain in their current homes as they grow older and face the challenges of aging, illness and disability. Mill Creek Village is a service organization of volunteers dedicated to helping our neighbors "age in place." Since 2013, we have worked to demonstrate care and compassion to our neighbors in need, as well as worked to foster a genuine sense of community inter-generationally through various social events. But we still are in our early stages of development organizationally and recently finalized and registered our new logo, developed a formal marketing brochure, approved policies including on sponsorships and endorsements, and initiated the development of a new website.

In 2018, eight of our volunteer drivers provided 125 needed rides to neighbors and four volunteers made 20 friendly home visits. Other volunteers also communicate with elderly neighbors via phone and serve on our board of directors and social committee. The latter group leads us in coordinating a game night held in January, a St. Patrick's Day Party in March, our annual meeting in April, a Walk Around the Towne in May (this year to be held in

conjunction with the local Garden Club), an Ice Cream Social in July, a Picnic in September and a Wine and Cheese Gathering in October. More than 320 neighbors attended these events. All households in our community receive invitations to these events via several volunteers who deliver flyers door-to-door and our e-newsletter overseen by a volunteer editor.

Ongoing challenges are recruiting new volunteers, marketing, fundraising and underwriting liability insurance needs. We have no formal membership at this time and rely on donations. We hope to obtain a county grant this year and recently conducted a comprehensive resident survey that we hope will offer us insights into how best to chart our course in the coming year. Wish us luck!



NCC Connections launched services & dues in 2018. The past year was our first to offer paid memberships in our all-volunteer nonprofit and this opened the door to member participation in our rides program organized through JCA VillageRides. We are now providing rides as members request them to medical appointments, the Metro, shopping, and social outings. We enrolled 69 households as members (covering 110 individuals). Our annual base rate is just \$50 per household. But we are proud that half our member households self-selected the Sustaining Member level of \$100 per year to give us added support toward our mission of building a strong multi-generational community where neighbors really get to know and help each other.

We expanded our opportunities for neighbors to meet and bond and all were well attended. New this year were six “meet-your-neighbor” gatherings in homes in different zones of our area hosted by zone captains and resulting in new memberships. We grew our well-received Distinguished Neighbor Speaker series at several of our regular monthly evening meetings at the North Chevy Chase Christian Church. This fall a Men’s Group began with monthly breakfast discussions at a local Panera’s, a field trip to the Air & Space Museum led by a physicist neighbor, and several poker nights.

We continued our robust monthly Lunch Bunch at different area restaurants plus regular activities for gardeners and walkers. For the third year we had a fabulous volunteer-run Spring Social at the Audubon Naturalist Society's Woodend Mansion attended again by over 100 neighbors. We offered an August pool party and with a local realtor co-sponsored a Halloween dog costume parade appealing to our Kids and Family group. We continued staffing information tables at the polls at every election to build our email list which stands at about 525. And our very active neighbors-only listserv, which over 200 have joined, buzzed all year with questions, shared information, and offers by neighbors giving away and selling things. We face our first member renewals in 2019, but so far all signs point to full speed ahead.



Olney Home For Life (OHFL) delivers free Transportation, Friendly Calls and Visits services, and conducts free "Information Seniors Can Use" events for seniors in the areas of Olney, Brookville, Sandy Spring, Brinklow and Ashton. We started in 2012 with the transportation service and over the years have expanded into the other services. OHFL does not charge a membership fee and has a partnership with MedStar Montgomery Medical Center's Fusion Center to provide transportation for cancer patients who need rides during their treatment. We also partner with Brook Grove Retirement Village, Longwood Community Recreation Center and the Olney Library on events throughout the year.

In 2018 OHFL delivered 783 rides of which 63% were medical related. We also provided 1119 Friendly Calls and 227 Friendly Visits. 2018 saw an expansion of our "Information Seniors Can Use" events. Our "55+ Resource Fair" held in June was the major event in 2018. Over 250 seniors attended the event. There were over 30 service providers available to discuss their services. In addition OHFL partners provided free health screening for seniors. Other events in 2018 were "Falls Prevention, Home Safety for Seniors, and How to Improve your Balance and Prevent Falls." We host and honored our volunteers through several appreciation programs and events.

For 2019, primarily the goal is to increase seniors access to transportation, funding stream, volunteerism, and increase public awareness of OHFL and it's functionality.

Essentially, OHFL's goal will be to increase seniors access to transportation by removing the barrier of accessing services that are important to their well being, hence improving their standard of life. OHFL will also strive to increase friendly visits and friendly calls which will decrease social isolation.

The crucial aim of attracting increased grant funding in the form of competitive grants will enable the organization to be financially stable and may offer additional services that will be extremely beneficial to senior's standard of living.

Increase volunteerism through community outreach by utilizing public awareness supported by social media campaign will be pivotal to recruit and recognize, encourage volunteering by highlighting the meaningfulness of volunteerism as we thank our volunteers.

## **Parkside Condominium**

Parkside Village's chief activity so far has been social events (high on the priority list, in responses to the questionnaire we sent out—connecting neighbors, to reduce social isolation). But we also undertook many steps that seemed essential for starting "volunteer services," which we hope to do in 2019. We formed a board of directors chiefly to set up a structure for the village (Pat McNees, president; Helene Goldstein, VP; Jeanne Bohlen, Secretary-Treasurer, plus Ron Outen and Pat Spencer, who are very active. At the moment, we are an informal group linked by a listserv that goes to 130 residents. Judy Horman, Laura McIntosh, and Ron O are deciding what steps to take to create an official "pilot Village membership program," to register "real members," to apply for whatever insurance we may need.

Pat S and Ron did the paperwork to register us as a nonprofit organization in Maryland and get Articles of Incorporation, and Ron led development of bylaws, then handed to Jeanne B. the resident agent position in the State of Maryland Department of Assessments and Taxation. Jeanne dealt with a load of paperwork to make us official. She got us 1) a Maryland Sales and Use Tax Exemption Certificate, 2) a certified copy of our Articles of Incorporation, 3) an IRS Employer Identification number, 4) an IRS letter granting tax exemption (501(c)(3) status, and 5) a bank account. She registered us with 1) the Maryland Secretary of State for Exempt Organization Fund-Raising (Registration Number 40472), 2) the Montgomery County Central Vendor Registration System, 3) the ACH Vendor/Automated Payment System, and 4) the Washington Area Village Exchange (WAVE, an invaluable resource for learning what older local villages have done and learned). Helene is gathering information about insurance and operating procedures.

Joe Susick and Jennifer Winestock Luna adapted a Chevy Chase Village handbook for volunteers for Parkside, and Joe provides steady help setting up Village activities. Several of us

have attended all-villages meetings to learn about village-building—with help on our learning curve from Pazit Aviv, superchief for MontCo villages. Susan Pourian brilliantly organized a year of village socials, with help from many others. The Parkside board gave us 4 free weekends' use of our clubrooms a year, and during the week as well, so we started a Third Thursdays event with an information-oriented morning session and an evening “meet and greet” social.

Because we have use of the clubhouse, after conferring with Laurie Pross of Village of Kensington in April we set up a joint project with KoV: Rosalind Kipping spoke in our clubhouse about “Ensuring self-determination at the end of life” (MOLSTs likelier to be helpful than advance directives) Kensington provided the speaker, the food, and the drinks, and we provided the clubhouse and an audience, with people from all villages welcome. We hope this partnership flourishes. The hub-and-spoke arrangement mentioned at a recent all-villages gathering sounds worth exploring to us! Mainly, we now say hello to people we don't even remember seeing before, and spend time with them.



Potomac Community Village, which was formed in May 2012 for ZIP code 20854, works to enhance the quality of life for members of our community. Our network of neighbors and friends offers assistance with practical needs so that people can stay in their Potomac-area homes as they age while enjoying stimulating activities and new connections. At the close of 2018, PCV had an enrollment of 197, which included 183 full members, 12 associate members and 2 otherwise affiliated people. PCV provides a variety of services to its members. We have volunteers of all ages who provide assistance. There are organized tours and gatherings. We have been developing a Connections Network in which we try to link members with similar recreational interests. Finally there is the public face of PCV in the form of its monthly general meetings that are free and open to the public, with programs that are informative or educational or entertaining and sometimes all three.

A highlight of the 2018 meeting program series was “Meet Julia Child” in September, in which actress Linda Kenyon performed as the legendary cook with an in-character monologue that presented the highlights of her life and career. In January, PCV member Sheilah Kaufman spoke about “Words, Phrases and Nursery Rhymes,” and explained the origins of expressions such as “Ring Around a Rosie.” In October, Carla Satinsky of the League of Women Voters spoke about the November elections and the issues. And the program season included, as usual, the Summer and Winter Pot Luck Dinners.

PCV volunteers help with transportation, errand running, computer problems, simple home tasks, pet care and friendly phone calls, plus access to our members-suggested contractor list. We have a corps of teen volunteers who attend our monthly meetings and help members with mobile phone issues, etc. We have established a “Holiday Friends” program in which we try to pair individuals who would welcome an invitation to a holiday meal with potential hosts who would welcome them, and a “Storm Buddies” program in which we call to check on individuals who live alone.

Our tours and gatherings in 2018 included a tour of the Glenstone Museum in November, several “Walks on the Canal,” a Theater Party to see Brigadoon in November and the annual Chinese New Year Luncheon. We also had an Ice Cream Social, a Pi Day celebration and a wine tasting party.

The relatively new Connections Network attempts to connect members with interests such as bridge, table tennis, theater-going, etc., with the goal that once the links are established the clusters will self-sustain without the need for leadership involvement. We have linked more than 20 members who play bridge and several members who play ping pong.



Linda Kenyon as Julia Child



Glenstone Museum Tour





Teen Volunteer Assisting with phone



Walk on the canal



Villages are in formation in Rockville's West End (FELD), East Rockville, Twinbrook and King Farm. All four emerging villages have access to the VtV Network as well as a 30-day trial of Helpful Village.

Additionally, a nonprofit umbrella organization dedicated to the development and support of villages in the Rockville city limits was formed recently- Rockville Area Villages Exchange, Inc.

For more information, contact: Trish Evans [pevans@rockvillemd.gov](mailto:pevans@rockvillemd.gov), (240) 907-9133

### **FELD (Falls, Evans, Laura, Dale)**

Following a busy 2017, FELD took some time to examine just what we want to accomplish in the future – who we are, what should our village look like, etc. We reached out to our near neighbors in West End Rockville. The expanded group participated in August's National Night

Out, and several new folks attended the pot luck dinner at Monument Park. FELD members supplied many of the picnic essentials.

In November, Trish Evans hosted a meeting for FELD at City Hall to discuss what the FELD village should be. New folks attended, and a follow-up meeting is planned.

### **Pump House:**

The Pump House Village (East Rockville) is an emerging multi-generational village that continues to meet monthly and hold small social events. For example, volunteers distributed free popsicles at the Pump House on Labor Day as well as offered a seat at a table for anyone alone on Thanksgiving. Their goal for 2019 is to increase interest and participation throughout the community. They have a growing email list and have begun surveying the community for wants and needs. Anyone who considers themselves "East Rockvillian" is welcome to join them the 1st Sunday of each month at the Pump House 401 S. Horners Lane. For more information, email [pumphousevillage@gmail.com](mailto:pumphousevillage@gmail.com)

### **Twinboork:**

It has been a busy year for the Twinbrook Village! The nine-member board of directors has completed the incorporation process and are an official nonprofit. The village held two major events:

"Twinbrook on the Move" was a gathering of the community to encourage fitness and connectedness. The Sunday afternoon event featured three mini-exercise classes, a nature walk in the nearby park and seated games for all ages. More than 30 were in attendance.



The Twinbrook Potluck was a huge success. The village partnered with the citizens' association and a children's coop to host a lively party with over 60 in attendance! The village plans to affiliate with the nonprofit Rockville Area Villages Exchange and get support with insurance and software/database costs. The goal is to begin providing services officially within 2019.





It has been another very busy year for the Silver Spring Village staff, members, and volunteers. In FY 2017 we provided 871 one-way rides, 546 friendly visits and check-ins, and 268 in-home services to our members, including our medical note taking and storm buddy programs.

Over 200 programs kept our members and the community-at-large engaged and informed. We continued our focus on educational program, for example: the constitutionality of the travel ban, the “The Making of the Big Broadcast”, the history of Lyttonsville, and the Ethiopian coffee ceremony. Our interest groups for walking, chess, poker, current events, books, foodies, Scrabble, and bridge are thriving and we added groups for poetry, knitting, and memoir writing. These interest groups are key to establishing deeper friendships among Village members. In 2017 we also recruited Village members to regularly serve lunch at Shepherd’s Table, read to disabled children at Easter Seals’ day care center, knit blankets for needy children, and lead the Active Adult Tech Club at the Gwendolyn Coffield Recreation Center.

We now have 186 members and over 100 volunteers who provided nearly 10,000 administrative and direct service hours in the past year. Our diversity/ outreach consultant organized several events at local ethnic restaurants, which brought together Village members and members of the community to enjoy a reduced-price lunch and hear the restaurateur’s immigration story. This program culminated in a potluck featuring dishes from Chinese, Cuban, Egyptian, Ethiopian, Israeli, Senegalese, and local and Midwestern US traditions. The potluck was co-sponsored by Silver Spring Town Center and drew together over 100 Villagers and members of these ethnic communities for a great afternoon of cross-cultural fellowship.

Silver Spring Village partnered with Montgomery College to broadcast a talk by best-selling author Dr. Atul Gawande on the importance of community and choice as we age. Over 100 people from other villages and members of the public attended.

The Lifelong Homes program with Habitat for Humanity finished its first project for a Village member. Habitat installed a wheelchair ramp, replaced the roof, and made several interior safety modifications.

We removed barriers to membership for low-income residents by cutting dues by 80% and simplifying the application process.

We've seen an increase in heavy users of volunteer services – either because of frailty or a current health crisis. This requires a proactive volunteer engagement strategy including volunteer-only events, a buddy program pairing rookie and experienced volunteers, and phone calls to volunteers who have not been actively volunteering. Similarly, our Executive Director regularly calls members who have not been active for several months to encourage them to attend events and request volunteer services.



Villages of Kensington (VoK) had a successful second full year serving the Greater Kensington area. As of the end of December 2018, we had 65 Members and 34 trained/vetted Volunteers. Our 7-member Board of Directors meets monthly in a large meeting room at Kensington Park Senior Living, one of our partners. Transportation continues to be our most requested service, and our Members are requesting other assistance such as friendly visits and minor home repairs.

Our social events have been successful, including a monthly “VoK LunchAround” that meets in area restaurants as well as at Members’ or Volunteers’ homes. This picture shows some of our December 2018 Lunch celebrants at a Member’s home in the Rock Creek Palisades neighborhood.



For the second year in a row, we won a grant from the County Executive to support a part-time contractor to focus on expanding VoK’s membership to seniors at risk due to health status, finances, or social isolation. Our consultant spent the first several months helping us enhance our social offerings and website, and will focus during the first half of 2019 on meeting with residents of apartments and condos as well as civic associations within the 20895 ZIP code.



In June 2018 we held an educational event on “Successful Aging” that included three guest speakers, with general information plus specific County-sponsored programs that aid seniors who want to age in their community. This event was made possible by a grant from Suburban Hospital and the generosity of Kensington’s Temple Emanuel.



In September 2018, Members, Volunteers, and Kensington neighbors gathered for a “Celebration of VoK,” which featured exhibits about the Village Movement generally and Villages of Kensington specifically, along with some wonderful edible goodies and socializing opportunities. Once again, Temple Emanuel generously offered the use of their light-filled activity room for this celebration.

We are 100% volunteer-run, so it is sometimes difficult for potential members to understand why we charge a not-insignificant annual membership fee. We do have expenses that must be covered, the largest of which is insurance, but to address this issue, we offer reduced income-related membership rates for Members, and we offer free memberships to Greater Kensington residents who are at least 90 years old during their membership year.

We look forward to 2019 and a successful year for all Villages in Montgomery County! For more info or to contact us, please visit our website at [www.VillagesofKensington.org](http://www.VillagesofKensington.org).



VKL was launched in November 2016, focusing on services such as transportation, social visits, and minor household chores to enable senior and disabled residents to remain safely in their homes. As our first year progressed, we recognized the importance of a strong and varied program of events in attracting new members, addressing social isolation and raising awareness of the Village in the community. In 2018, in addition to fulfilling 440 service requests, we sponsored/hosted 35 events with a total attendance of 717. We also initiated several interest groups that meet at least monthly including an IT group, a lunch group, and a current events

group. In the past 12 months, the number of VKL service members increased by 42% (33 to 47) and the number of social members increased by 97% (33 to 65), substantially exceeding our goal of a 30%.

Specific highlights of VKL activities for 2018 include the following:

- A dinner celebration of VKL that included members, volunteers and sponsors.
- A meeting with entities involved in the redevelopment of Kentlands to make certain they knew about the community needs of Senior Citizens.
- Receipt of the FY 2019 Montgomery County Community Collaboration Grant
- Monthly articles published in our local papers about VKL and sponsoring events
- The publication of a newsletter
- Initial planning for a redesigned website and marketing plan
- Initiation of marketing focus groups



**Sustainability:** Toward the end of 2017 the Village had a strategic retreat to plan for the future and the sustainability of the Village of Takoma Park. At this meeting the goal was set to acquire a part time administrative assistant and to increase the membership fee from \$ 10.00 per year to \$ 25.00 per year and person. The year of 2018 experienced an increasing volume of volunteer activity. The Village maintained a membership of 220 members with many additional participants (not formal members) in the monthly Aging-Well Seminar and attendees at seminars of the Essex House Apartment Building.

**Services:** The highest volume activity was transportation with 1,015 rides per year by 52 volunteers. Many rides were for medical reasons, but a 43% for attendance of religious activities. Members of the village made 336 Friendly Visits to seniors and 144 senior walks. Errand service, in part for food deliveries were 38, 47 small home repairs were carried out by eight volunteers.

Some other services were done, such as decluttering of houses. This activity requires a significant amount of sensitivity. The Village had received special training by Ms. Aviv.



**Coalitions:** The Village belongs to a design for life coalition made up of Habitat, Rebuilding Together Montgomery, Montgomery College, Silver Spring Village and Village of Takoma Park. This Coalition completed three major projects of house adjustment and repair during the year.

The Village had the privilege to be selected as test site for the WISH program focused on the Community. Eleven senior families were referred who had to be guided by the health coach from WISH through the health system to accomplish new life arrangements. We had very good experiences with the health coach

The Village of Takoma Park also participates in the Hospital Program which is designed to provide support for Village members after release from the hospital.

One problem seeking for solutions is the maintenance of houses owned by seniors who have experienced significant decay or have been cited for violation for various reasons. The village is considering to establish a council for these families in cooperation with the City of Takoma Park.

**Part Time Coordinator:** Towards the end of the year the Board prepared to hire a part time coordinator, **Ms. Bernadette Badio** who will take over administrative functions of the Village of Takoma Park. The Board considered this step, which was also recommended as an essential to the sustainability of the Village by the Village Coordinator.



## Wyngate Neighbors Helping Neighbors

In 2018, Wyngate Neighbors Helping Neighbors (WNHN's) assistance area expanded into the Maplewood and Oakmont communities, increasing the total households served to 2400 from 1400. Our volunteer corp increased to 66 and provided 28 rides, 29 simple household & other assistance, and 8 friendly visits. WNHN participated in a MANNA pilot program to make monthly food deliveries to elderly residents who are no longer able to do it themselves.

WNHN partnered with Maplewood Village to open each village's activities to the other. Retiree, walking, knitting, book, and French conversation groups continued to meet. A soup swap was organized and presentations on Medicare and a new book by a local author were held. To raise awareness of WNHN, grant money from Suburban Hospital was used to print publicity signs that were rotated throughout the

community. Brochures were distributed to new residents and monthly reminders of WNHN were posted online.

