

Northwest Neighbors Village



Annual Report 2021

Northwest Neighbors Village

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Mission

"Our mission is to enable older adults to thrive as they age in our community by offering a robust network of resources and opportunities."

2021 NNV Leadership

- Morgan Gopnik, President Ann Van Dusen, Vice President
 - Sam Smith, Treasurer Beverly Lunsford, Secretary

Board Members

Steve Altman Richard Avidon Jessica Berenson Shanti Conly Judith Fien-Helfman

Bert Foer Alice Hayes

Merilee Janssen

Gene Sofer

Jan Solomon

Karen Zuckerstein

Emeritus Board Members

Frances Mahncke

Janean Mann

Robert Parker

Stewart Reuter

Jo Ann Tanner

The NNV Team

Stephanie Chong, Executive Director Heather Hill. Volunteer Coordinator

Leslie Pace, Administrative Assistant Barbara Scott, Village Social Worker

Service Area

Northwest Neighbors Village serves neighbors who live in American University Park, Barnaby Woods, Chevy Chase, Forest Hills, Friendship Heights, Hawthorne, Tenleytown, and Van Ness



An Extraordinary Year

A Message from Morgan and Stephanie

n behalf of the entire board and staff, it is our pleasure to bring you this report on the past year's activities at Northwest Neighbors Village. The year 2021 was, to say the least, an extraordinary period for our community and the world. We went from deep anxieties about Covid in early January, through the promise of an emergency vaccine, a chaotic spring vaccine roll-out, and budding hope for normality over the summer. Sadly, as fall approached, we were hit with an alphabet-soup of evolving Covid variants, bringing new outbreaks, booster requirements, and renewed uncertainty about in-person gatherings. How did we get through it all? By sticking together, helping each other, and looking to the Village for information, support, advice, and assistance.

Throughout 2021 (and continuing to this day!) the Village has balanced our members' desires for care and connection with the need to keep everyone safe. The top priority was to ensure that everyone could get vaccinated, including help with online appointment scheduling and transportation to sites around the city. After that, we quickly adapted our popular programs for the new world we faced with Zoom Yoga, Zoom Bingo, Zoom Happy Hours, Zoom book group, Zoom auctions, and more. Equally important, we maintained the personal contacts that define a Village, providing critical transportation assistance, grocery shopping and delivery, holiday meals, outdoor walks, regular calls from Phone Buddies, and casual front-porch visits.

Highlights from 2021

Trusted Support — Under the direction of an experienced professional team, our dedicated corps of screened and trained volunteers nurture relationships with our members through regular telephone calls and visits, as well as personalized attention while providing essential services like transportation to medical appointments, grocery delivery, technology support, and much more.

On service requests and rides

"The Village has been a lifesaver for me. Everyone is a delight. My medical rides are a pleasant experience. Everyone is so gracious and delightful and upbeat. It's more than a ride for me."



Equitable Access — It has been demonstrated nationwide that the Village model works to support older adults. However, we recognize that NNV is not yet reaching all our neighbors who might benefit. To better serve those with lower incomes, NNV eliminated membership fees for those who meet certain criteria, providing over \$15,400 in subsidies in 2021. This was also the year when we launched our vital initiative on Diversity, Equity, and Inclusion (DEI). A small working group is actively reaching out to our older neighbors of color to learn how we can better meet their needs and welcome them into our fold.



On fee waivers for low-income members

"I have benefited greatly from my waived membership. I needed transportation to a doctor's appointment and an NNV volunteer was there to help. She was kind, supportive, fun to chat with, very efficient, and was even able to manage my rollator with ease.

I am very grateful for NNV and for her service."

Total Membership: 258

Full Members: 86 | Supporting Members: 172

30% of Full Members Qualified for Fee Waivers 49 New Members in 2021 Expanding Our Visibility — Although current members frequently tell us how much they appreciate NNV and its volunteers, there are still many in our community who say they've never heard of the Village! In this age of online communication and social media, word of mouth is no longer sufficient to spread the word. Based on a thoughtful communications plan, NNV pulled out all the stops! Our website was refreshed and redesigned, a high-quality video about the Village was created, a new Facebook page was launched, and our Weekly Bulletin email newsletter reached a new high of 2,950 subscribers. Equally important, our Virtual Speaker Series was widely advertised and opened to the public, providing the opportunity for over 850 people to hear fascinating talks while learning about the Village. We also reached out to the local business community to support them through the pandemic and develop ongoing relationships.

On pandemic support and education

"With all the turmoil affecting the rollout of Covid-19 vaccines, the information furnished by NNV has been exemplary. In my case, it led to getting vaccinated early."

Weekly Bulletin Newsletter

Our *Weekly Bulletin* email newsletter became a valuable resource with information about Covid and vaccine access. The number of people subscribed jumped 175% — from 1,073 at the end of 2020 to 2,950 by the end of 2021.



It was deeply satisfying to learn that our efforts to keep older adults engaged, supported, and informed are appreciated: in 2021, LeadingAge DC, a consortium of senior service providers across the District, recognized Northwest Neighbors Village with their Excellence in Innovation Award!

Despite the many challenges posed throughout the year, 2021 wrapped up with our most successful year-end fundraising drive ever! With extraordinary support from the board, an incentive of \$15,000 in matching gifts, and generous contributions from members, volunteers, and neighbors, we were able to raise over \$41,500 in the months of November and December alone. This solid support allows us to keep membership fees affordable and provide subsidies to low-income seniors, while maintaining a wide array of programs and services.



We hope you will enjoy this report and learn more about what we accomplished, who we served, and how we stewarded our hard-earned resources. We pledge to keep our Village's vision in the forefront of all we do, creating a generous, supportive community where older adults are valued, age with dignity, and enjoy opportunities for growth and engagement.

On the supportive community

"The Village has never ever let me down. I can't imagine my life without the Village."





Chevy Chase Day 2021

NNV maintained our presence in the community and participated in the first Chevy Chase Day since 2019.

2021 Village Events

uring 2021, NNV opened much of our programming to the community, including our highly successful Virtual Speaker Series. Members from NNV and the surrounding DC Villages nurtured their bodies and minds at our weekly Gentle Yoga classes taught by Mayu Suzuki and Coping with Uncertainty meetings facilitated by our Social Work Case Manager Barbara Scott.

Total NNV Programs: 81
Participating Members: 145 | Community Members: 859

Events for Members and the Public

Virtual Speaker Series — We offered virtual presentations by 35+ speakers on topics ranging from ageism to ocean pollution to freeing the innocent from prison. Visit *https://www.nnvdc.org/virtual-speaker-series* for session recordings.

Village Tech Series — Our 7-part series in partnership with the DC Library helped older neighbors make sense of smartphones and computers, as well as using the DC Library's website offerings and social media websites. Recordings of all 7 presentations are available here — *https://vimeo.com/showcase/7999970*

Wellness Wednesdays — NNV contributed sessions on heart health and nutrition to the DC Village-wide Wellness Wednesday series of virtual presentations.

Thursday Night Jazz with Carey Smith — A weekly Zoom program of jazz and conversation with local musician Carey Smith.

Covid Response — NNV offered PPP kits to the community (masks, hand sanitizer bottles), distributed up-to-date information on Covid-19 and vaccine opportunities, and helped hundreds of older adults access the COVID-19 vaccine.

Coping with Uncertainty — A weekly group lead by Village Social Worker Barbara Scott for members of NNV and other local villages to discuss how to cope with the uncertainty in our lives.

Gentle Yoga with Mayu — An hour-long, weekly chair yoga class led by Mayu Suzuki via Zoom for members of NNV and other local villages.

Events for Members and Volunteers Only

Lunches — Easing Covid restrictions allowed for small in person gatherings. Lunches at local restaurants offered an opportunity for meaningful connections and a chance to support our business community. We gathered for lunch at these local restaurants: Bread & Chocolate, Clyde's of Chevy Chase, Laliguras, Little Beast, The Parthenon, Rosemary Bistro, and Surfside.

Racial Equity Book Group — This book club has been meeting since 2020 and discusses works related to systemic racism.

NNV Walks — Weekly 45- to 60-minute walks rotating between the local neighborhood and Rock Creek Park.

Winnowing — A six-week journaling experience for people who have lived a long time and want to distill what their lives have taught them.

Neighborhood Chat — A monthly, small group meeting on Zoom to discuss local issues and connect with one another.

Visit to Glenstone — A village-organized trip to the contemporary art museum in Potomac, Maryland.

Holiday Meal Sharing — Some of our wonderful volunteers shared their bounty by delivering a meal to members who were alone for the holidays.

Bingo! — A bingo game held monthly via Zoom for a small and committed group.

End of Summer Picnic and Holiday Party — When we couldn't come together as a large group, we kept the festivities alive with home-delivered goody bags, engaging breakout rooms, and games and prizes.

Events for Volunteers

Volunteer Orientations — Mandatory training offered throughout the year for new volunteers.

Volunteer Check-in Meetings — Virtual meetings held to see how volunteers are managing their volunteer roles and to identify member concerns and trends.

Volunteer Socials — Small in-person group events to show appreciation to our volunteers offered in lieu of a large group Volunteer Appreciation Event.

Medical Note-Taking Training — Specialized training for active volunteers at NNV and neighboring DC Villages.

Our Village Volunteers

olunteers are at the heart of our Village. Every day, Village volunteers are providing our members with the support and confidence to live well in our community. None of our work would be possible without the dedicated work of our caring volunteers who are building a supportive community and provide vital assistance to our members..

127 Screened & Trained Volunteers • 19 New Volunteers
 3,981 Service Requests Filled
 Less than 1% of Timely Service Requests Went Unfilled
 Value of Volunteer Services in 2021: \$197,781*

*according to Independent Sector, which values volunteer service in D.C. at \$50.48/hour

Volunteer of the Year

ach year NNV members nominate their choice for the NNV Volunteer of the Year Award. The 2021 award went to **Merilee Janssen**. In her long service to NNV and its members, Merilee has done just about everything. She's provided rides, made friendly visits, led walks, helped in the office, initiated the NNV birthday remembrance program, helped establish the NNV Legacy Society, coordinated the Gentle Yoga class both in person and on Zoom, and has been a



wonderful ambassador for the organization. When the pandemic began, Merilee worked tirelessly to teach members to use Zoom and ensure that members who are most vulnerable to social isolation remain engaged and connected to their community. Merilee's meaningful impact on NNV is augmented as a valued member of the NNV Board of Directors for the past six years.

Thank you, Merilee, for all your gracious help and support.



Merilee is my connection to a part of the world that is still healthy.

It's comforting to know people like you who are sincerely caring about others in similar circumstances. I pray you, Merillee and the other wonderful volunteers, continue to make a positive impact on our lives. — Member M.S.

Thank You for Your Support

embership fees only cover 18.7% of Northwest Neighbors Village's costs. We rely on the generosity of our donors and sponsors to ensure NNV can respond to the changing needs of our aging neighbors and continue to be the vehicle for local volunteerism and meaningful engagement.

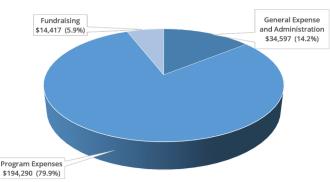
During 2021, NNV conducted three fundraising campaigns that were generously supported by **349 donors**. **Give65** raised \$16,270 in individual donations and \$5,450 in matching grant funds for a total of \$21,618 to support the NNV Subsidized Membership Fund; our **Tickets for a Cause** online fundraiser netted \$10,571; and the **2021 year-end campaign** brought in \$41,697. In addition, NNV had federal PPP loans of \$57,538 covering 2020 and 2021 forgiven, which was a nice boost for 2021, but cannot be counted on for future years.

We are so grateful to our donors and sponsors for your caring support!

2021 Revenues

\$58.852 (17.4%)

2021 Expenses



The NNV Legacy Society

\$12,725 (3.8%)

Consider NNV as a part of your overall financial and estate planning. A legacy gift provides an opportunity to support your local Village, and at the same time preserve and enjoy assets you might need during your lifetime.



The NNV Legacy Society currently has ten members and continues to grow. Help ensure NNV's ability to provide vital programs and services in the future by joining NNV's Legacy Society today.

Our 2021 Sponsors:













Our 2021 Donors:

Heroes (\$5,000+)

The Washington Home Foundation Anne Aarnes & David Sprague Home Instead Foundation DC Department of Aging and Community Living Forest Hills of DC Richard Avidon Bert & Esther Foer Merilee lanssen & David Oldfield Robert Parker Elinor Stillman Ann & Mike Van Dusen

Champions (\$2,500-\$4,999)

Stephen & Amy Altman Judith & Jake Fien-Helfman Frances Mahncke Janean Mann Jan Solomon & Ken Simonson

Guardians (\$1,000-\$2,499)

Eugene Sofer & Judith Bartnoff Jessica Berenson Joyce Fernandez Morgan Gopnik & Thomas Bondy Ava Gross Robert Tracy & Marty Gross Kathryn & Michael Hanley Marjorie Rachlin Sam Smith & Celeste Regan Nancy Stanley John & Val Wheeler Karen Zuckerstein

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On village operations

"I want to tell you how very impressed I've been with how quickly and wonderfully well you, the Officers and Directors, have moved NNV and your members to a distance service program without seeming to miss a beat! I'm sure that "behind the scenes" there's been an immense effort, but together you've made it seem easy and logical, with help available all along the way. Kudos to everyone."

On member services

"I appreciate the help so much, I can't tell you."





On community

"It's been a great pleasure to meet so many nice people. I never thought there were nice people."

On companionship

"Thank you again, we appreciate that this new companionship with the Village has been a great source of new spark in our life."



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CONTACT//

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