



Montgomery County Villages

Annual Report

2017

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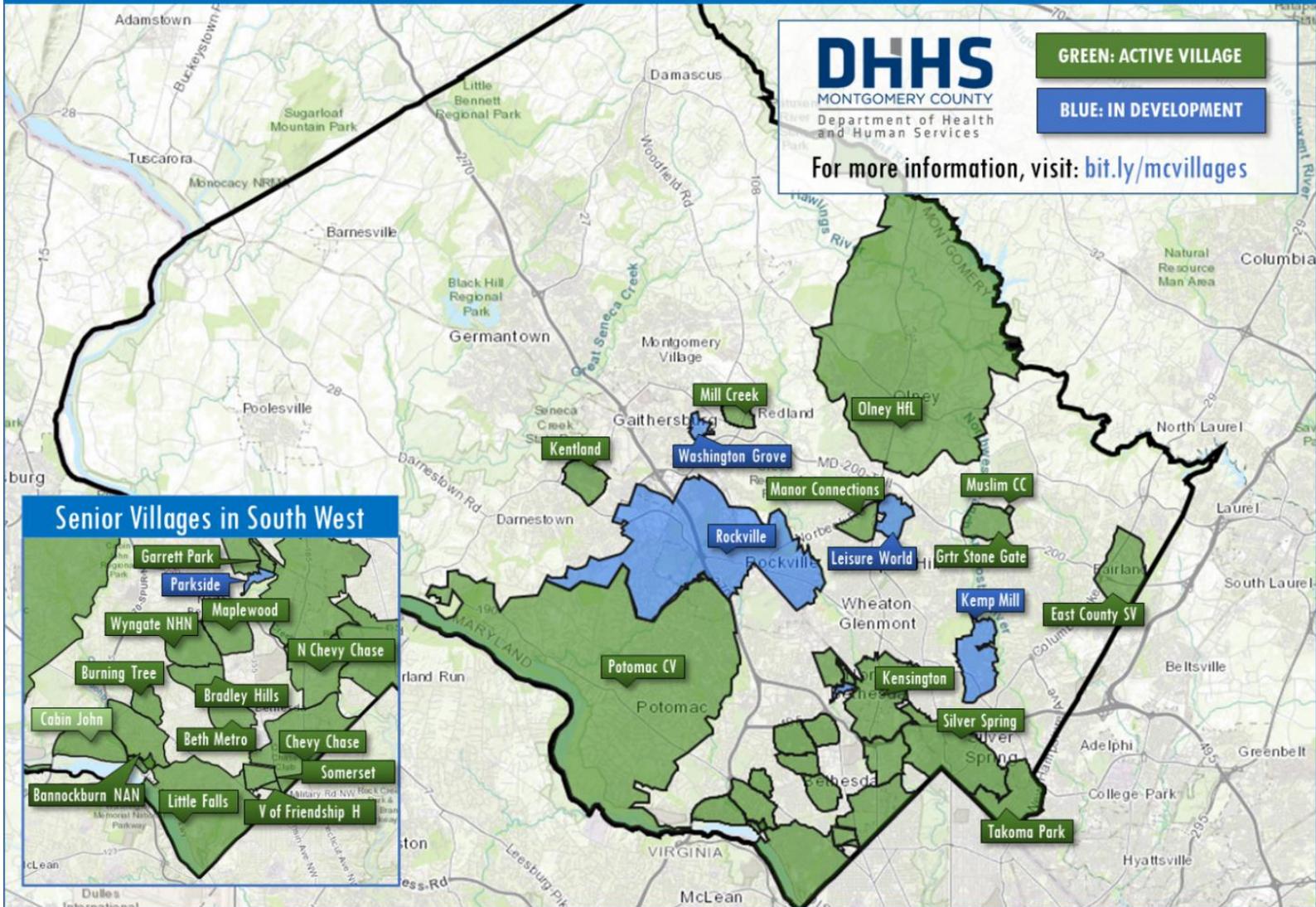
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2017 - Year in Review

Villages Map (also available as interactive tool [online](#))

VILLAGES IN MONTGOMERY COUNTY (JAN 2018)



New Villages:

- Friendship Heights Neighbors Network launched in Spring on 2017
- Greater Stonegate Village launched in the fall of 2017

Existing villages Expansions:

- Bannockburn Neighbors Assisting Neighbors expanded to Bannockburn Estate.
- Bradley Hills Village expanded to adjacent subdivisions
- Village at Kentlands expanded to the neighboring Lakelands community
- Village of Takoma Park expanded to include the entire 20912 zip code

New planning groups:

- Neighbors Helping Neighbors Village in Leisure World
- Kemp Mill

¹County-wide Statistics Summary (for details by village, see appendix)

- Active villages: 23
- Villages in development: 9
- Residents aged 60+ who live within the area of a village (rounded to 100's):
 - Active village: 68,200
 - In-development village: 24,100
 - All villages: 92,300 (40% of all 60+)
 - Montgomery County total: 226,600

Coalitions and Partnerships

- **Life-Long Home Coalition (formerly named Design for Life Coalition)** has successfully served three homes in Silver spring and Takoma Park and participated in the Design for Life Showcase in the Spring. The main challenge the coalition faced were people's reluctance to accept the services and the program eligibility limitations but word of mouth is spreading and more homeowners are requesting this service. The coalition plans a strategic planning process in 2018 to expand to other communities.

¹ Demographic estimates are provided by ESRI for 2017 using projections based on the US Census American Community Survey and other government data. The smaller the village, the less reliable these estimates become.

- **Suburban Village Ambassador Program** held several sessions with area villages. Presenters from various departments at suburban presented. Suburban has developed a close relationship with Bradley Hills Village and hopes to build additional relationship with other villages. Suburban has granted six villages with \$5,500 in grants to promote their health and wellness programming.
- **Montgomery County Villages** have looked into shared services they can save money on. They worked with one insurance broker who was able to offer highly competitive rates. Villages have been exploring the idea to formalize their relationship and form an umbrella nonprofit to serve certain needs. No steps have been taken in this respect. However, villages continue to find ways to collaborate around events, grant writing, and ideas exchange among others.

Outreach and Diversity

- **Village Leadership:** Two villages in the County have been founded and are led by African American women: East County Senior Village and Greater Stonegate Village. Both villages serve a highly diverse community which is reflected both in the leadership and the membership of the organization.
- **Hispanic Seniors:** Work has focused on identifying leaders within the Hispanic Community and building leadership capacity. Montgomery County has partnered with NHCOA to offer a two-day leadership training in August and a group of leaders have been meeting monthly since. The goal of the group is to provide information on aging related issues and resources and to build relationship with grassroots leaders.
- **Successful outreach and inclusion:** Silver Spring Village has focused its attention on partnering with leaders in the historically black community of Lyttonsville, in the Ethiopian community and with other ethnic minorities. They organized events that would bring people together. Village of Takoma Park developed an outreach program that is responsive to low-income senior needs (for example, they pick up Manna food for people who cannot drive). These two villages have been successful in their outreach efforts.
- **Presentation at a National Conference:** the village coordinator, Silver Spring Village and Village of Takoma Park offered a talk titled “hands On Strategies to Enhance Village Diversity” at the National Village to Village Conference in November 2017.
- **Outreach to Rural communities:** the village coordinator partnered with other County staff and community residents in Damascus to plan an event in November 2017: Aging Well in Our Communities. The event was well attended, and a few residents are interested in starting a village in Damascus.
- **Outreach to Asian American Advisory Group:** The Village Coordinator presented to the Asian American Advisory Group on villages.

Financial Sustainability

Financial sustainability is a challenge villages share with most other nonprofits. Villages reported using a diversified approach to raise funds: special events, year-end appeal letters, membership fees, sponsorships and more. Villages have also successfully applied for grants.

FY 2017 County Executive Collaboration Grant:

This year nine villages received County Executive Collaboration Grant: grant amount ranged \$4000-\$30,000.

1. Bethesda Metro Area Village (p/t staff salary)
2. Bradley hills Village (consultant fees)
3. Greater Stonegate Village (operational support)
4. Friendship Heights Neighbors Network (p/t staff salary)
5. Little Falls Village (p/t staff salary)
6. Silver Spring Village (2 p/t staff support)
7. Olney Home for Life (p/t staff salary)
8. Villages of Kensington (outreach consultant fees)
9. Village of Takoma Park (operational support)

Suburban Hospital community health grants

Suburban Hospital Community Health Grant pilot program intends to support Montgomery County villages' Health and wellness programs. Nine villages received a small grant this year:

1. Wyngate Neighbors Helping Neighbors (advertising), medical note taking training for volunteers, rental space for social events, projector)
2. Village at Kentlands & Lakelands (newsletter as outreach to increase use of health and, well-being services & reduce social and physical isolation)
3. Greater Stonegate Village (education programs and social events)
4. Village of Kensington (educational training to identify isolated seniors)
5. East County Villages (providing health and wellness information, update and maintain Service Provider director, computer access and training, web designer and supplies for print advertising)
6. Bradley Hills Village (home visits with welcome bag, medical note taking class, portable microphone)
7. Friendship Heights Neighbors Network (host Take Charge of Your Aging series)
8. Chevy Chase at Home (host Dance for Parkinson's Disease classes)
9. Bannockburn NHN (merging with adjacent village, identify eligible members in expanded community)

Communications

- Village leaders continue to receive monthly updates from the Village Coordinator. The email includes events, grant opportunities, resources and announcements. All emails are archived on the WAVE website.
<http://wavevillages.org/index.php/groups/montgomery-county/general-information>
- The Village Coordinator maintains an up to date website which contains information on all active and developing villages as well as resources, information and links. It also features an interactive map with villages' catchment area.
<https://www.montgomerycountymd.gov/village>

Continuing Challenges

Sustainability

- Villages continue to struggle with the question of fees. Fees are often the major way a village funds its operations but on average they only cover about 60-70% of the budget.
- Sustainability will remain a prime concern for developing and active villages. This issue should be viewed as an integral of village operations and not as a problem with a one-time solution.
- The Village Coordinator continues to consult and support villages in their efforts to sustain all aspects of their operations. In 2017, villages were offered a fundraising workshop, facilitated by a local pro-bono fundraising consultant, MatchDorDollars.
- Volunteer recruitment and retention is also a challenge. This year, Shawn Breanna, Aging and Disability Mobility Manager facilitated a workshop on volunteer drivers' recruitment.

Members' Needs and Village Capacities

- Village members who age at home can become frailer with time. Villages strive to ensure a balance between the desire to support all members as they age at home with the limitations on what they can offer and the safety concerns for the member.
- Villages cannot be seen as the only solution to aging in place. It is essential that there is a realistic understanding of what a village can offer and what it cannot deliver.
- Villages are working on developing partnerships with organizations that complement their services (such as homecare, care management etc.)

- Each village defines its own “comfort level” and degree of personal involvement with its members. IONA (a DC based aging services agency) has an ethics committee which is available for village leaders who struggle with specific situations.
- The built environment (home and public spaces) will continue to pose a challenge. Villages can offer robust services but people with mobility impairment may have difficulty aging in their homes and neighborhoods in their current state. The Design for Life Coalition is a step in the right direction.

Bannockburn Neighbors Assisting Neighbors (NAN)

Bannockburn Neighbors Assisting Neighbors (NAN) had a full and fulfilling year. Most notable was a request from an adjacent neighborhood for their neighbors committee to merge with NAN, more than doubling our catchment area, providing an opportunity to serve more seniors and to recruit volunteers from a wider base. Discussions between the NAN Board and the neighboring Citizens Association Board spanned 6 months and culminated in unanimous votes by both Boards to merge.

Also notable in 2017 was the flourishing of collaboration among Bethesda area villages on social/educational programs that enriched our sources of speaker recruitment and increased the audience for speakers. It stimulates broader social contact among village participants.

NAN continues to serve the inter-generational needs of our community, with a focus on providing consultation, social/educational opportunities and services for seniors. In addition to filling all ride requests originating in our community, our volunteers have again transported a few people from adjacent neighborhoods. We have about three dozen volunteers of whom a dozen are very active. Most ride requests are from approximately a half-dozen seniors.

In addition to sponsoring many programs, NAN has contributed as a partner in community activities. Our Block Coordinators gathered and verified information for our neighborhood directory and our participants volunteered at our neighborhood music festival and spring show,

2017 brought some new challenges. Our list-serv was retired and we encouraged and trained people to use NextDoor/Bannockburn on which we set up a NAN group. Response has been underwhelming. We are exploring establishing a new list-serv that our seniors will find more acceptable than a web-based communication system.

Entering our 10th year, we are serving a second generation of seniors with whom we need to communicate and encourage to use services. In addition, we are taking on a larger group of seniors with our expanded service area. We look forward to contacting our seniors and to recruiting and training new Block Coordinators and other volunteers.

We continue as an all-volunteer organization with no dues and no paid staff. Although some volunteers contribute a lot of time, we are able to operate without dues by in-kind contributions and voluntary cash donations.

NAN worked with other BCC villages on the possibility of group purchases to increase efficiency and economy. For NAN, the experience of learning about similarities and differences in insurance coverage of other villages and their operational expenses stimulated internal discussion about how we operate and the risks and benefits of our all-volunteer model. Our

Board decided to continue to operate without insurance for the organization but to develop disclosure and waiver language to post on our web site to make our operational process clear to our participants. The two areas in which we accept most risk are transportation and equipment loans, both areas in which activity is brisk.



BETHESDA METRO AREA VILLAGE

Your home Your neighborhood Your future

Bethesda Metro Area Village had our first full year of services in 2017. We currently have 86 members with hundreds more on our “interested persons” mailing list. In 2017 we started offering subsidized memberships and social memberships to those not served by another village. We also updated our volunteer training materials, held a volunteer recognition luncheon, and welcomed new volunteer service providers -- now totaling 26 trained and vetted neighbors ready to respond to requests for assistance. We recently expanded the services offered to members from rides, light home repair and friendly visits or calls, to also include in-home technology assistance, absent owner services and nonmedical respite care for primary caregivers.

In addition to direct service providers, we have 21 volunteers who serve actively on the board and committees that provide financial, development, and communications work, as well as services, programs, and membership care and outreach. Together, they volunteered a total of over 2500 hours during 2017, creating a lively and vital organization. The Executive Director works with these volunteers on our member services, programs and communications (including a bi-monthly newsletter and weekly emails), while also maintaining our website, databases, administrative responsibilities and being the primary contact.

In 2017, we organized and facilitated 70 social and health-related activities for our members and the greater community, with over 300 attendees, including: discussions and speakers on current events and history, workshops to assist seniors with technology questions and support, socials in members’ homes and other locations, fitness outings, garden, art and museum outings, forums on aging dying and death, forums on Medicare and on Montgomery County

services, and living wills and hospice care. BMAV also launched a regular series of “Tech Tutors” workshops for members, with classes on how to use technology to connect socially, how to use Google and Apple apps, and one-on-one workshops with wonderful student volunteers who earn community service hours while answering members’ individual technology questions.

Our challenges continue to be recruiting more board and committee members, and getting the word out to the community about our existence. Our two-year grant of office space and equipment through the Trawick Foundation ends in May 2018 and a new challenge will be finding future office space.



Bradley Hills Village

Bradley Hills Village made significant progress in 2017 on all fronts – membership, events, newsletter readership and volunteer activities.

Our year began with our February 2017 Annual Meeting held on a Sunday afternoon at the Woman’s Club of Bethesda, with new Congressman Jamie Raskin as our featured speaker. Over 120 people attended and we gained 11 new members that afternoon and had over 40 people sign up to receive our newsletter. Best of all, from our perspective of being committed to building an intergenerational village, we had participation from diverse age groups in our communities. This event helped spread the word about the Village and one result was an expansion of our “service” area to include two neighboring communities.

In our Spring membership renewal drive, we achieved 100% renewal among both full and associate members. Our newsletter routinely achieves a 55-60% read rate and we provided the newsletter by mail to 12 members who prefer hard copy to email.

We continued to provide various services, including handyman, friendly visits, transportation, package pickup, and pet feeding. We continue to have more volunteers than requests for assistance and are challenged to find new and better ways of reaching out. This summer we were able to take advantage of a unique neighborhood program, Front Yard Fridays, to spread the word about the Village throughout our area. Different neighbors take turns on a purely voluntary basis of hosting an informal get together at which all are welcome, including children. These gatherings attract people of all ages and stages and we have been able to distribute our

Village brochures at these events. By the end of the summer, most participants were familiar with the Village.

We cohosted with our local neighborhood association a very successful summer picnic, had BHV night at Bethesda Big Train Baseball, and continued our very successful Coffee & Company, Bridge Club and Book Discussion Group. A new Movie group was organized. We cosponsored several events with other Villages, continued our Snow Shovel Brigade and held a Book Talk by Author Laura Kumin about the foods and cooking of the era of Alexander Hamilton.

Our Board expanded to nine members and we were successful in obtaining grants from Montgomery County and Suburban Hospital.

We hired our first part time staff director, Terri Silver, in November and with her assistance expect to expand our programs in 2018. We are now test piloting a program of home visits and we are set to begin in January a series of home visits to every member. A project with Suburban Hospital regarding helping Village members with hospitalization and post operation care is underway.



BTV reached a major milestone in 2017, our tenth anniversary of serving our community! The first "Village" to be incorporated in Montgomery County, we continue to be an all-volunteer model, serving approximately 700 households around the Burning Tree Elementary School. This year we have been fortunate to gain some dynamic new members to our Board of Directors, we have enhanced our website, and added "Mail Chimp" as a communication tool along with our weekly BTV newsletter.

The "Neighborhood Services Exchange," a directory of service recommendations by neighbors, was updated and distributed, a compliment to our "Neighborhood Directory".

A program on "Essential Documents" conducted by a local bank trust officer was informative and well attended. BTV partnered with "Neighbors Assisting Neighbors," to offer a program on "Yoga and Meditation", brought out members of both villages. We had a great turnout for a Volunteer Recognition Event in the spring. The monthly "Lunch Bunch" has continued to be one of our most popular activities, along with a knitting group, movie group and a new Spanish Conversation Group.

Village Rides serves a small but important group of neighbors and is expected to grow in 2018. BTV also continued its close affiliation with our local Garden Club.

The Memorial Day Walk always brings out some new neighbors, their children, grandchildren and a few dogs. This year was no exception! Last year brought a revival of the BTV 4th of July Parade and Picnic and it got even bigger this past July, about 60 people! October brought our biggest event, our "Tenth Anniversary Celebration". We were fortunate to be invited to use the beautiful garden of a gracious neighbor and approximately 80 of us turned out to celebrate Burning Tree Village's ten years

of working to make our neighborhood a supportive community to age-in-place!



Chevy Chase At Home

What a great year this has been for Chevy Chase At Home! I feel honored to have been the President for this, our seventh year of assisting our member-neighbors with over 1900 individual services and so many activities for all to enjoy in the company of



interesting and enthusiastic people. As usual, although we help each other in many important ways, I am always reminded that perhaps the best thing we do is to provide venues, interactions, and events for all to enjoy, while being with old friends and neighbors we may have never known before CC@H existed. In addition to our regular, essential activities, such as rides to appointments, help with computers and other technology, household chores, walks in the neighborhood and brunches, there were some real highlights this year. We have embarked on a relationship with Chase Chase Elementary School: in the celebration of its 100th birthday, reading to students on Dr. Seuss's birthday, and now, a Pen Pal program for young

students with older correspondents of CC@H. We have had the benefit of talented high school musicians at some of our events, and were lucky to have the expertise of GTGTech, a consulting group of high school women who teach older adults about computers and other devices. We



hope to have more inter-generational activities in the year ahead.

We have continued the Storm Buddy program where every member can feel secure during inclement weather that a nearby volunteer is available to assist, if needed. With Montgomery County Fire & Rescue, we visited more homes in our community and replaced smoke and carbon monoxide alarms to meet the 2018 deadline of the state of Maryland law. Our local firefighters also gave tips on home safety and emergency measures in case of a fire and CC@H Volunteers assisted with completing the File of Life. We held a most informative CPR class for older adults. Our dance class for older adults for improving mobility and providing strong social interaction was a gratifying success and we hope to continue this activity.

In May, we were mesmerized by David Duberman's talk, **The Intelligence Cold War in Western Europe: KGB vs. CIA** and in October we were treated to a talk by Alexandra Zapruder, a life-long Chevy Chase resident, who has written "**Twenty-Six Seconds**," a fascinating book concerning the effects, over decades, of the home movie taken by her grandfather, Abraham Zapruder, of the assassination of President



John Kennedy. A memorable success was a three-part series on **Health Care and Aging** from the perspectives of three professionals - a gerontologist, a palliative care specialist and an economist. Their insights provided their audiences with greater awareness of current medical practices and the future of long-term care for all of us and our families.





EAST COUNTY VILLAGE SENIORS

Several ECVS members participated in the Move More Montgomery 100-mile Challenge.

We protested the “Affordable Senior Housing” apartment complex to be constructed in the back parking lot of the ECRSC due to lack of space, the elimination of parking spaces at the community center, the impairment of access to all parking including commuter parking. It was and still is a poor choice for housing construction in an area already overpopulated with apartments and traffic.



ECVS scheduled several 6 to 8 week educational classes open to the senior community: Matter of Balance, Memory Academy, Chronic Disease Self-Management - attendees completing these classes received Holy Cross Certificates of Satisfactory Performance; and Medication Management – a free 20-minute consultation by a Holy Cross pharmacist; and ECVS was instrumental in reinstating Blood Pressure Screening by Holy Cross for the community center twice monthly. Informational sessions included: Tracy Rezvani, Administrator, Office of Consumer Protection, spoke to the group regarding fraud, scams, and identity theft – how to avoid and what to do if affected. The presentation was held at Praisner in hopes of attracting new members. Bonnie Friedman, author of “Hospital Warriors,” spoke to us about her book on navigating the hospital scene when a loved one is hospitalized. After summer break, Briggette McClain, MC HHS, Aging and Disability Services, spoke to us about in-home care, support for family caregivers, transportation and financial assistance.

ECVS president, Sylvia Saunders, met with the 13th District Commander, Marcus Jones and Sgt. E. D. Wilcher; Jewru Bandeh, ECRSC director, and Pazit Aviv, Village Coordinator for HHS to discuss the possibility of establishing a Senior Automated Calls Project in MC, an innovative program that helps seniors who live alone feel secure. Sylvia also, met and coordinated with Pazit, Zainab Hassan, of the Gilchrist Center, and the OATS administrator to establish an Older Adults Technology Services program

at the ECRSC. For her efforts supporting seniors in eastern Montgomery County, Sylvia received the 2017 Outstanding Community Service Award by the NCNW.

We lost both a treasurer and vice president mid-year in addition to having our website hacked. That was a loss! However, after almost a year without, the new year brought us a blessing - we acquired a treasurer elected from within ECVS and found a website designer/*magician*, referred by a member, who happens to be a college student in New York City, with credentials and charges a reasonable fee.

ECVS members and other seniors participated in the WGL Weatherization Program, capturing free window and door caulking, door weather stripping, water saving devices and window sealing for broken windows, if needed. We held our first fundraiser – Paint Afternoon, that was not only fun, but a huge success and we made \$\$\$.



And, last but not least, the ECVS president submitted a grant proposal to Suburban Hospital and was one of the nine participants awarded a grant. However, no money has been received yet.



Friendship Heights Neighbors Network

The Friendship Heights Neighbors Network’s mission is to support the ability of seniors to age in place through providing volunteer non-medical household and transportation functions, and by offering social programs to combat social isolation and loneliness. As such it supports the County emphasis on being an Age-Friendly community and the County Executive’s Senior Agenda.

Friendship Heights needs this programming. A special analysis of 2016 Census estimates shows that Friendship Heights has three times more people over 65 than the rest of the county. 20% of these are over 75—the age of highest need. 62.85% of all residents live alone. Despite its

image, 7.27% of those over the age of 65 live under the County's self-sufficiency standards. The "vertical" Village is not a "community" in the sense residential areas are. Social isolation is common, as residents often do not know one another, and most buildings provide no mechanisms for social interaction.

FHNN volunteer-provided programs operate year-round and currently include transportation for medical appointments, grocery and pharmacy shopping, technology help, friendly visits or check-in calls, and simple household repairs. Five social programs per month are provided either in the apartment buildings or at the Village Center and include exercise, meditation, technology help, lectures and seminars, and social/educational events such as sing-alongs. All volunteers are given criminal background and driving checks, and are trained. Insurance for them and the organization is maintained.

We use grant funds to partially offset the costs of our Executive Director, an expert former geriatric case manager and clinical psychologist who helps assess and match the needs of members needing service with volunteers, trains and supports the volunteers, writes the monthly Newsletter and other informational pieces, in addition to other non-grant supported functions.

FHNN serves the over 1,500 residents of Friendship Heights and adjacent areas. Despite communications barriers in apartment buildings, we currently have 70 members and 60 volunteers, 22 of whom have been trained and "vetted" through the Criminal Background Check and Driver's License check services. We launched service provision in October, 2017, and began social programming earlier (July 1, 2017). The attendance at our social-isolation combating events has been strong—304 since launch. 158 of those have been members, and 146 non-members. In the first quarter of direct service (October-December), there were 12 rides and 3 in-home visits. More are expected in the coming months. We just held our second Annual Appeal and are planning our Second Friendship Fling fund-raising event in May, 2018.

We are working to find ways to make our operation more sustainable by reducing unit costs and working collaboratively with other Villages. So far, we have worked most closely with Little Falls Village, sharing web-site and computer management service in exchange for operational and training information, and have recently applied for a collaborative county grant to reduce social isolation using information developed by grant-supported DC Villages. We also brought information about possible cost savings on insurance to the attention of Pazit Aviv who in turn, shared it with other villages.

Our challenges have been and remain the ability to let people in our area know about our village, given the resistance of governmental entities and apartment buildings to let us get the

word out; to recruit volunteers willing to do the not-fun administrative things that are required, and financial sustainability.



Greater Stonegate Village

Greater Stonegate Village (GSV) started 2017 with the goal of opening our village for business by the end of the year. We hosted four “Meet and Greets” in the first half of the year, each attended by 20 or more of our neighbors. On October 14, 2017, GSV held a membership drive at the Mid-County Community Center, attended by more than 50 members from the community and two special guest speakers: Pazit Aviv, village coordinator for Montgomery County, and Peggy Simpson, National Secretary for Village to Village Network. And on November 1, 2017 Greater Stonegate Village opened. We currently have 37 members, a combination of family, single, and associate memberships. The services we provide are transportation, friendly calls and visits, vacation watch, jiffy handyman services, and basic technology support. We completed a training manual for volunteers and trained and vetted our first group of 32 volunteers, including seven drivers (with two additional back drivers).

In 2017 we were awarded a Montgomery County Community Grant for start-up funds to launch Greater Stonegate Village. Suburban Hospital recently awarded us a grant to support our educational and social programming to help our members avoid social isolation. Since launching on November 1, we have had two well attended educational meetings. The topic of the first was physical fitness and exercise for seniors, presented by a physical trainer specializing in geriatric health. The second was a presentation by a Montgomery County Fire Department captain who discussed staying safe in your home, after which many in attendance signed up for home safety visits. We have a robust schedule of further educational meetings planned for the new year as well as occasional social gatherings.

Our challenges in the new year are increasing membership, attracting and training more volunteers, developing partnerships with local businesses, and creating a successful fundraising plan.

Kemp Mill

Kemp Mill exploratory group formed in late 2017. It is comprised of community residents and local community organizations’ representatives. The group plans to offer volunteer support to anyone who lives with Kemp Mill but there are still many details to be worked out. Kemp Mill is a highly diverse area with strong faith-based organization who are seeking to collaborate on the initiative. A resident survey will be distributed early in 2018 to gauge residents’ interests.



Little Falls Village

In 2017, Little Falls Village (LFV) saw the number of member requests for assistance increase even though our member population hovered around 105. That’s small, by comparison with other villages in Montgomery County, but that relatively stable membership level quickly taught us that the needs of our membership is dramatically changing over time.



After five years of operation, the changes in personal needs and interest need to be reflected in village operations. We created a more comprehensive training program for volunteers and we acquired and are now

beginning to utilize a new software to help us streamline all aspects of our operation.

This review of all the things we do and how we do it is also motivated by the fact that LFV is transitioning to a new Executive Director.



Her name is Lisa Rosenthal. She has over 40 years' experience working in health care, mostly here in the DC area. Lisa joined LFV last fall after serving as Director of Health Planning at a large national post-acute provider. Before that, she was with Marriott's Senior Living Services Division and as a health care consultant.



Lisa is a creative thinker with a lot to offer. With her leadership, LFV will continue examining ways to improve our service offerings, events and activities to ensure that we are fully meeting the needs of the community and neighborhoods we serve.

Manor Connections

We have been very successful in identifying and training volunteers. Currently we have 14 trained volunteers. Our website is complete and we are using Google phone for our phone number. We have signed up with USLI for D&O and general liability insurance at a cost of \$1,397/year.

We are currently offering transportation and friendly visits and will expand our services as we see the need. We have had a difficult time identifying members that need our service. We had one member signed up for our services and requests two rides, although the rides were later cancelled by the member. In order to get the word out we have circulated flyers and magnets to most of the 400 homes in the neighborhood. We also have had tables and information at community events. We planned to hold our first educational series on Fire Safety in March 2018.

Maplewood Village

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

Maplewood is deepening community ties through many repeating activities, such as “coffee and conversation” and “Happy Hour”; groups for gardeners, knitters, and working artists; and

four walking groups. Plans for 2018 include a “55+ lunch bunch,” 1-2 cycling groups, and possibly a men’s group.

Our intergenerational ties were strengthened by our second annual Family Halloween Parade and Party, which drew over 100 people of all ages despite a last minute weather-related rescheduling. We’re deeply saddened by the unexpected passing of a Village Steering Committee member who spearheaded this event, and we will rename it “Barbara’s Parade” in her memory.



Maplewood Welcome Wagon volunteers visited over 50 new households to share information, maps and other resources about our neighborhood. Then we invited them all to a brunch and enjoyed making some new friends.



We’re also widening our sense of community. Collaboration on programs with villages in the BCC area is building new relationships. Most significantly, conversations with Wyngate Neighbors Helping Neighbors (WNHN) is leading to very close cooperation, starting with WNHN’s generous offer for us to leverage their services infrastructure and contribute to it.



Neighbors Helping Neighbors Village: Volunteers Helping Leisure World Residents Live Independently

Neighbors Helping Neighbors (NHN) began its formation as a Village in July, 2017. Planning meetings have been held monthly, officers have been selected, initial committees and chairs have been named, and both face-to-face and digital surveys have been conducted.

To date the following progress has been made:

NHN will form as an independent village within the Leisure World of MD (LW) community, and will exclusively serve this community to help residents continue to live a robust and independent life there.

- NHN is in the process of developing the necessary documentation to become incorporated as a non-profit organization;
- based upon our survey results, NHN will focus its energies during an initial phase upon: (1) transportation within LW during evenings and on weekends; (2) friendly visits; and (3) friendly calls;
- NHN hopes to fund its operations without charging client/membership fees, but will conduct fundraising within the LW community and nearby business establishments, and are counting on receiving Montgomery County and other grants; and
- NHN has been actively seeking out volunteers and partners to effectively represent all residents regardless of color or ethnicity; and to strengthen our presence and effectiveness within our community.



2017—Major Strides in NCC Connections' Second Year

North Chevy Chase Connections worked toward launching services. As the year ended, we finished organizing our volunteer rides program through JCA VillageRides, background checked and trained 20 drivers and set up the Ride Scheduler software program to match riders and drivers.

We wrote a self-mailer three-panel brochure. The brochure publicizes our mission of “building a strong multi-generational community where neighbors get to know and help each other.” It also announces our first annual membership dues of \$50 per household for those who want services as well as a \$100 Sustaining Membership option for those who choose to provide us with extra support. We rented a post office box to receive membership forms and checks after the brochure is mailed to the approximately 2,000 households within our geographical boundaries. We also purchased required liability and directors’ insurance, a big ticket item for us that we were able to afford thanks to an anonymous gift from a neighbor’s family foundation.

A private listserv open only to verified residents began with a volunteer moderator. Residents who sign up can get and give help and consumer suggestions to each other; this has included borrowing a wheelchair and selling a lawnmower plus sharing information on plumbers, electricians and yard workers. Our volunteer website designer has also continued a newsy monthly digest with NCC CONNECTIONS and other village and Montgomery county events emailed to about 450 on our general email list.

Volunteers and interest group participants expanded in the spring after our second annual all-neighborhood wine and cheese party attracted nearly 100 guests. We were able to hold the event again at Woodend Mansion thanks to the Audubon Naturalist Society’s donation of its magnificent space in the heart of our community.

In the summer, 35 neighbors attended a home coffee geared to the needs and desires of seniors. Many signed up to be volunteer drivers and to participate in various interest groups. The new Lunch Bunch grew out of this and now meets monthly in different area restaurants. We have identified captains for seven zones in our area to carry our message to their immediate neighbors and activate the Welcome Wagon program. A generous board member subsidized an order for bright yellow welcome tote bags with our logo to give to newcomers.

Throughout the year we continued to offer programs on a monthly basis in space contributed by North Chevy Chase Christian Church. Presentations covered included technology, safety and consumerism plus Gardeners Group talks, Kids & Families meetings and the first of a new Distinguished Neighbor Speaker Series.



Olney Home for Life

In 2017 Olney Home For Life (OHFL) celebrated its 5th year anniversary of providing services to seniors in Olney and the surrounding area

We continue to grow and expand the services OHFL offers. In 2017 OHFL:

- Delivered 1230 rides to seniors in Olney and the surrounding area. 58% of the rides were medical related.
- Provided seniors with 1156 Friendly Calls and 100 Friendly Visits in their homes .
- Our outreach efforts included visits to senior facilities as well as participating in a number of events like "Olney National Night Out" and the "Taste of Olney".



As part of our expanding services OHFL instituted "Information Seniors Can Use" events in 2017. The major event was the "55+ Resource Fair" held at Longwood Community Center with partners MedStar Montgomery Medical Center and Brooke Grove Foundation. The County Executive and

Council President opened the event which provided a venue for Up County seniors to become familiar with the services available to them in the county. Over 25 non-profits were there to share information on the services they offer to seniors. The event attracted over 100 seniors.

OHFL also conducted a Senior Safety Seminar with Montgomery County Fire and Rescue and the Ross Boddy Community Center and a Fall Prevention Seminar with Longwood Community Center and Brooke Grove.





A sense of community and having fun is part of the OHFL volunteering experience. In 2017 OHFL conducted its 2nd Fundraising drive that culminated in a Wine Tasting at the Olney Winery along with a silent auction. This event also celebrated our 5 year anniversary. Volunteers, Board members, neighbors and senior clients attended and enjoyed themselves. Over \$3,000 was raised by the drive

OHFL is privileged to have such dedicated volunteers and the support of the community and local businesses. This is

key to delivering our services



Parkside condominium

Parkside's 102 low-rise apartment buildings, with 954 separate units on 69 acres, were built in the 1950s and '60s as rental apartments, and voted (not with ease) to convert to Parkside



Condominium in 1981. With Garrett Park to the north, Kensington across Rock Creek Park, and the new Strathmore Concert Hall a short walk away, Parkside represents a relatively affordable haven in the increasingly expensive Strathmore-Grosvenor area. We have an admirably diverse population, ranging from families with young children to residents aging in place and the full range in between, with residents from many ethnic groups and

countries and states of origin. About half of the units are still rentals, but dozens of residents have lived here for 20 to 30 years and more. Owners often move up from a small condo to a larger one, and keep the smaller unit as a rental, which affects the owner-occupied percentage (currently 49.2 %).

Parkside's social committee organizes social activities but many residents feel the need for more and different types of association and interactions. Across the age range many welcomed the village idea of mutual assistance and support. A small group of residents (encouraged originally by the two Pats) developed a questionnaire to identify people's strongest needs and most-desired types of activities and assistance, which the condo office distributed. We got more than 100 written responses to the survey, overwhelmingly supporting the idea of establishing a "village." Others have responded through personal contact, as we had booths at condo yard sales and held potluck dinners and discussion sessions on a "village weekend" early last fall. In July, the condo board officially endorsed the village at a board meeting, welcoming its independence from the board, and said the village could have free use of the condo's meeting rooms four weekends a year and more often midweek. We set up a listserv, which has been very practical, and a forum, which has been less active. The spirit is there.

We are now developing more formally, with an organizing committee identifying next moves and activities. We have a small committee of "volunteers" and hope to get volunteer training from Chevy Chase at Home's experts, and we have an activities committee to plan events. We're reorganizing the database of info from the survey for easier reference, are editing our drafted bylaws, and reading up on liability insurance. Three of us (including Jeanne Bohlen) have attended All-Villages meetings to learn about fundraising and other activities we sometimes feel fairly clueless about. There is still much to do, and we're trying to divvy up the work. Energy is high and we are happy to be making more friends in the neighborhood.



PCV is an all-volunteer Village, with no paid staff, and no office location. Our office phone number is on a dedicated cell phone, which moves from one Help Desk agent to another. PCV's service area is the entirety of the 20854 zip code, an area of more than 33 square miles.

We had a small gain in membership over the past year, from 176 individuals at the end of 2016 to 191 at the end of 2017.

We remained stable in the number of volunteers, at 91, though some dropped out and others became active. About 2/3 of our volunteers are also members. In all, about 220 people are directly involved with PCV.

In 2017, we provided 212 direct services to members at their homes, and an additional 150 friendly phone calls, for a total of 362 direct services to members. We provided 145 round-trip and 12 one-way rides (equal to 302 one-way rides and 2,950 miles), and 55 at-home non-transportation services: 20 were help with household chores; 18 were personal visits; 17 were computer and other electronic device help. In 2016, we provided just 18 instances of assistance with household chores or with personal visits. We are pleased to see that requests for personal visits and household chores have more than doubled, as that indicates to us a greater sense of ease among members in asking for more personal help than is the case when asking for tech support or transportation.

We also had a significant increase in the number of calls to our help Desk, up from the 400 received in 2016 to 522 calls in 2017. In addition to responding to requests for direct services and inquiries about membership and volunteering, these Help Desk agents also respond to member requests for names from our Suggested Contractors and Vendors List, and to RSVPs for PCV-hosted programs and social events.

Sixty of our volunteers are vetted and thus able to provide “direct services” (transportation, computer and other household help, friendly visits and phone calls) to our members. Thirteen of these are currently active drivers. Other volunteers, as well as many that are also vetted, provide “administrative” services to PCV by serving on our Teams (Communications, Program, Help Desk, IT, Volunteer, Membership, Administrative). We also have a small group of teen volunteers who assist us in a number of ways and to whom we give SSL credit. They help with room set up at the Potomac Community Center (we are required to do our own set up and take down of tables and chairs when using that space); provide one-on-one technical help to members just prior to our evening meetings; performed (cello and piano) at one of our events; and assisted us on Potomac Day by handing out flyers and enlisting their parents to also help out that day. One of these students also created a video for us.

We have a website (www.PotomacCommunityVillage.org), a Facebook page (www.Facebook.com/PotomacCommunityVillage), a monthly print newsletter and a listserv that is distributed 3 to 4 times a month to more than 530 email addresses. This past year we introduced a member directory that lists, in addition to contact information, members’ sub-

divisions and their interests and hobbies. The goal is to make it easier for members to identify other members who share similar interests as well as those who live near them.

We added many more social and cultural events for members this past year. In addition to the existing Book Group, Canal Walking Group and Chinese New Year luncheon, we added two lunches (St. Patrick's Day and Hispanic Heritage Month), an end-of summer wine and cheese party; five docent-led museum tours (National Gallery, Kreeger, Phillips, Library of Congress and Glenstone); a trip to see Hexagon; a monthly men's lunch group called ROMEO (Retired Older Men Eating Out; and a social gathering just for new members. We switched from holding morning coffees and afternoon teas to a monthly open-to-all lunch at a local restaurant. This upped the attendance, as well as offering an opportunity for members to get together and for non-members to learn about PCV in a friendly and informal setting. We continued to offer monthly evening programs, with average attendance up from 65 to 75. In all, PCV offered more than 70 social, cultural and educational events over the course of the year.

We continued two programs which were introduced in 2016, both of which are used by small numbers of members, but which are very significant in their lives; **Holiday Friends**, under which members invite a fellow member or two who would otherwise be alone to a meal marking a significant holiday (Thanksgiving, winter holidays and Passover); and Storm **Buddies**, for members who would like a phone call to check on their well-being when there is ice, snow, power outages, etc. We also continued our home safety program in coordination with the Montgomery County Fire Department.

We continued our collaborative relationship with the Potomac Chamber of Commerce, attending their networking events and being given a booth and space in the parade on Potomac Day. In exchange, PCV provides 10 adult volunteers who make sure that young children watching the parade don't run into the street.

We also partnered with the National Institute on Aging's Go4Life program with a pilot workshop to assist the Go4Life Director and staff in their effort to create a nationwide workshop / program to motivate seniors to become more physically active.

We have a new collaborative relationship with the Potomac Library, hosting several programs at the library's Community Room this fall, with the space provided rent-free. We are also offered space in the library's display area for a rack holding our print newsletters – we put out about 40 newsletters each month and most are taken. We were also able to have a month-long display about our Village in the library's glass-walled exhibit area.

We also became a partner with the Potomac Community Center (PCC) this past year, under which PCV provides occasional daytime programming to augment the County Recreation

Department's existing programming for seniors. Our first effort, in September 2017, was a program on preventing falls which attracted 80 people, a significant increase over the fewer than 20 who usually attend county-provided programming. In exchange, the PCC now provides rent-free space for our programming. However, under this agreement, all PCV programs at the PCC must be free and open to all, not limited to members and not used for any fund-raising activities.

We look forward to additional collaborative efforts with PCC staff and with the Potomac Library in 2018.



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, (240) 907-9133

FELD (Falls, Evans, Laura, Dale) Village 2017

The FELD (Falls, Evans, Laura, Dale) Village has been active in 2017 inviting neighbors to many events. The planning group met at least monthly and often more frequently to plan events and discuss issues. A list of volunteers and offers of help was again distributed for updates. In addition members were polled for recommendations for services such as plumbers, contractors and the like. It was compiled and distributed electronically with a caution that these were only personal experiences and asked members to check out their choices before hiring anyone.

A meet and greet was held to introduce Trish Evans, the new Rockville Village Facilitator. A session on decluttering was attended by 15+ people. A pot-luck picnic was attended by more than 40 people aged 18 months to 80+ years. Featured speaker was Rockville Police's Community Relations Officer, Ken

Matney. Who outline the Department's Services to citizens. On National Night Out in August, Villages Information was distributed and folks from nearby in the West End joined the FELD attendees. With the exception of National Night Out at Monument Park were held at members' homes. Looking ahead the group will examine its next moves on organizational matters and further events. A "Tech Savvy for Seniors" session is planned for January conducted by a neighborhood college student home on break.

King Farm Neighbors Village

The King Farm Neighbors Village (KFNV) continued in the development stage throughout 2017, and we made major strides toward becoming an operational provider of aging-in-place services to our community. Early in the year we conducted a comprehensive community survey to ascertain the demand for these services as well as the interest in volunteering. The results were very encouraging. For example, two-thirds of residents 55 or over stated that they would like to age in their homes in King Farm. In addition, a significant number of respondents said that they would be interested in volunteering to provide services.

In August KFNV expanded our Board of Directors to nine people, bringing on four new members who added considerable energy and experience to our efforts. In September we co-sponsored a CarFit program that was available to all King Farm residents. In October we had an extremely useful strategic planning session for the board using a professional facilitator, and we applied for and received a Neighborhood Grant from the City of Rockville. During this same period we obtained 501(c)3 status to allow us to accept donations as a not-for-profit entity. In November we had a very good turnout for our first major social event, which focused primarily on connecting with potential volunteers.

During the fall we continued our information gathering by inviting the leaders of Mill Creek Village and the Village at Kentlands&Lakelands to speak to our board. We also met with the executives of Senior Connection and began to explore the features of the HelpfulVillage software platform being offered by the City of Rockville. Throughout 2017 we communicated closely with the Rockville Village Facilitator, who was very supportive of our efforts.

Finally, as an apparent indication that KFNV is gaining some visibility and appreciation in our community, in December both the previous and current presidents of our board were given the Community Impact Award by King Farm. Most importantly, the KFNV board believes that we are now well-positioned to make further substantial progress and we have the goal of becoming an active provider of aging-in-place services at some level in 2018. (End of summary



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, Inc.

A Community of Neighbors and Friends

Villages of Kensington (VoK) had a successful year serving the Greater Kensington area. We opened for the full range of services and events on July 1, 2016, so 2017 was our first full year of operation!

To date, we have 53 members and 35 trained/vetted volunteers. Our 9-member Board of Directors meets monthly in a large meeting room at Kensington Park Senior Living, one of our partners. To inform Greater Kensington residents about VoK, we participated in several Kensington-area events, including April's International Day of the Book and the 50th annual Labor Day celebration.

Transportation continues to be our most coveted service, and our members are now beginning to request assistance in other ways. Our social events have been successful as well, including a monthly "VoK Lunch-Around" that meets in different area restaurants as well as at people's homes. Our annual Volunteer Appreciation Day brunch in October is memorialized here:



This year 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, primarily by strengthening alliances with service and faith-based organizations within the 20895 ZIP code. We are excited that our chosen contractor, Molly, will be starting to work with us in January!

We have no paid staff, so it is sometimes difficult for potential members to understand why we charge a not-insignificant annual membership fee. To address this issue, we now offer reduced income-related membership rates for Full Members, and we also offer free full memberships to Greater Kensington residents who are or will be at least 90 years old during their membership year.

Another fun event this year was an historic boat ride on the C&O Canal, with the boat pulled by mules and the narrators dressed in 1800s period clothing. Great fun on a lovely late-Spring day!

We look forward to 2018 and a great year for Villages in Montgomery County! For more info or to contact us, please visit our website at www.VillagesofKensington.org.





The Village at Kentlands and Lakelands (VKL) had a very productive 2017. In early 2017, we expanded our Village to include Lakelands, and in November, we officially went live with our services after successfully completing a one year pilot. We currently have 66 members, of which 33 are wanting services while the other 33 are interested in participating in events. We also recruited 36 volunteers to deliver services and have currently fulfilled 280 service requests from members. Realizing that some people may be reluctant to admit they need help, we expanded our services to include social, cultural and educational events so that there would be opportunities for people to get to know each other. In 2017 we hosted 12 events, began writing a monthly column about the Village in our two local newspapers, began a fundraising campaign, received funding for and developed a website, and also received funding to create a newsletter. The Steering Committee met recently and created a strategic plan which will guide our work for 2018.



Village of Takoma Park has 231 members. Among the most popular and successful activities have been the monthly Aging-Well programs, This Program covers topics such as: Writing Life Stories, Hospice Care and the Stages of Grief, and Making Your Health Care Wishes Known (MOLST). The final program for 2017 will be held on December 26 - Sharing Holiday Memories and Foods

Three other interesting activities were: a trip to the AFI to watch the film "Hidden Figures" and a trip to the Frederick Douglass National Historic Site and participation in an internet simulcast with Dr. Atul Gawande on the Village movement.

A major service by and for Village of Takoma Park members continues to be providing transportation. 46 drivers provided 842 rides during 2017 to 93 rider-members. Also available is assistance with small errands, such as picking up groceries, or prescriptions. A new activity is help with "Small Home Repairs". Eight volunteers are available. Nine "Friendly Visitors" provide 432 visits last year to isolated seniors. All volunteers involved with these activities have background checks, and are covered by Village of Takoma Park Liability Insurance.



Discussion after viewing Hidden Figures

The Village maintains a website, which receives more than 24,000 visits per year. A quarterly newsletter provides information about Village activities, highlights stories about members, and provides links to useful resources. The newsletter is published on the Website, and is mailed to members who do not have access to a computer.



Music by DeJohn group

A Board Retreat was held on November 18 to discuss long-term planning for the future of the Village of Takoma Park. The Village sponsors two support groups, one for movement disorders such as Parkinson's Disease one for Parents of Special Needs Adults.



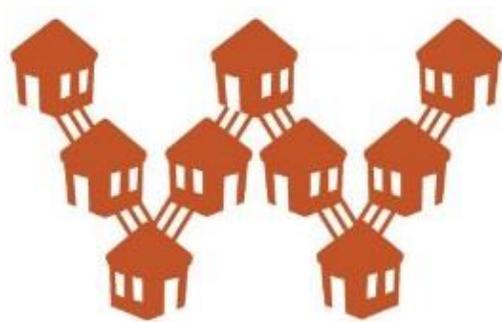
Telling Life Stories



Fourth of July Parade

Washington Grove

Washington Grove Cares is a small “village” within the village of Washington Grove, MD, which encompasses only 225 households. The Grove is an historic 1870s village only five streets wide between Rockville and Olde Gaithersburg on the train line. No fees are required for WGCares, which has 89 members with a six-member steering committee. In 2017, the group produced refrigerator magnets for members with contact numbers and operated a website and network through Helping Hands software. Because the Grove is already a small, intact community with its own government, there are a number of other existing social/service networks and an active listserv. Challenges for 2018 include increasing visibility, a house-to-house survey, and increasing the use of the website.



Wyngate Neighbors Helping Neighbors

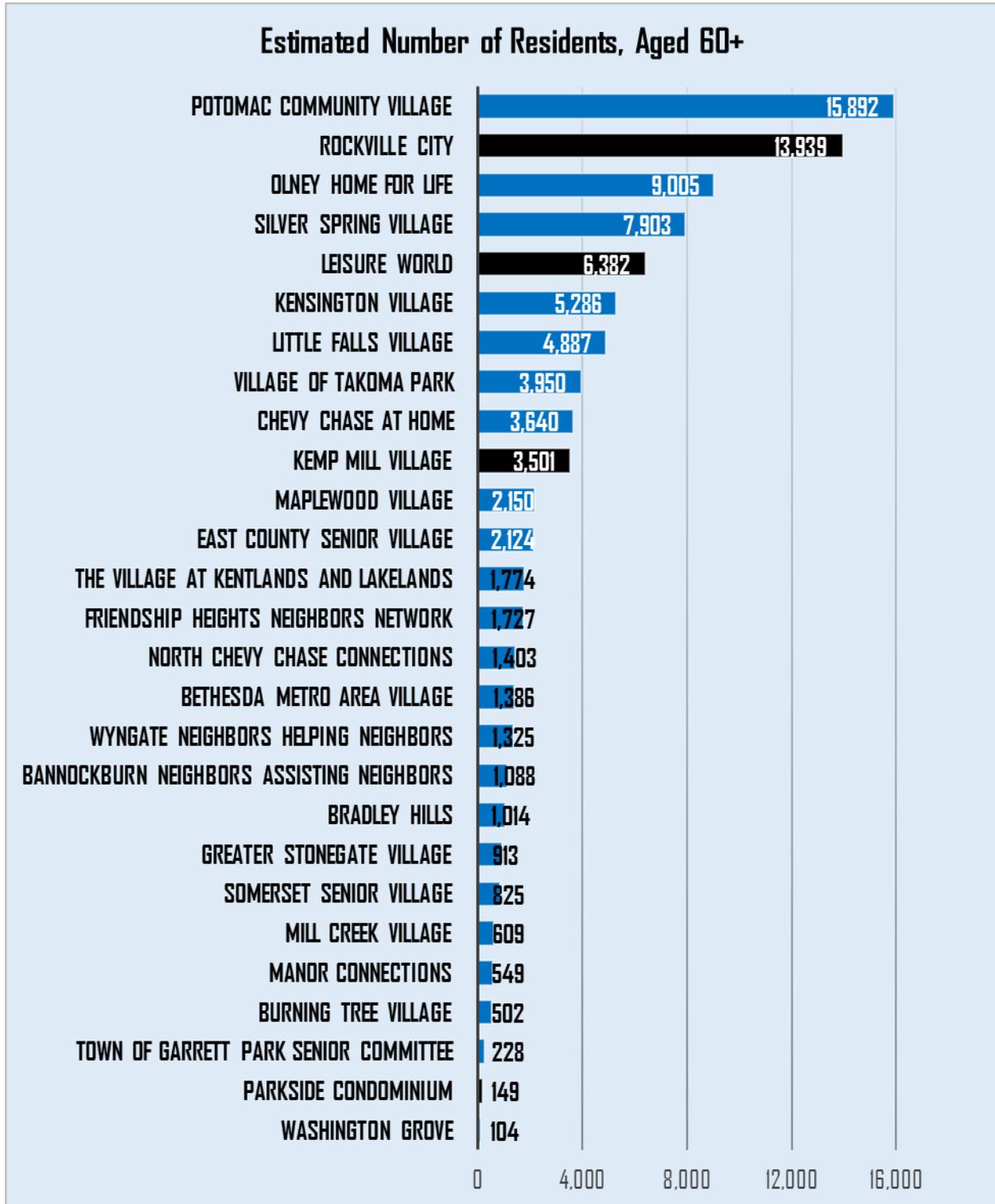
In 2017, Wyngate Neighbors Helping Neighbors -- a no fee, all volunteer, inter-generational village -- finished its 2nd full year offering assistance and social activities to 1,400 households in north Bethesda.

- Its volunteer corps increased to 50 and provided 16 rides, 4 meals, 11 friendly visits, and 17 other (mostly simple household and computer) types of assistance.
- Walking and knitting groups continued to meet weekly, book club monthly, and French speakers group occasionally.
- Gatherings for retirees to meet and share career highlights and retirement undertakings got underway. Presentations on the canine genome, vegetable gardening (see photo), and PC security were held; a community picnic, multi-cultural gathering, and theatre outing were hosted.

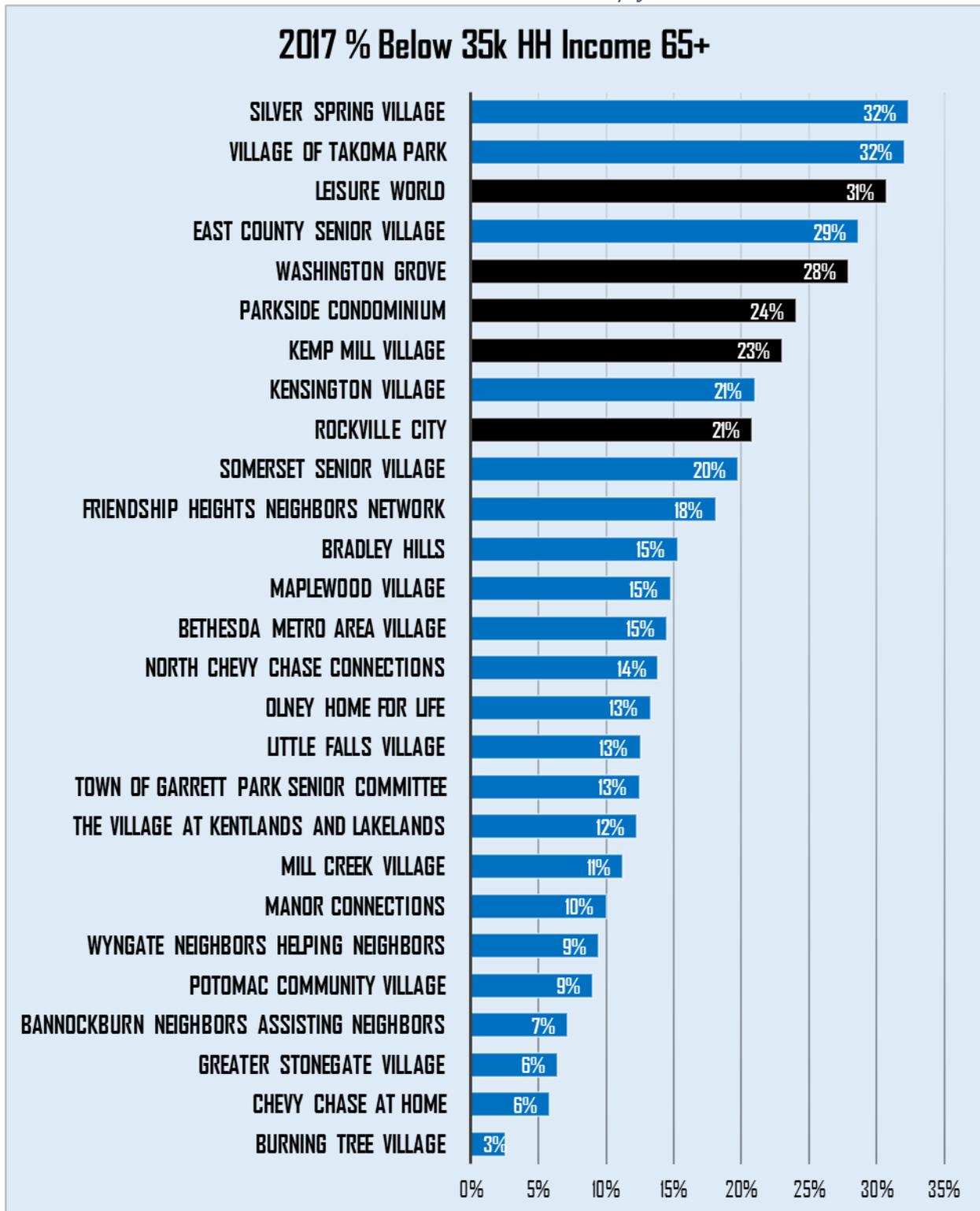


Appendix: Villages' selected demographic information in six charts

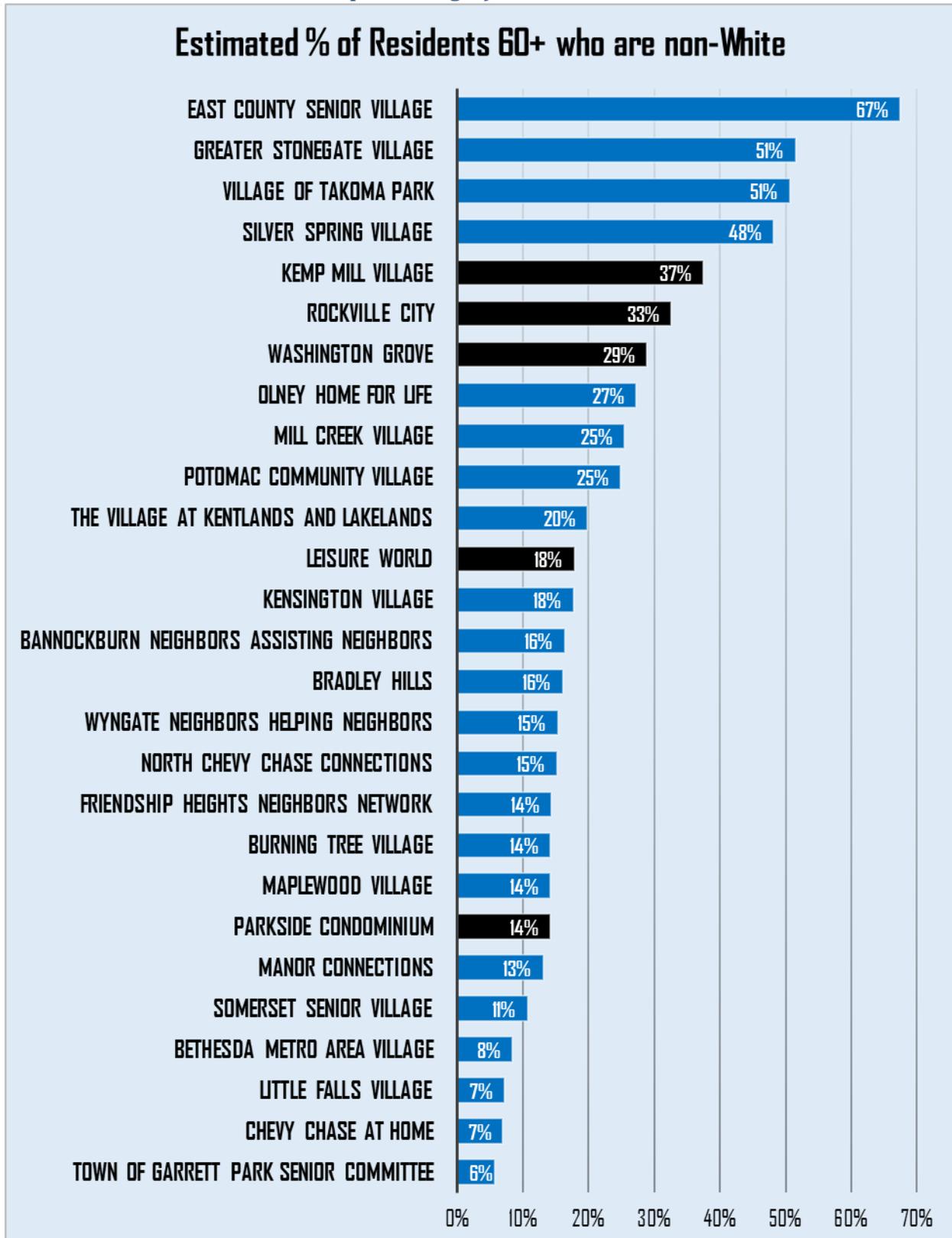
Number of residents over 60 who reside within the catchments of active and developing villages (blue – active, black – developing):



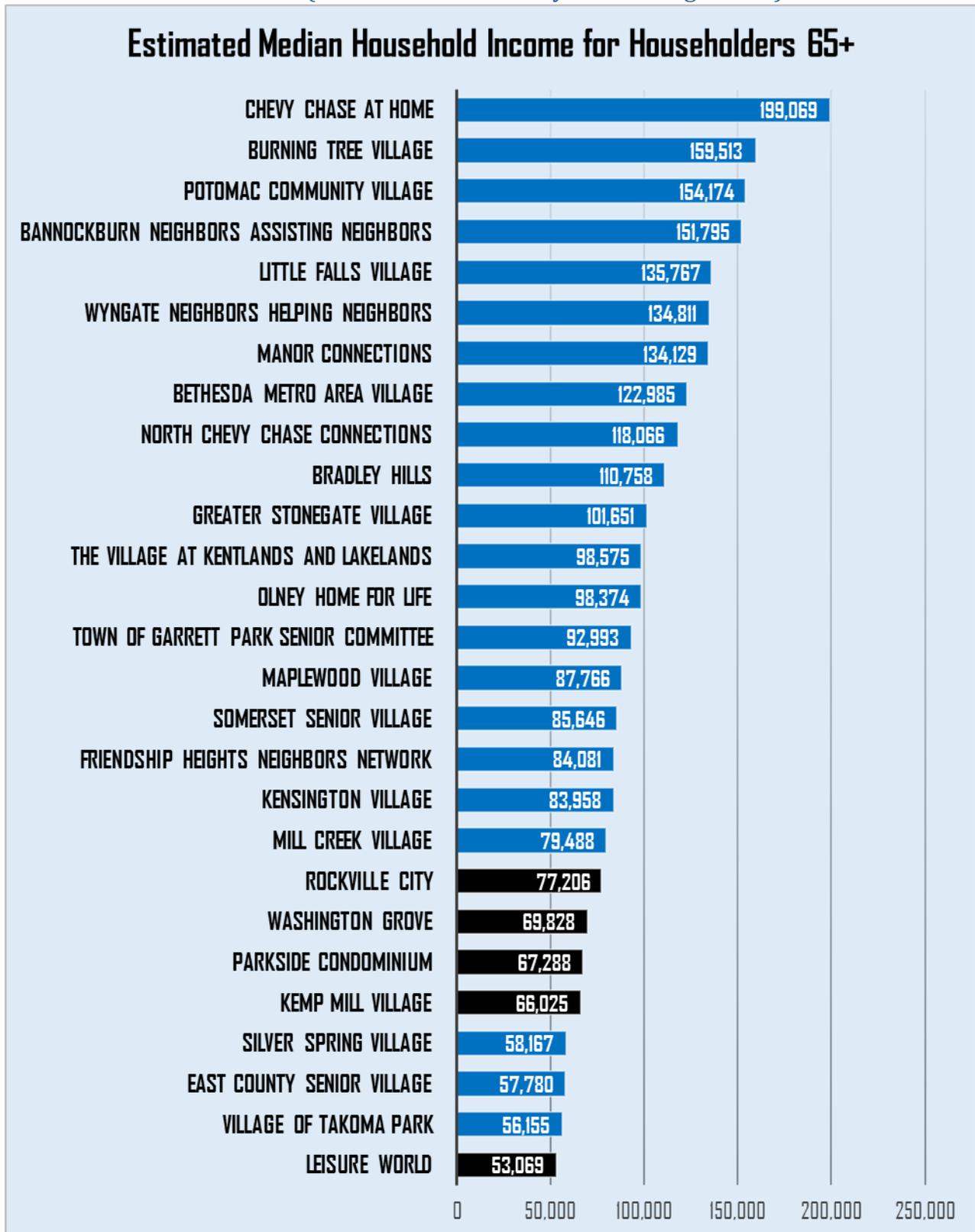
Number of residents over 65 who earn less than 35k / year:



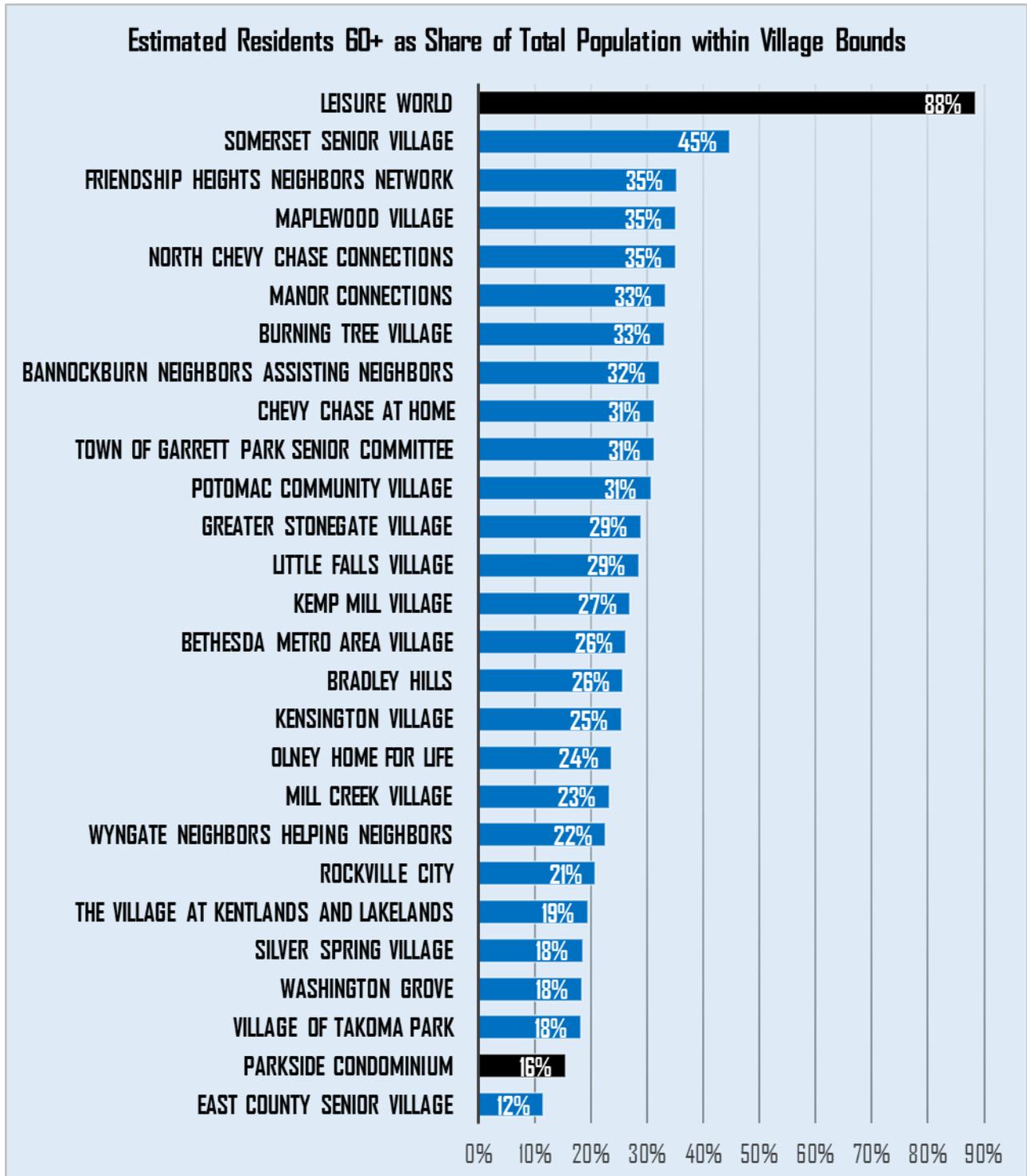
Percent of residents aged 65+ who are nonwhite within villages' catchment (note: this data does not consider Hispanic origin):



Median household income (households headed by resident aged 65+):



Estimated share of residents who are 60+ among all residents within village catchment area:



Estimated number of residents aged 85+ within village catchment area:

