

MONTGOMERY COUNTY VILLAGE GATHERING

Tuesday September 27, 2017

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WHAT SERVICES SHOULD YOUR VILLAGE OFFER

Mary Jo Deering – Maplewood Village

Stephanie Chong – Northwest Neighbors Village

Todd Smith – Little Falls Village

Miriam Kelty – Bannockburn Neighbors Assisting Neighbors - Moderator

Mary Jo Deering – Maplewood Village

- Focused on building community, no formal structure, no members, virtual.
- Village goal to be open and inclusive.
- Multi-generational
- Mission Statement:
- Building community – identified as a lack of community connections
- Very international community – folk didn't know each other
- Folk really did want to know each other
- Developed 3-year strategic plan
- Activities that are in place: welcome wagon, block parties (block party in a box), partnership with parents and multigenerational events, small group social activity events, monthly happy hour, game party, educational sessions, potluck.
- Business Model – Ask not what the village can do for you, ask what you can do for your village
- 530 household – 510 currently involved
- Starting to do personalize contact and inviting of folk to be new members
- They are monitoring folk and their age-related needs
- Considering piloting – organic through “Helping Hands” – transportation, friendly visitors
- They see the village as the “Yeast” facilitator

Todd Smith – Little Falls Village

- Opposite to Maplewood Village, (17 neighborhoods in village area)
- Two things they do: started in 2013, prior to that there was a large community survey.
- Outcome: wanted and are now performing
 - Services (transportation) held around house – decluttering, friendly visitors. Asked for services that can provide and then if not within scope of volunteers or not equipped to do refer to the appropriate organization.
- Social Aspects – aging issues discussion group, poetry club, cultural outings, potlucks. Strength building “falls prevention”
- Wine and Cheese event – “so what is your story”
- Started out with services and social activities and now re conducting outreach to educate new members and the broader community. It doesn't matter as participation is vital to the overall community building.
- Some activities have many participants and other less. They understand that it is more about the impact than counting heads attending.

Stephanie Chong – Northwest Neighbors Village

- Similar to Little Falls
- 85-90% Transportation
- Tech support iPhone, etc.
- Started a medical note taking program, with a volunteer attending medical appointments with village member. Assisting with organizing what needs to be communicated prior to the medical appointment and taking clear notes of what is discussed during the appointment.
- Specially trained volunteers
- Developed with Iona Senior Services and copyrighted.
- Not advocacy
- Medical Note Taking is: meet member prior to appointment and briefing on what is the purpose of the forthcoming appointment and what questions does the member have.
- At the appointment, the Medical Note Taking, is listening, but not to add their own comments.
- Strictly confidential (the village organization does not receive the info)
- Within 2 days the volunteer types up the notes from the medical meeting and sends to the member.
- They have developed a training package on the Medical Note Taking Program and it is available \$100, (50/50 NWNW and Iona).
- Not a high use service.
- Very helpful to ensure members maintaining follow up appointment, get prescriptions and other medication list.
- Issues with HIPAA – Member can bring anyone into the appointment, yet the note taker cannot do any 1:1 follow up with the medical provider.
- What are the trends of the village – direct services provided by the Village.
- The trend is across village membership is the need for more acute senior services needs and medical advocacy.
- Villages are a good way to “dabble” in senior services. Yet there is a risk that member’s needs are and will become more acute and pressing. Aware that the need to set clear expectations of boundaries

QUESTIONS

1. Issues of insurance and liability re transportation and medical notetaking

- NWNW does have insurance for drivers etc. (if the member is injured). Members sign a waiver that clarifies the perimeters of medical note taking.
- Maplewood Village vehicle insurance – drivers’ insurance (vehicle/house) should be fully exhausted before any additional insurance kicks in.
- How is the medical note taking recorded? No audio recording, all scribed at this point.
- How do you make the assessment if the service “medical note taking” is appropriate for a member starting to experience cognitive issues –
- NWNW – ED uses her skills as a SW to undertake 1:1 assessment of members
- Empower volunteers to refer to ED
- Sees more issues with physical issues rather than cognitive decline. This issue is seen when a member is requesting services. When member sign up they request: emergency contact, who has a key – and giving permission to contact. New members are educated on why this information is requested.
- Bannockburn Neighbors Assisting Neighbors – Seeing cognitive decline. Arrange Fire and Safety home inspections and distribution of FILE FOR LIFE. The village assessment members complete this. Direction to volunteers how to assist members and report back to village administration.
- MCG EMS and Public Safety team are trained to look for the FILE OF LIFE

2. Memberships and Fees and Where have events

- Little Falls Village
Full Member 350 per year, associate 250 per year can attend but not get services. Village + partial or full scholarship available. Meet in Little Falls Branch Library, local churches, and members' homes.
No membership fees or lists of members (everyone is a participant)
Yet understand that if folk pay for programs/fee but will keep minimal.
Events are in people's homes. Access to the Knights of Columbus building,
- Bannockburn Neighbors Assisting Neighbors Village
No fees - events held at the neighborhood club house. Faith based communities.
- Northwest Neighbors Village
Membership nonprofit – 240 members
Full membership \$550 individual \$820 couple
Associate \$250
Special Membership + \$150
Held at Forest Hills, office, plus meeting rooms and parking on site. (away there must a long-term plan for other venues)
Also, use senior living communities, libraries
Aware that some members are not comfortable coming into a "senior" venue

3. General conversation about Meeting Spaces

- It is an issue
- Folk want to meet near they live
- LFV – using local restaurants etc.
- Chevy Chase Village are exploring alternative venues

4. How do you evaluate Volunteers?

- LFV – application, interview, background check, in person training, and this is a good opportunity to in personal assessment of prospective volunteers' best role.
- NWNV – Exploring driving age issue – creating a new driving policy. Age related
- Driver been 5 years, need to do DMV background test
- AARP safe driving test leading to 75+ plus DMV sight test
- Over 80 – behind the wheel test
- Currently the volunteer drivers pay for the costs of testing etc. NWNV is seeking funding to cover this testing.
- Feedback from members and other volunteers. Plus, any triggers that are being observed.
- It may be needed that someone is a great volunteer but their time as driver should cease.

5. Maybe a workshop is needed – how to survive winter

- Especially as there are issues that a borderline – non-volunteer appropriate
- Cognitive members who a living at home (alone) and go wandering
- Block captains – to keep an eye on each other (Bannockburn NAN) 650 households, 30-35 block captains
- Maplewood – are looking at having partnership with the neighborhood association neighborhood watch.
- Takoma Park Village – Support Groups – partners who are deceased, parents of adult children who have a disability
- Maplewood – is seeing issues with decluttering support group.

- Rockville City Council – recommending villages avail themselves of all the senior services center in Montgomery County: senior centers etc.
- Online systems that are good for villages to use for scheduling of volunteers – Lots of Helping Hands – a password free system
- Jay Kenney – Money Management/Monitoring Program. Through the county. Operating through Senior Connection.
- Friendship Neighbors Network – 30% are in vertical members.

6. Many to communicate with members that are not using computers

- LFV – still use USPS mail and telephone as needed.
- NWNV – Monthly paper newsletter, volunteers visit 1:1, very labor intensive either way – especially if a member does not have cell or email. A growing issue for volunteer coordination.
- Bannockburn Neighbors Assisting Neighbors – computer buddies, but know that phone calls are better
- Working with Younger Student Volunteers
- LFV – be aware of regulations – at events no alcohol can be served, cannot go into a home unattended by an adult.
- Bannockburn NAN – Wise Elders program – partnering with local school