Annual Progress Report March 2023

Arlington Neighborhood Village
Neighbors Helping Neighbors Age in Place

Success!

As we start today's discussion, it's important to take a moment (or two!) to celebrate ANV's success.

ANV's founders envisioned a village of neighbors helping neighbors stay in their homes and community as they aged, safely and with fellowship.

We have made remarkable progress toward making that goal a reality for so many of our neighbors.

Today, our future looks bright with plans to extend our reach even deeper into our community, helping even more of our neighbors to live well.

What is Arlington Neighborhood Village?

ANV provides the “extra help” that an older adult needs to be able to age in the home and community that they know and love.

200+ volunteers deliver services like rides to medical appointments, errands, and foodbank deliveries to an economically and culturally diverse membership.

And we help to ward off the isolation and loneliness that can come with age.

Who We Are :

- A community of neighbors helping neighbors founded in 2014 by a group of longtime friends who saw a problem and looked for a solution: a “village”
- Friendly volunteers ready to help with errands, transportation, small household tasks, daily check-in calls, tech help, and more
- A strong social support network
- Needed today more than ever!

Why Villages? Because Older Adults:

- Want to stay in homes and the community that they know and love (90% of older adults wish to age in place)
- May need extra assistance to remain safe and independent at home
- Need help accessing resources and social support

- Want to stay active and engaged in the community and be connected to family, friends, and neighbors
- Deserve the opportunity to age as they wish

Aging in Place Requires Extra Support

- Everyday activities become more difficult—even hazardous—as we age
- Navigating the transitions and challenges of aging is hard to do alone
- Illness, grief, and loneliness can be hard to bear without the support of a caring community
- Hiring assistance is expensive and often not an option
- Piecing together different types of assistance is often overwhelming

Older adults on limited incomes feel these challenges more acutely

Direct Services Provided by ANV Volunteers

- Transportation:
  - Medical appointments
  - Grocery store, bank, post office
- Errands
  - Shopping and prescription pick up
  - Food bank deliveries
- Help with minor household chores
- Technology assistance and 1-on-1 Tech Coaching
- Friendly Visits, Walking Buddies
- Home organization and yard work

Demographics: Who Are Our ANV Members?

- 335 Members
- Aged 58-102 years old
- 73% are female
- 44% are 80+; 86% are over 70+
- 58% of our members live alone
  - Of those living alone, vast majority are female
- 33% participate in our Discounted Membership Program
- 31% have mobility, eyesight, or hearing challenges
- 16% represent diverse backgrounds

ANV's Committed Volunteer Corps

- Volunteers provide practical help and social support to keep seniors safe at home:
  - 215 active volunteers
    - 100 drivers
    - 96 new volunteers in 2022
  - 3,260 services fulfilled in 2022
    - 1,370 roundtrip rides
    - 782 errands
    - 360 home chores
  - Drove 35,580+ miles
  - Donated 9,160+ hours
  - 96+% of requests fulfilled!

Service Requests

- Increase in Service requests and increase in volunteers, but gap remains in fulfilling driving requests
- Types of services fulfilled changed over pandemic
- Transportation filled in 2022 was 92.6%

We have a lot of data, but need more analytics

	2019	2020	2021	2022
Requests fulfilled	2,178	1,890	2,679	3,260
% Transportation	67%	42%	39%	42%
% Errands		30%	33%	24%
% Home				11%
% Walking Buddy, Visitor				10%
Fill Rate	98%	98%	97%	96.6%

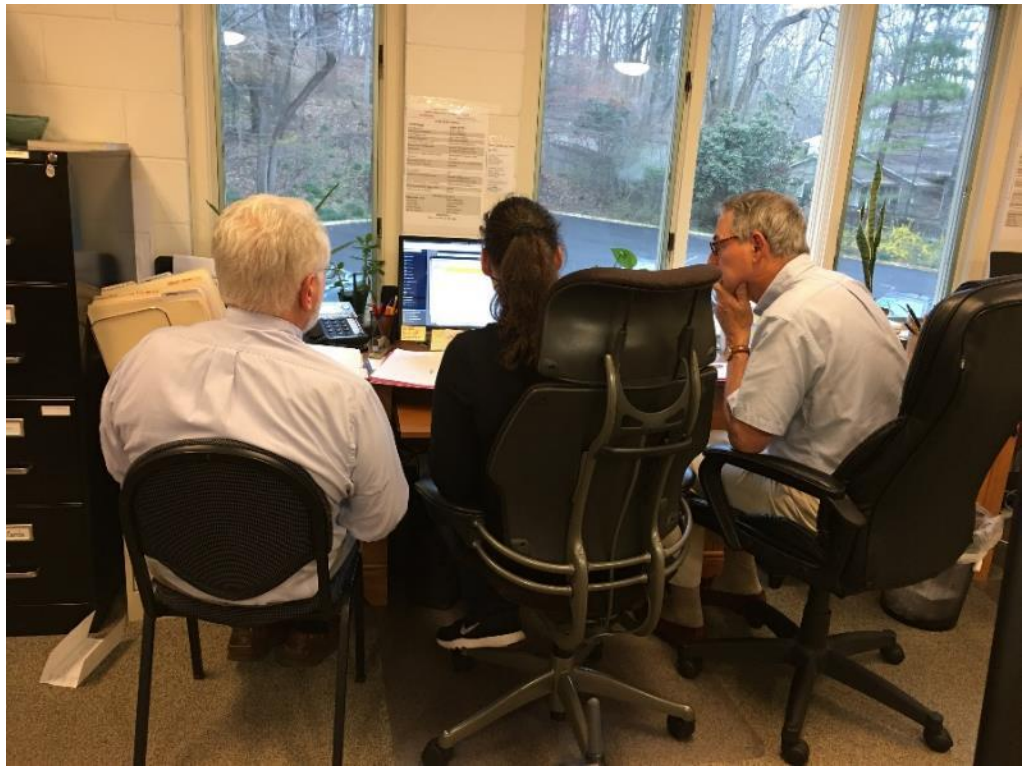
Activities

5,000 participants

- Coffee and Conversation
- Happy Hour
- Tai Chi
- Bocce
- Board Games
- Pop Up Picnics
- Page Turners
- SAIL (Falls Prevention class)
- Lunches and Dine Arounds
- Holiday Parties and Celebrations

How We Get the Job Done

- Small paid staff: Executive Director, Member Services Director, Member Services Specialist, Volunteer Coordinator, Development and Special Projects, and a Care Manager
  (some are part-time)
- Sustainability Strategy:
  - Membership fees
  - Grants
  - Donations
- Expenses
- Volunteers provide behind the scenes management support

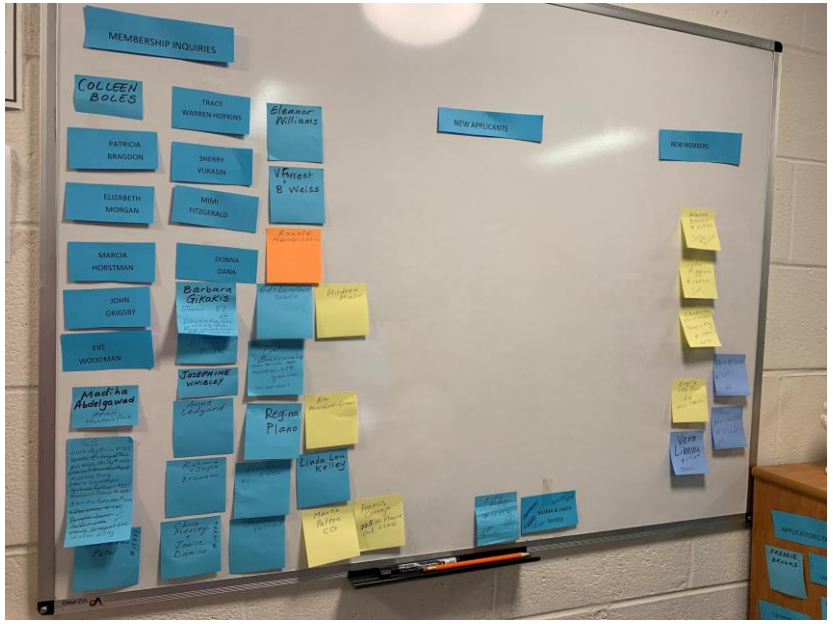


Expenses – Investing in People and Tech

	2022 Actual	2023 Budget
Personnel	$108,698	$265,750
Contract Services	47,218	156,100
Operations	27,631	23,550
Facilities	17,754	18,082
Business Expenses	5,520	7,300
Programs	14,300	19,348
Total	$224,653	$490,630

Management Improvements

- Staff and consultants
- Attention to new members, renewals
- Streamlined Volunteer Intake
- Agility and response during COVID
- Partnerships
- New member services (Tech Coaching, Notary)
- Pen Pals
- Grant writing and competitive success
- Bookkeeping Service
- IT Support, including remote access
- Financial Management Policy and Procedures; financial review
- Stabilized Access database



Responding to the COVID Pandemic

- The demand for help for people needing to stay safe at home spurred deeper partnerships and collaboration with other senior-serving organizations and the County
- To help the vulnerable, waived our membership fee for those in need
- We welcomed 85 new members at no cost; now 27
- Partnered with AFAC to provide deliveries to seniors
- Awards Recognition
- Today, ANV provides essential services and is a vital part of the social safety net for seniors in Arlington

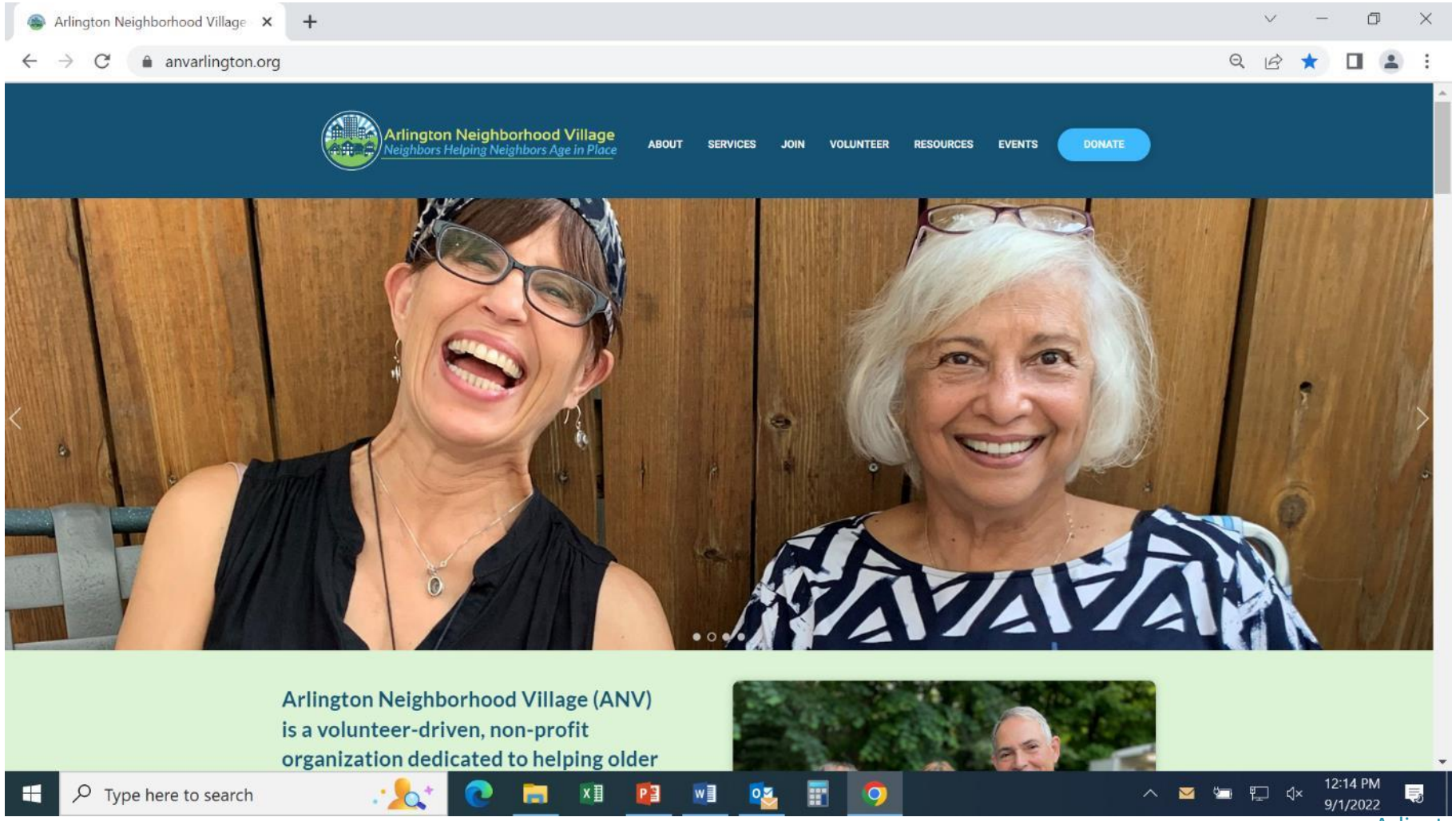
Discounted Membership Program

- Board adopted new discounted membership policies in December 2020, building on the March decision to waive membership fees for at-risk and in-need Arlington seniors
- Sliding scale for dues with ANV's contribution ranging from 80% to 100%
  - Under $49,850 - $100
  - Under $39,880 - $50
  - Under $29,910 - $25
- 33% of ANV's full members are participating in the Discounted Membership Program
- Supported by enthusiastic fundraising campaigns and successful grant competitions

Looking Ahead: Smart Growth to Meet Demand

- ANV must grow to meet demand for help aging in place across the county
- Five Year Strategic Plan: a roadmap for sustainable growth
- Increase our internal capacity
- Partnerships with APAH, AFAC, AHC, Culpepper Garden, County DHS, DPR, Community Development
- Strengthen our Financial Aid Fund
- Diversify our income streams
- Using data to drive decisions

Our New Website: ANVarlington.org



In the Words of Our Members

"The village is an answer to a prayer, because I didn't want to go to a retirement community and **I didn't know how I was going to live on my own."**

"The ANV ride provided today to and from Fort Myer Rader Clinic was **absolutely on time and delightful**— enabling me to get prescribed lab work done and pick up medications. Many thanks."

"I want to extend my **heartfelt appreciation for your assistance, so many times, this past year.** All the drivers are prompt, friendly, and quite capable."

"How fortunate I was that my therapist suggested I contact you! **Your organization is full of fantastic people – so wonderful.** Peace and blessings."

"Thank you so much for everything you and your volunteers do! **Your help throughout the past year has been wonderful.** God bless you all!"

Thank You

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