GRANT APPLICATION

Grants may be submitted by e-mail to sherryacohen@gmail.com or mailed to ANC 3E c/o: The Lisner-Louise-Dickson-Hurt Home at the address above.

1. **Applicant Organization**

Name   Northwest Neighbors Village (NNV)
Address   3701 Connecticut Ave NW #277;   Washington DC 20008
Contact: Stephanie Chong
Telephone   202.777.3435
E-mail   nnvillage@gmail.com

Northwest Neighbors Village (NNV), has served residents of Wards 3 and 4 (those living west of Rock Creek Park) since its establishment in 2008. One of 14 "Senior Villages" in DC, NNV's mission is to assist seniors and those with physical limitations to remain engaged in, and connected to, their neighborhood, as well as to live independently in their own homes for as long as safely possible. NNV offers centralized resources, friendly support and compassionate service through a network of trained volunteers. One phone call provides members with a broad network of services. NNV is the second largest village in membership in DC, and the largest geographically, covering Chevy Chase, Forest Hills, Friendship Heights and American University Park.

Villages are designed to promote healthy aging across the board – socially, physically, emotionally, and intellectually. Research from UC Berkeley and elsewhere has shown that joining a Village has health benefits equal to that of giving up smoking! What's more, joining a Village helps older adults stay in their own homes 3 to 5 years longer. Unhindered by restrictions from funders or limited in the types of services we can deliver, NNV is consumer-driven and defined. We strive to honor every member request using volunteers or referrals to professional services, when appropriate.

NNV serves over 200 members with a basket of services provided by both professionals and volunteers. Member services provided by volunteers include: escorted rides to doctors, escorted shopping, social visits, medical transcribing of doctor appointments, decluttering and home organization, home chores, technology assistance, and generally any chore that enables the member to live independently. Members also benefit from a

multitude of information and vetted service providers that offer help with such as home repair, home care, and a host of other services.

Monthly ongoing programs offered range from yoga, book clubs, art classes, socials, and more. Our website lists the diversity and breadth of services. Members who can no longer age in place alone are individually helped with case management services that mitigate current issues or if necessary, ease their transition to alternative care.

NNV also provides educational and outreach programs to the broader Ward ¾ Communities on a variety of topics related to early retirement, aging in place, medical and physical subjects such as PT, OT, care management and other educational programs that have been identified of interest to our target population.

Volunteers, some 150 strong, are trained and vetted, before serving members. Volunteers are the heart and soul of NNV's operations, and together with our small professional team (2.5 FT equivalents), ensure NNV's ongoing success in achieving our mission. Volunteers provide over 7,500 hours of service annually to our members.

NNV also believes strongly in partnerships to leverage our expertise with other organizations. We work closely with IONA Senior Services, and other Villages in DC – sharing staff (care manager, transportation trainer) and resources (i.e. monthly meetings of all Village Executive Directors, our medical transcript program) to maximize outcomes with limited resources.

2. **Project Information**

Name of Project: Helpful Village Software Purchase – 1 time

Description of Project: Northwest Neighbors Village (NNV) is about to celebrate our 10th anniversary of helping seniors age in place, in their own homes, for as long as safely possible. Our success in accomplishing this mission rests on 3 legs: 1) our professional staff, 2) our certified and trained volunteers, and 3) our social, cultural, and wellness activities that promote socialization and engagement with our community.

Since its establishment in 2008, NNV has struggled with different software platforms and technologies to operate and manage our services, coordinate our volunteers and maintain the data so critical to showing outcomes and success. Last year, NNV's dedicated volunteers filled approximately 325 requests per month, adding up to almost 7,800 hours, an extremely valuable and priceless commodity! At the same time, these services require constant communication between the office, the member, and volunteer to arrange the service. To say we have a mish mash of current software programs which undermines our efficiency in this regard would be an understatement.

Fortunately, today there are now over 350 villages across the country, and there are 14 and growing in DC alone. All these villages are linked through a national association called Village to Village Network which fosters learning, sharing and best practices. This critical mass has yielded new technologies to help villages operate their small shops more effectively and efficiently.

Most villages rely on less than 1.5 FTE to arrange all the volunteer services, monthly programs, receive and secure requests for transportation or to outings, manage member, volunteer and donor lists and more. The critical importance of software that expedites, rather than impedes, all these tasks cannot be emphasized enough. NNV's current database system is a cumbersome system that does not meet our needs and therefore we use it exclusively for reporting data for historical information. Much of our other data is in multiple excel sheets which require daily correction and maintenance.

NNV needs a database that will aid in the day to day operations of the office, as well as maintain important historical data. A new database is critical to our ability to maintain, and likely increase, our response to the needs of our members. As a result, this past summer, NNV elicited the help of a volunteer team, comprised of a former 500 company CFO and an organizational development consultant, to research options for new software. They explored several options through the Village to Village Network as well as visited several local Metro area villages and other larger social service non-profits to assess their software and its applicability for NNV needs. They and the staff have selected Helpful Village as the desired database software platform. Helpful Village has the capacity to manage service requests, events, donations, payments and our website. Helpful Village offers features that will enhance efficiency, reduce potential for errors and allow for better record keeping than our current program provides or can provide.

Helpful Village charges a $3,000 one-time set up fee. There will be additional costs to NNV for annual usage and processing fees, which will cost approximately $2,400 more annually. With the Board's approval, NNV will increase its budget in 2019 to absorb these additional operating costs. The Board sees this increase as critical to having the more efficient and functioning operation needed.

We are asking the ANC to grant us $1,500 for half the cost of the set up.

Location of Project: Northwest Neighbors Office and geographic area of village (Western Ave to the North; Oregon Ave to the East; Van Ness St to the South, Mass Ave to the West)

Total Project Cost $ 5,400   Grant Request $1,500

ADVISORY NEIGHBORHOOD COMMISSION 3E

TENLEYTOWN AMERICAN UNIVERSITY PARK FRIENDSHIP HEIGHTS
c/o   Lisner---Louise---Dickson---Hurt Home 5425 Western Avenue, NW
Washington, DC 20015 www.anc3e.org

<u>Where will additional funds needed to complete the project come from?</u>
Northwest Neighbors Village is also submitting a one-time grant for $1,500 to ANC3g as our geographic area and membership resides in both ANCs. NNV will cover the remaining $2,400 from its operating budget.

<u>Describe the benefits to the residents of ANC 3E</u>
Helpful Village is easy to use; it is the first Village specific website and database, born and designed with the village needs in mind from day one. Its technology allows efficiency, connectedness and accessibility for both internal operations and external usage by members, volunteers and donors who reside in the boundaries of ANC3e.

Helpful Village technology efficiently fulfills service requests and matches them with the right volunteers quickly and smoothly. For instance, volunteers can find service requests 24/7, (versus now only thru emails) volunteer and fulfill member requests without any human intervention of office staff, unless desired. Volunteering becomes easier and more rewarding because the service requests matching is confirmed right away and there is no double dipping (two volunteers cannot take the same service request.)

Since NNV thrives on volunteer service, the ability to grow the number of volunteers is also a huge benefit. All the support provided to members of NNV is done by volunteers, some of whom are also members. Volunteers make up our board of directors and serve on committees; volunteers coordinate community outreach programs; and volunteers provide essential member services. Without volunteers, we would cease to be. Volunteers create the connective bonds that join us together and are the key to our success. A key benefit of this software is that more neighbors in ANC3e can be part of the village and build a strong fabric of community and connectedness, while also providing needed services and support to older neighbors.

Furthermore, algorithms and data allow seniors to engage more effectively and also identify individuals that need more attention to cope with social isolation and depression.

Highlights of the software that will benefit residents of the Anc3e are:

1. *Easy to use -Specially designed for seniors*
As we age, we all appreciate simplicity. We try to display the information in a structured way and we avoid cluttered screens with a hundred buttons.
2. *Accessible-Readable and visible for all*
We design our interface for the specific needs of seniors. In particular, we listen to our users with specific conditions like macular degeneration.
All members and volunteers become engaged with our online platform to request and complete services, register for events and have access to online conversations.
3. *Connected - Online community of trust*
All members and volunteers become engaged with our online platform to request and complete services, register for events and have access to online information. Community members can also access our website to register for community events. Similarly we promote other community programs in our NNV calendar and weekly new email such as Library Events, intergenerational events, Recreation Center programs, etc.

Attach a complete budget for the proposed project. (below)
Helpful Village software – one-time cost: $3,000
($1500 from ANC3e; $1500 from ANC3g)
Increased annual operating costs due to fees and processing: $2,400 (from NNV)

The expenses must be incurred within 60 days of receipt of funds or a signed contract must be submitted to the Commission. Once the contracted services are complete, which should be done within 6 months from receipt of funds, the grantee must forward a copy of a paid receipt to the Commission. The funds may not be used for routine expenses.

As a duly authorized representative of the Applicant, I submit this grant request.

Date   September 30, 2018

Signature   *Stephanie Chong*

Print Name Stephanie Chong, NNV Executive Director