From the President

When all of us look back on 2020, it is with sadness and appreciation – sadness for our family, friends, and colleagues impacted by COVID-19 and its worldwide devastation and deep appreciation for the remarkable response of our neighbors, volunteers, other non-profit organizations, faith organizations, and County staff in rising to the challenge of supporting our community through this crisis. As we start our “re-entry” into the world we once thought we knew so well, let us do so reflecting on the past year as one of pivoting, retooling, and showing resilience.

ANV supports older adults with direct, practical help and provides opportunities for community and civic engagement. We believe that it is critical to change the way our society thinks about aging and to greatly enhance the resources available to keep older adults engaged and living at home in the community they know so well. The pandemic (particularly dangerous for older adults) shone a bright spotlight on the gaps in the social safety net for seniors. It highlighted the importance of the work we do, along with our partners, and how so many more in Arlington need access to direct services and social support. We took many actions to be a part of the solution in Arlington; most importantly during 2020, ANV waived its membership fee so that we would not turn away at-risk and in-need seniors who needed our help during this especially challenging period.

I and the Arlington Neighborhood Village Board want to express our gratitude to all of you who selflessly volunteered your time. You made a real difference when your neighbors needed you the most. To our amazing staff: Wendy Zenker, Jeanne Radday, and Noel Durman, you stopped at nothing to ensure our mission moved forward, no matter what 2020 threw your way. And to our members who showed compassion and understanding as we adapted to the world changing around us, we express our profound gratitude.

Elise Burns
President
Arlington Neighborhood Village

Imagine if you woke up tomorrow and no longer had the ability to drive yourself to the store, to get to your medical appointments, or to visit with friends. Sadly, that’s the daily reality faced by many seniors in our community who want to live independent lives but can no longer do so without the help of others. That was true when Arlington Neighborhood Village was founded in 2014 and our mission was never more essential than during 2020: helping Arlington’s older residents continue living in their own homes and community as they age by providing access to support services and social connections. ANV volunteers share that vision and strive to make life full for our members and friends.

Arlington Neighborhood Village delivers much-needed services and support to seniors aging in place. Services include transportation (e.g., rides to medical appointments, the grocery store, bank, and post office) and help with errands, home chores, and technology. These are easy to understand. But beyond these direct services, ANV provides a human connection to older adults who may be living alone, with family and friends at a distance. Certainly, during the pandemic, even close-by family and friends were distanced. ANV provided needed personal connections through Zoom get-togethers, our phone buddy program, daily check-ins, and by just letting members know someone cares about them. What may seem simple makes a meaningful impact on an older adult’s sense of worth and purpose.

MEMBERS

Our members are older adults we serve throughout our community - mothers, fathers, grandparents, and neighbors who have given so much to our community and ask so little in return. During 2020, we significantly increased the number of older adults served due, in large part, to waiving our membership fee to help at-risk and in-need seniors and not turning anyone away who needed our help.

During the pandemic in 2020, ANV waived its membership fee for 25% of its 302 members so that we would not turn anyone away who needed our help.

“The most difficult part of being old and disabled is the despondence of feeling so alone. Hard, sharp feelings of being ignored, forgotten and written-off as irrelevant are more difficult to bear than the aches and pains…Though ANV is an organization, a group of people with a mission statement, it is the unspoken surety that they offer – a voice, an email, a call, a smiling volunteer; little things. Hope glistens in small acts—glistens in the presence of another human willing to help in small ways that keep me still here.”

– V, an ANV member
We serve our members in a variety of ways, including transportation, errands, daily wellness check-ins, and social gatherings. Our services were well used during 2020, although understandably at slightly lower levels than in 2019. ANV remained fully operational during the pandemic, with only small reductions in the number of services provided, miles driven, and volunteer hours donated, while increasing substantially the number of older adults served.

- Fulfilled 1,890 service requests, only slightly less than 2019’s 2,178 service requests;
- Our volunteers drove 20,510 miles, or 27% fewer miles than in 2019;
- Our volunteers donated 7,180 hours, or 36% fewer hours than in 2019;
- Daily Check-ins: 1,880;
- Participants in Educational and Social Events: 4,488 participants.

The nature of the services fulfilled changed significantly – in 2019, two-thirds of ANV services were for transportation - rides to medical appointments, exercise classes, the grocery store, bank, or post office. In 2020, 42% of ANV services were for transportation, reflecting the stay-at-home guidance of the pandemic. Errands accounted for 30% of services fulfilled, a significant increase over 2019. The reduction in volunteer hours also reflects the change in the nature of the work. Volunteers – valued for their direct service to members – also provide the “behind-the-scenes” man- and woman-power that is so critical to ANV operations, serving on nine different committees and providing office support and management expertise. These duties were considerably scaled back in 2020 to only essential responsibilities.

“At the beginning of the pandemic, we had no safe and convenient place to turn to for our grocery shopping. At that time ANV volunteers were a vital lifeline. We gave them incredibly detailed and complicated shopping lists and they were able to acquire almost everything we needed, delivered to our front step. I cannot emphasize enough that, at that time, we two octogenarians were completely dependent on the ANV volunteers and their willingness to go do what we were afraid to do.”

-- ANV members
Volunteers are neighbors helping neighbors. They are the life-blood of our village and, despite the pandemic, our volunteer rolls increased - with many volunteers providing services during the most challenging months of the pandemic. Here’s one example: An ANV member lives alone in Arlington, her son in Philadelphia. She needs to go to the eye doctor monthly for a treatment that must be done in the office. Although this was early on in the pandemic, with fears still high, ANV volunteers who felt comfortable taking on the risk took this member to her medical appointments, making sure she got the necessary medical attention and giving peace of mind to our member and her family.

ANV has a corps of 333 trained and vetted volunteers, of whom 47% are cleared to provide transportation services. Our volunteers range in age from 22 to 84 years old. 107 volunteers donated at least 5 or more hours to member requests in 2020 (totaling 3,885 hours overall), 50% of whom (49 volunteers) donated 50 or more hours each in 2020. This incredible effort by our volunteer corps demonstrated one of the most inspiring outcomes of the pandemic — that even faced with an unknown, deadly, and contagious virus, people will reach out and help a neighbor in need.

Join Arlington Neighborhood Village in celebrating its members, volunteers, partners, donors, and supporters as we continue our work to make Arlington your home for a lifetime.

Join Volunteer Donate

“When I started, I didn’t expect it to be like this, I just thought I’d run some errands and that would be that. But it’s become so much more. People are so appreciative, and I feel happier every time I volunteer.”

– ANV volunteer
The pandemic forced an immediate change in our operations. Although it is difficult to imagine, on February 29, 2020, ANV held an “all-hands” meeting with more than 70 members and volunteers in attendance to review our work in 2019 and to set our course for 2020. Less than three weeks later, we were cancelling events and scaling back operations as the impact of COVID-19 made it clear that 2020 was going to be a different experience for all of us. ANV quickly pivoted and made significant modifications to its operations:

• **Most importantly**, ANV waived its membership fee for at-risk and in-need seniors so that no one would be turned away. At year-end, 74 of our 302 members were “temporary” members in this new membership category, receiving full services at no cost;

• Focused on high-priority needs – medical, food access, and social connection;

• Initially eliminated in-home services but resumed these in the summer of 2020 for critical health and wellness needs;

• Some long-time volunteers went on hiatus, while other volunteers were able to step up, often younger people who were more flexible with work-at-home schedules and less at-risk of life-threatening COVID-19 infection;

• Significant collaboration with the Arlington Food Assistance Center (AFAC) for food delivery to seniors in need, Culpepper Garden and the Arlington Partnership for Affordable Housing (APAH); and

• Initiated a Phone Buddy Program so that members were connected with a volunteer on a regular basis for communication, connection, and help.

**ANV in Brief**

• **Operated continuously throughout 2020**, providing services to members during the most dangerous months of the pandemic;

• **Adjusted the way in which we served members**, reflecting the pandemic’s health risk to members and volunteers;

• **Waived our membership fee** to support at-risk and in-need Arlington seniors during the crisis;

• **Strengthened our partnerships** with other senior-serving organizations;

• **Instituted a Phone Buddy program** to reduce social isolation; and

• **Switched social and educational programming** to Zoom to keep our members and volunteers engaged and informed.
As the nature and impact of COVID-19 became clear, ANV and our volunteers made adjustments:

- **Teleworked:** Support from the Arlington Community Foundation and the Washington Forrest Foundation helped meet our immediate requirements for technology, cell phones, and other equipment purchases to make telework successful.

- **Maintained our pre-pandemic office hours** the entire year, answering the phone, responding to members and volunteers, and connecting with other service providers.

- **Office operations** resumed near full-scale in May 2020, with appropriate safeguards.

- **Social and educational events** successfully transitioned to Zoom in April 2020; training provided for members and volunteers on how to use Zoom; participation in weekly events increased!

- **Volunteer training** switched to Zoom so we could welcome the needed resources to meet member needs.

- **Bi-weekly newsletter** content expanded to focus on at-home social engagement.

“Starting immediately after COVID-19 shutdowns of gatherings, ANV Zoom training and Zoom programs have kept me in touch with family and friends. Seeing fellow ANV members, volunteers and guests are especially important for those of us living alone. Thanks to ANV, COVID-19 has been less stressful than it would have been without their helpful information, answering technology questions, and just being there.”

– Delores, an ANV member

“ANV answered my email asking for assistance with my stimulus check and I was linked with a volunteer. What a smart cookie! She explained about banks being closed, and how I could deal with the check. She went to the bank for me and took care of my business. More than that, though, she taught me several tricks about banking online. I’d never done that before, but now I do.”

– ANV member
ANV was an essential component of Arlington’s response to the pandemic, providing services and support to seniors throughout the County:

- Strengthened partnerships with other senior-serving organizations: Arlington Food Assistance Center (AFAC), Arlington Partnership for Affordable Housing (APAH), Culpepper Garden, Arlington County Department of Human Services, and the Arlington Interfaith Network.

- The ANV Board adopted new discounted membership policies in December 2020 to make ANV’s financial aid program even friendlier to lower-income seniors – creating a sliding scale for people with incomes below $47,250, with ANV’s membership contribution ranging from 80% to as much as 95% of the annual fee. At the end of 2020, 24% of our full members participated in the Discounted Membership Program.

- ANV’s membership at the end of 2020 was diverse and reflective of our County; at least 16% of ANV members reflect Arlington’s rich ethnic and racial diversity.

- Successfully launched a year-end campaign for our Discounted Membership Program, exceeding our campaign goal of $20,000 and raising $34,295, including a matching grant from the Scheidel Foundation.

At the start of 2021, ANV began the ongoing effort to inform our members about the availability of vaccines and provide rides to vaccine appointments (including to non-members) to speed up our return to “normal.” We look forward to continuing and growing our partnerships and to working with Arlington seniors from all across the County, fulfilling our vision of a community that values its older adults and works to keep them engaged, healthy, and safe in their homes.

We welcome your support at www.arlnvil.org

Join us
Volunteer
Donate

“Arlington Neighborhood Village’s partnership in 2020 was particularly meaningful and uplifting. We are grateful for the extraordinary determination and courage of your team and volunteers that resulted in many APAH seniors receiving weekly groceries, needed prescriptions, and other essential supplies. We know that we can count on you to support APAH seniors throughout the remaining months and stages of this pandemic.”

– Arlington Partnership for Affordable Housing
Organization and Finances

STATEMENT OF FINANCIAL ACTIVITY

January 1, 2020 – December 31, 2020
Including General Operations and Financial Aid

INCOME:
Membership Dues $70,400
Contributions $61,447
Grants $38,730
Other $1,916
TOTAL INCOME $172,493

EXPENSES:
Paid Staff $91,686
Office and Organization $26,789
Member Services and Events $6,509
Volunteers $10,558
Marketing and Other $2,258
Fundraising $2,700
TOTAL EXPENSES $140,500

NET INCOME $31,993

STATEMENT OF FINANCIAL POSITION
As of December 31, 2020

ASSETS:
Cash Equivalents & Receivables $194,803
Other Assets $2,056
TOTAL ASSETS $196,859

LIABILITIES & NET ASSETS:
PPP Loan $15,574
Other Liabilities $5,594
TOTAL LIABILITIES $21,168
Unrestricted Assets
Undesignated $62,248
Operating Reserve $47,500
Board Designated Projects $22,110
Restricted Assets $43,833
TOTAL NET ASSETS $175,691
TOTAL LIABILITIES & NET ASSETS $196,859

Leadership and Organization

2020 Officers and Directors
Elise Burns – President
Maureen Markham – Vice President
Lawrence Padberg – Treasurer
Kathy Stokes – Secretary
Cheryl Beversdorf – Director
Brenda Cox – Director
Bill Gainer – Director
Charlie King – Director
Peter Olivere – Director
Donna Pastore – Director
John Richardson – Director
Cathy Turner – Director
Caroline Wertz – Director

Staff
Wendy Zenker, Executive Director
Jeanne Radday, Member Services Manager

Consultants
Noel Durman
Kelly Halteh

Pro Bono Support
Bean, Kinney and Korman, P.C.

Community Partners
Arlington County Community Planning, Housing and Development
Arlington County Department of Human Services
Arlington County Department of Parks and Recreation
Arlington County Public Library
Arlington Food Assistance Center
Arlington Partnership for Affordable Housing
Culpepper Garden
Goodwin House at Home
Northern Virginia Falls Prevention Alliance

Support from Philanthropic Organizations
Arlington Community Foundation
Arlington Community Federal Credit Union
Arlington Partnership for Affordable Housing
Arlington Women’s Civic Alliance
Arlington Presbyterian Church of the Covenant
Church Mutual Insurance Company Foundation
Home Instead Senior Care Foundation
The Scheidel Foundation
Washington Forrest Foundation
Allaben/Chambers Family Fund
The Frey/Gong Family Fund
John & Mencit Thomas Charitable Fund

Home Care Service Providers (Preferred)
Old Dominion Home Care
Synergy Home Care