

Collaborating and Training Village Leadership to Meet the Needs of Vulnerable Members



Welcome to Palisades Village

Aging in Community

Serving Berkley, Foxhall, Kent, Palisades, Spring Valley and Wesley Heights

Village Advocacy - Educate

Advocate for Government Funding

Learn how your local legislative process works

Identify the key players in your city government (Offices on Aging, Health and Human Services, Economic Development)

Know their interests, committees and voting records

Build on existing relationships (Board, staff and member contacts)

Make appointments

Hone your presentation

- A five minute comprehensive profile of your membership, catchment area, services, and impact
- Effectiveness - explain how your Village leverages local dollars with services
- Be sure to begin and end with your request

Packet of materials to leave behind (proposal, articles, testimonials and contact info)

Village Advocacy - Engage

Follow up thank you calls to all people in the meeting or

Friendly follow up call to see if they had any questions about your request

Add names to your mailing lists

Personally call them to invite them to your events

Invite them to speak at an event

Ask for a city/country/town resolution in recognition of your Village

Honor them at an event

Village Advocacy - Influence

Seek out collaborations with like minded organizations (power in numbers)

Get an article published in your local newspaper (guest editorial or a human interest story)

Mobilize and energize your members to speak on your behalf

Member voices are important and need to be heard (have them call the representatives)

OLDER ADULTS VOTE – They usually have the highest turn out of any age group. Make sure your representatives know this!

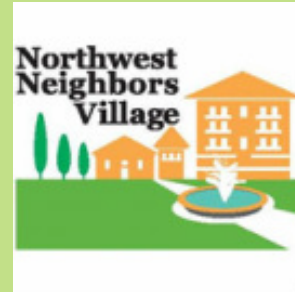
Case Manager's Role

- Short-term, crisis oriented
- Assessment and referral
- Provide guidance and recommendations for Village leadership and volunteers re: supporting vulnerable members

Executive Directors' Roles



Grant
reporting
and
management



Case
Manager
supervision



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Training
coordination

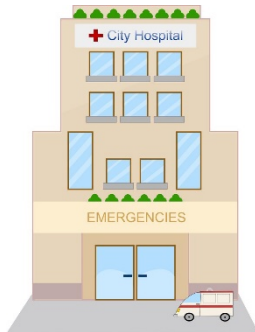
Case Manager's Impact



Averaged 7 hours per member

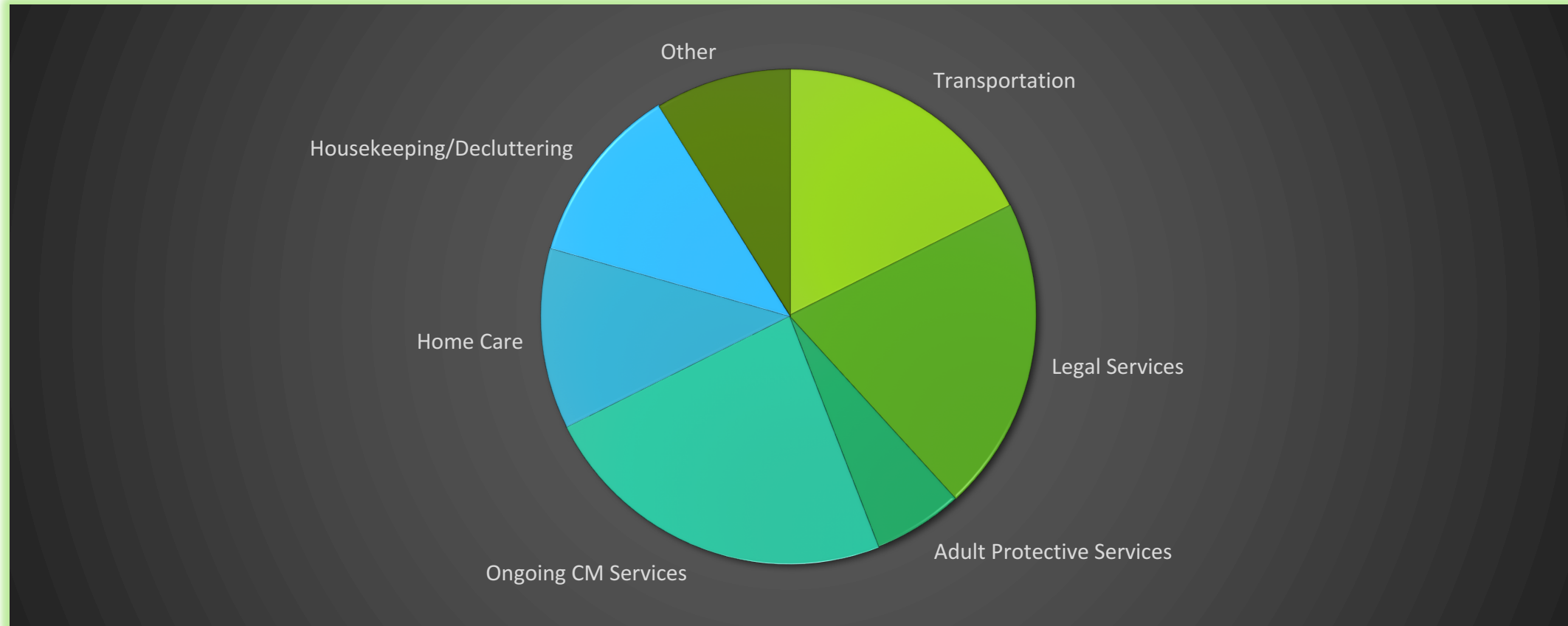


Averaged 23 members per Village



Most common reason for CM involvement was hospitalization and rehab

Case Manager Referrals



Lessons Learned

- Case Manager's role resulted in an increase in volunteer service requests
- Importance of identifying and maintaining boundaries re: Village responsibility for vulnerable members
- Need to educate the Board, members and volunteers to understand Case Manager's role
- The Case Manager is invaluable. Once this service is available, you want to keep it going
- Increased Case Manager's hours from original 20 hours/week to 25 hours/week to accommodate demand and meet grant budget

Sustainability of Case Manager

- As part of the education process, the Villages constantly informed members, volunteers and the Board about the impact of the Case Manager.
- The executive directors met with their respective Finance Committees and Board of Directors to discuss the feasibility of retaining the Case Manager through the end of the year (October 1- December 31).
- Each Village signed a separate memorandum of agreement with the Care Manager outlining hours, travel expenses and maximum dollars.
- Continue to utilize Village Case Manager supervision support.
- Continue to collect pertinent data on members, volunteer requests and referrals.

How do we Sustain the Case Manager in the Next Year?

- Explore funding options: Large, Small, and Local Family Foundations.
- Network...Does your Board, volunteers or members know of any connections that can fund or support a social worker?
- Are there any for profit or not-for-profit health care organizations that will donate or offer their social workers for reduced costs?
- How do we creatively craft a grant that addresses sustainability? How do we include other area Villages?
- If we apply for a continuation from the initial funding source, DC Department on Aging, how will we sustain this after the second year?

Moving Forward towards Sustainability

- DC Area Villages collaboratively applied for a Strategic Planning Grant to help us strategize, utilize our strengths and expand our funding options.
 - Dupont Circle Village, Northwest Neighbors and Palisades Village met with a local Foundation and showcased our collaborative efforts in helping vulnerable seniors.
 - Five paid staff Villages applied for a DC Department on Aging grant to show strength in numbers and in offering a menu of Volunteer trainings including member issues and cultural competencies.
- Never doubt that a small group of thoughtful, committed citizens can change the world; indeed, it's the only thing that ever has. Margaret Mead*

Thank you!



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