



# Silver Spring Village

## *Fiscal Year 2015 Annual Report*



*The mission of Silver Spring Village is to build and sustain a supportive network of neighbors helping neighbors remain in their own homes and be engaged in the community as they age.*

Serving Residents of Zip Code 20910

## Leadership and Organization (through June 30, 2015)

### Silver Spring Village, Inc.

#### Board of Directors

Claire Maklan, *President*

Peggy Gervasi, *Vice President*

Mary Ann Zimmerman, *Secretary*

Michele Frome, *Treasurer*

Martine Brizius

Roberta Gosier

Gary Klauber

Anne McHenry

Mae Novak

Jacqueline Wallen

#### Executive Director

Marcy Frosh

#### Committee Chairs

Communications—Claire

Maklan, Bruce Rosenthal

Development—Mary Ann Zimmerman

Finance—Michele Frome

Membership—Anne McHenry

Member Benefits—Gary Klauber

Nominating—Michele Frome

Service Providers—Shannah Koss

Volunteers—Mae Novak

#### Vibe/Annual Report Editors

Connie Raab, Erica Summers

#### Facebook Administrators

Terry Savage, Nora Onley

#### SPARKLE Representatives

Cynna Janus, Roberta Gosier

Silver Spring Village, Inc. is a tax-exempt, nonprofit organization [501(c)(3)].

This report covers Village activities and accomplishments for the fiscal year ending June 30, 2015.

## President's Message: Why We Do What We Do



Our second annual report presents some very impressive numbers: members, volunteers, and donors, as well as rides, friendly visits, and in-home assistance all increased (see page 3). Monitoring metrics is important, but behind every number is a person and a story.

**Meet Ms. B:** Last year, our volunteers drove this member to daily radiation treatments for five weeks. Village drivers not only met Ms. B's intense transportation needs but also provided emotional support that, she told us, "kept her going." The cancer treatment was successful, but she continues to have mobility challenges. Determined to stay in her home, Ms. B requested help with trash and recycling, a weekly home cooked meal, grocery and pharmacy errands, and of course, more rides to doctors. With help from the Village, someone who was profoundly isolated and in need of medical care just over a year ago now has a dozen new friends rallying around and cheering her on.

Ms. B says the Village "has been a true godsend for me and done wonders in restoring my belief in the kindness of strangers."

**And Ms. F:** Another member needed assistance when she returned home after a stay in rehab. Village volunteers called or visited and provided other assistance *every* day. This support reassured her son, who lives in the Midwest, that his mother was recovering and was safe in her own home. Now, Ms. F is back to her old self. Our volunteers accompany her to exercise classes and the grocery store, and her grateful son says, "People ought to be signing up [for Village membership] in droves."

Of course, most members do not need intensive support. Sometimes a single task can be a barrier to staying at home. We help our members by carrying groceries up a long flight of stairs, moving a transport wheelchair from car to house, and helping with paperwork when arthritic fingers or low vision make addressing envelopes impossible. Other types of volunteer assistance enhance a member's quality of life: this spring, for example, volunteers helped two members plant their vegetable gardens—a favorite activity that they are no longer able to do themselves.

For many of our members, the most valuable thing is the opportunities the Village provides for meeting new people and growing one's social network. Maybe they recently retired, were recently widowed, have mobility problems, or are new in the area. Our full program of educational and social activities tries to address our members' varied interests and take advantage of their wide range of experience and talents. Many members enhance their Village participation by serving as volunteers, either providing direct service to other members or by helping to run the Village. In all these ways, they help to build a stronger community and a better place for all of us to age in place.

The Village is here for all our neighbors—those who need some help and those who want to help. It's why we do what we do.

—Peggy Gervasi, President, FY 2016

## The Year in Numbers

It was a banner year for the Village in many ways. Numbers of members and volunteers are up; volunteer hours are up. All categories of volunteer activities are up; some are way, way up (note rides). And we offered something new: a home safety check program with the County Fire and Rescue Service. As a result, 22 homes of 28 total members are now safer.

### MEMBERSHIP AND VOLUNTEER NUMBERS FY2014 VERSUS FY2015

	FY 2014	FY 2015	Increase
<b>MEMBER NUMBERS</b>			
Total members	65	103	58%
Full	40	52	30%
Associate	25	51	104%
<b>VOLUNTEER NUMBERS</b>			
Total volunteers	55	80	45%
Total hours	8,899	12,272	38%
No. of rides	77	290	277%
No. of visits/calls	250	350	40%
No. of at home assistance requests filled	100	220	120%
No. hours for phone volunteers	1,142	1,532	34%
Percent of full members helped at least once	68%	90%	32%

**In a typical month, the Village holds about nine events for members. In FY2015, these included:**

#### Education

- Talks and demonstrations on such diverse topics as getting fit, writing memoirs, decluttering, cooking Mandarin, gardening, and making movies in and about Washington DC.
- Current events discussion series

#### Arts

- Art gallery visits
- A symphony concert
- Ballet videos
- An evening of jazz
- Classic movies at AFI
- A monthly book discussion group

#### Health and Safety

- Introduction to gentle yoga
- Talk on communicating with your doctor
- Home fire safety presentation
- Home safety checks

#### Strictly social

- Numerous coffees, lunches, happy hours, and dinners
- Walks in the park
- Plant swap
- Book swap

## Join Us!

**Membership:** Residents throughout the 20910 zip code are eligible. All members can attend events, get discounts from local businesses, receive a subscription to *Washington Consumers' Checkbook*, access our information service, and get referrals to professionals. Full members can also receive services from our volunteers such as transportation, indoor and outdoor household help, technology support, friendly visits, and check-ins. Membership dues are: Full: \$350/individual or \$450/couple; Associate: \$150/individual or \$250/couple. Reduced cost full memberships are available to qualified applicants; call or email the Village for more information.

**Volunteering:** People age 18 or older interested in supporting our mission (see page 1) are invited to apply to volunteer. Volunteers are not required to be members of the Village (though they are welcome to join, and many do). They need to complete an interest form and application, and have a background check. Training is provided. All applicants must be officially accepted and enrolled by the Volunteer Coordinator before performing tasks for the Village. All sorts of skills and interests are welcome.

**Donating:** To keep our Village strong, we need funding from organizational and individual donors, in-kind contributions, and grants. Contributions in any amount are gratefully accepted. Donations are tax-deductible, as permitted by law. Checks should be made to Silver Spring Village and mailed to Silver Spring Village, PO Box 8217, Silver Spring, MD 20907, or donations by credit card can be made online via the [donation page](#) of our website. Consider the Village in your will, in memorial donations, or in someone's honor. We would love to hear from local businesses that might contribute or provide in-kind contributions or discounts to our members.

Contact us!

## Resources and Financial Management

What's behind our financial statements on page 4? In the second half of FY2015, the consulting fee for our half-time executive director was the largest single expenditure. Other significant past (and ongoing) expenses included liability insurance, printing, copying and supplies, telephone, and website hosting. Our focus in 2015 was to grow stronger, so we spent time and money to establish and document policies and procedures that will provide a strong foundation for growth. We also worked to increase the diversity of our members and volunteers and established a pilot program of reduced membership fees for those who would otherwise not be able to afford to join the Village. Looking ahead, our FY2016 budget includes a plan to increase staff, to a total of 1.3 full time equivalents, and maintains a sufficient reserve to cover six months of staff costs. From FY14 to FY15, we doubled our revenue. To meet our goals for FY16, we will have to increase our revenue by about 30%.

## Finances

### Statement of Financial Activity July 1, 2014 —June 30, 2015

#### INCOME

Membership Dues	\$21,050
Individual	
Donations	\$12,049
Foundations/ Organizations	\$16,000
Contracts	\$10,000
In-Kind Income	\$7,015
Total Income	<b>\$66,114</b>

#### EXPENSES

Programs	\$25,899
Fundraising	\$1,288
Administration	\$6,783
Total Expenses	<b>\$33,970</b>

**NET INCOME \$32,144**

### Statement of Financial Position as of June 30, 2015

#### ASSETS

Cash	\$51,686
Prepaid Expenses	\$1,288
Total Assets	\$52,974

#### LIABILITIES & NET ASSETS

##### Liabilities

Accounts Payable	\$2,536
Total Liabilities	\$2,536

##### Net Assets

Unrestricted	\$49,938
Temporarily	
Restricted	\$500
Total Net Assets	\$50,438

**TOTAL LIABILITIES &  
NET ASSETS \$52,974**

## Thank You, Donors!

### \$2,500 or More

Sanford & Doris Slavin Foundation  
United Therapeutics Corporation

### \$1,000 - \$2,499

Debbie & Nick Gilbert  
Raab Spirit Fund  
Mac & Carlene Roberts  
Seekers Church

### \$500 - \$999

Kathy Kopnisky  
Claire & David Maklan

### \$250 - \$499

Gilbert Baxter  
Martine Brizius  
Edward M Evans  
Peggy & Fred Gervasi  
David Goldstein  
George Lane  
Edward Lee  
Steven Rosen  
Terry Savage  
Denise & Chuck Sherer  
Edward L Wolf  
Mary Ann Zimmerman

### \$100 - \$249

Cindy Brach & David Neufeld  
Jo Anne Cashel  
Michele Frome  
Anne Gavin  
Roberta Gosier  
Alan Gregerman & Lisa  
Otterstrom  
Margaret Iwamoto  
Gary Klauber  
Michael & Hollice Looney  
F Carroll McKown  
Raquel D Montenegro  
Mae Novak  
Cricket Parmalee  
Theone Relos  
Bonnie & Bruce Rosenthal  
Alan Talbert  
Jacqueline Wallen  
Janice Zalen & Jared Wermiel

### Up to \$99

Anonymous (3)  
Kenneth Cantor & Carol Lite  
Suzana Cooper  
Lale Dorr  
Rosa Greher  
Eileen & Max Guzikowski  
Susan Harding  
Cynna Janus  
Jonathan Kidwell  
Jeanette Honsa  
Fern Hunt  
Carolyn Lauer  
Barbara Leyser  
Roberta Light  
Nancy Markstein  
Pam McFarland  
Anne McHenry  
Stephen Murphy  
Jeannette O'Connor  
Anne & James Riley  
Reemberto Rodriguez  
Margaret Thorpe  
Betty Whitley  
Marilyann & Melvin Williams

### GRANTS AND CONTRACTS

The Morris & Gwendolyn Cafritz  
Foundation  
Montgomery County Executive  
Collaboration

### IN-KIND SUPPORT

BK Nails—Blair Park  
Gwendolyn E Coffield  
Community Center  
CVS—Blair Park  
Daily Dish  
DigiPrint Connection  
Easter Seals DC/MD/VA  
Giant—Blair Park  
Negril Eatery  
Parkway Deli  
Peet's Coffee & Tea—Blair Park  
Helaine Resnick  
Rock Creek Sports Club  
Seabury at Springvale Terrace  
Barry Seltser  
Silver Spring Regional Center



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