

*Stay Where You Live,
Live Well Where You Stay!*



Capital City Village 2020 Annual Impact Report

A Letter from Dr. Tom McHorse, President (2019-2020)

Dear CCV members and friends,

So much happened and has already been written about our experiences in 2020. I would only add to take a moment to reflect on a memory from each month in 2020.

The membership and leadership of Capital City Village met the “we cannot meet in person” challenge by adapting Zoom to our needs and teaching many of us how to use this new technology on our old computers. THANK YOU to Rick, Tommi, Bonnie, Johanna and many others.



This Annual Impact Report for 2020 presents a picture of CCV as the engaging, sustainable and useful organization that needs each of us to help make it all happen. Fellowship, fun, improbable friendships, support and reduced isolation are the outcomes we seek. Suggestions from members help guide the future direction of CCV. My 2021 wish is for each member to engage fully with CCV this year and show your friends and neighbors how Capital City Village can be fun and helpful and worth joining.

Capital City Village: Aging Well at Home

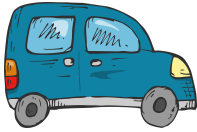
As we all know, 2020 was a different sort of year than we've ever had. Starting around March 15, drives were restricted to essential needs only, with drivers and members equipped in PPE. Masks were required for volunteers helping members at home, and additional training in safe practices was provided to our volunteers. The phone and email contact provided by our Buddy System became much more important and “buddies” stepped up to the challenge. All of our programs were moved online, and we met together that way and fought isolation. Our program numbers increased as members realized they could participate from the comfort of home, and because we were able to schedule excellent speakers from various locations.

With all that in mind, we are extremely grateful for extraordinary service of our volunteers (including committee volunteers) who made this year a success in spite of itself. Because we find it interesting, we're going to look at 2020's numbers as they compared to 2019, so that we can appreciate the challenges our members and volunteers faced and conquered during a global pandemic.



57%

Committee service became our most time-intensive form of volunteering. Online programs and fundraisers called for new innovations and lots of creative thinking. Member recruitment and retention became very virtual. Our committees proved they could do it, and they spent at least 860 hours of collective volunteer time making sure the Village went on.



24%

Transportation-a drive almost every day, even in a pandemic! Our driving numbers were reduced due to COVID restrictions. We are thankful for the volunteers and paid drivers* who masked up and helped sustain our transportation services for essential appointments 324 times in 2020!

* includes 40 paid rides for Village Connections members.



9%

Help at home - at least twice per week! "Handy" help almost doubled in 2020 from the prior year. Members trusted our volunteers to take the necessary precautions when working inside their homes, and there was lots of yard work too. Our volunteers performed 116 services at member homes.



5%

Village Connections About 10% of CCV members have a volunteer advocate to help with life management, and qualify for a monthly paid ride if a volunteer driver isn't available.



5%

Tech Support went from once per month to over once per week! In a year where staying online was vital to involvement with the Village, tech support became a soldier in the war against isolation. The majority of the over 68 hours spent helping members with tech issue was contributed by Rick Cloud, Volunteer of the Year for 2020.



Health Programs We help seniors manage their wellbeing with programs about vertigo, eye health, hearing, the aging brain, mindfulness, healthy cooking and more. We held 28 health programs averaging about 16 people per program.



Social Programs Coffees, happy hours, luncheons, and parties became very important in the fight against isolation. Because of that, once the pandemic began we had a virtual coffee every week instead of once a month. All told, we had 54 social programs averaging about 12 people per event.



Educational Programs With a poetry group, an active book club, conversations with experts, virtual tours, historical/geographical programs, senior resources, and the annual member meeting, we found that we could excel with online programming. We had 39 educational programs ranging anywhere from 3 to 60 participants.



Provider Referral Our recommended provider list includes fitness, home health, repair, realty, tech assistance, life-story preservation, downsizing and transportation.

2020 Significant Accomplishments

- Maintained membership of 108, compared to 109 at the end of 2019. Forty-three percent of the 2020 memberships were subsidized. We consider the lack of significant losses in membership during an extremely trying year a testament to the efforts of board, staff and especially volunteers.
- Maintained Village Connections Program with 15% of members (up from 10% in 2019) receiving this higher level of service. *Thank you to individual and foundation donors, UT School of Social Work Interns, and CCV Volunteers who are making this possible!*
- Conducted a successful (and virtual for the first time!) 6th annual "Keep Aging Weird" fundraiser, featuring KLRU's Judy Maggio, KXAN's Jim Spencer, beloved Austin singer-songwriter Sara Hickman and much more. *We exceeded our goals and extend our sincere gratitude to our many sponsors and donors and our KAW Committee!*

Significant Accomplishments (Cont.)

- Instead of a golf tournament, we had "Un-Golf" with a zoom celebration and fun prizes for contributions, greatly exceeding any expectation we had, including whether we could pull it off. *Thanks to Tarrytown United Methodist Church and all the "golfers" and volunteers!*



- The total number of people who participated in our events in 2020 was 367. Ninety-eight of those (27%) were CCV members. Not only are we serving the majority of our members – our programs have become great outreach and recruiting vehicles.
- The Village is grateful for the participation of many partners, including, Austin National Financial Services, Capital Metro, Sara and Dick Rathgeber, Jeanne and Lew Little, Tom and Kay McHorse, Sam and Beth Williams, AARP Texas, Austin Regional Clinic, Asset Strategies Group, LLC, Paul and Kathy Spicer, Ken and Tracy Snodgrass, Austin Subaru, Liby and Carl Beck, Scott Blech, Drew and Emy Lou Sawyer, Rick Cloud, Dell Gully, David and Barbara Gamble, Mart and Sue Hoffman, Edward, Kevin and Paul McHorse, Joe and Janis Pinnelli, Westwood Tennis Club Senior Men's Group, Caryl Yontz, Susan Roberts, Ellen Halbert, Tarrytown United Methodist Church, SAIVA, Shalom Austin, and more.

The CCV member experience:



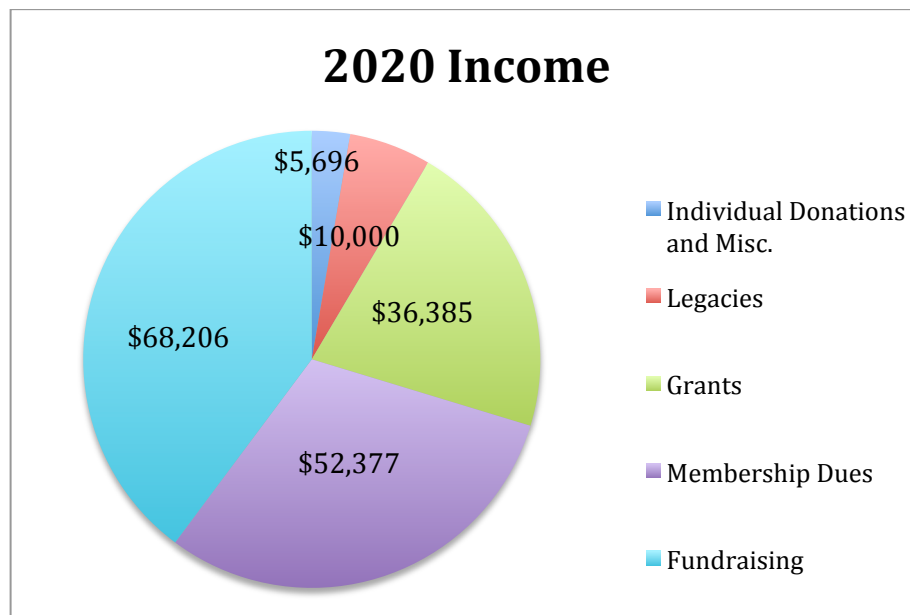
The CCV volunteer experience:

"Volunteers? Who needs volunteers? I DO! How would I get to the many doctors' appointments I have in a given month? I wouldn't without CCV volunteers. How could I attend CCV functions, like committee meetings? Without CCV volunteers, I wouldn't. Sometimes I wonder why they do it? Is it the scintillating conversation members have each time they ride with one of our volunteers? Perhaps. I know what I get from organizing the files for CCV - a sense of joy, accomplishment and contribution. I'm always tired when I finish my organizing, but I feel so satisfied. Why? It's the people I get to see when I go to work. The laughter is wonderful and the conversation stimulating. I feel like I'm with good friends. So why is it that people volunteer for CCV? I'm not sure, but I sure hope they keep doing it. Maybe the answer can be summed up in the words of John Donne: "No man is an island, entire of itself; every man is a piece of the continent, a part of the main." There's no other way to say it: CCV volunteers are my heroes."

Kathy, Member and volunteer since 2013



Our Financial Condition is Good:



CCV's 2020 income was \$172,664, and 8% increase over 2019. Expenses were \$153,377, a 3.5% decrease from 2019. CCV has a 9-month reserve and relies heavily on volunteers and small staff ratios to maintain spending levels. Our most recent 990 and 2017 financial review are available upon request and we are Guide Star Bronze Participants.

Plans for the Future: Because of our successful fundraising efforts, we are now able to increase the number of subsidized memberships we can offer to a maximum of 50% of our membership (from 38% in 2019 and 43% in 2020). We are increasing our volunteer base with the desire that CCV be the “best place in Austin to volunteer!” Through our partnership with South Asian International Volunteer Association (SAIVA), we are increasing Village diversity and are planning to reach out more to communities of faith. We are continuing in our efforts with the Aging Services Council (ASC), City of Austin Age-Friendly Initiative, and the Aging and Disability Resource Center (ADRC). We are continuously improving our media presence and adding to Austin’s recognition of the Village movement.



CCV is planning to repeat the wildly successful fundraiser, “Keep Aging Weird”, in a combined in-person and virtual format November 10, 2021, featuring Libby Doggett, Deputy Assistant Secretary for Policy and Early Learning, U.S. Department of Education. Save the date!



Libby Doggett

You can help!

If you know someone for whom the Village would be an ideal solution, refer them to us. And CCV always needs volunteers to visit or drive members, help them around the house or just to lend a listening ear. Donations to Capital City Village are always welcomed and as you can see we use them wisely.

Capital City Village
3710 Cedar St, Ste. 283, Austin TX 78705
512-524-2709
Tommi Ferguson,
Executive Director