

**Summary Report of the October, 2019 Forum Follow-up Themes & Action Steps
September 2020**

Report covers both before and during the Pandemic.

SIX THEMES	STATUS OF ACTION STEPS
<p>1) Build social connectivity, including new member orientation, social hour and neighborhood group involvement</p>	<p><u>"New Kids on Our Block"- New Member Mixer</u> successfully initiated in February, 2020. To be held 3x a year in February, June & October.</p> <p><u>Monthly Social Hour:</u> Designated greeters welcomed members and encouraged informal member-to-member connections.</p> <p>Since the Pandemic: Monthly virtual Social Hours, with lively sharing and conversations, based on themes of Getting To Know You.</p> <p>Virtual Neighborhood Group activities transitioned to Zoom, and social meetings often organized around a specific topic to facilitate conversations.</p> <p>"New Kids On Our Block" mixers are happening virtually. One was held in June and the next is this month, prior to the Social Hour on October 2nd.</p> <p>Neighborhood Groups now forming support teams to offer help to members who may be going through a hard time.</p>
<p>2) Increase diversity</p>	<p>Village created the Diversity, Equity and Inclusion (DEI) Initiative and contracted with a consultant to help build a Village culture to promote greater inclusion and challenge institutional racism.</p> <p>The Arts and Culture committee and Neighborhood Groups have begun exploring institutional racism.</p>
<p>3) Increase communication and decision-making transparency</p>	<p>Village Team Directory posted on website with clear chart showing which staff members to contact for questions or concerns and lists of all the teams available.</p> <p><u>Two member surveys completed:</u> #1 - To learn more about experience with the Village and to help improve our services.</p>

<p>Increase communication and decision-making transparency (continued)</p>	<p>#2 - To get member input, suggestions for strengthening our programs and communication, and learn about members' technology usage.</p> <p>First annual open Board Meeting for members and volunteers held September 9, 2020.</p> <p>Board meeting minutes summaries now posted in Documents section on the Member Area of the website.</p> <p>Pre-pandemic, Board members attended social hours and visited neighborhood groups to talk about how Board functions.</p> <p>Village Voice articles highlighted roles of Board and PLT in Village governance and decision-making.</p>
<p>4) Improve networked communications</p>	<p>Social Care Team updated and posted on website <i>Home Health Care Agencies and Independent Service</i> resource guide.</p> <p><u>Our Website</u> Professional developer will build more robust and interactive website that will allow improved member-to-member communication.</p>
<p>5) Develop Leadership opportunities</p>	<p>Leader-members from both the new Richmond and North Oakland Village groups were added to the Board, PLT and NGC.</p> <p>Two more leader-members recruited for the Program Planning Team.</p>
<p>6) Provide better hearing and sight accommodations</p>	<p>Pre-pandemic: Accommodations improved by using the microphone and loudspeaker at every event/meeting/gathering.</p> <p>Special closed captioning software utilized at 10th Anniversary Virtual Celebration.</p> <p>Closed captioning for Zoom meetings in development.</p> <p>Automatic closed captions generated and being reviewed and edited by members of the Technology Committee, on recorded and posted events on YouTube channel.</p>
<p><i>Prepared by Arlene Reiff and Mary Graham, Forum Follow-Up Coordinators</i></p>	