

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
1) Build social connectivity, including new member orientation, social hour and neighborhood group involvement	<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>
2) Increase diversity	<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>
3) Increase communication and decision-making transparency	<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>

Prepared by Arlene Reiff and Mary Graham, Forum Follow-Up Coordinators