



CONNECT

when it matters most

ANNUAL REPORT
2019 & 2020



San Francisco Village

CONNECT

to what's important



Dear Friends:

If the turmoil of 2020 has taught us anything, it's that we're all connected. Viral pandemic, raging fires, racial injustice and a teetering democracy affect us all and demand a collective response. Caring communities like San Francisco Village have never been more needed by older adults.

Throughout the waves of disruption, San Francisco Village has been a steady source of information, comfort and support. A rapid response network, keeping members tied to the community, programming, and expertise that they need to live confidently and independently in the places they call home.

Staying connected and in charge of our lives as we age is at the heart of San Francisco Village: a network of more than 600 people, members and volunteers, who recognize that a healthy community is centered on reciprocity. As humans, we need each other at every stage of life, but as we get older our need for social connection and community become even more important. In fact, staying socially connected can add years to our lives.

Village members connect with one another through a wide array of programs that educate, stimulate and prepare them for what's next in their lives. Expressive arts, technology, civic engagement, health and wellness, intergenerational relationships, and life planning are just some of the pursuits Village members enjoy. It's been said that people who plan ahead are more likely to get the old age they want. The choice is ours.

In the past 12 years, San Francisco Village has become a trusted companion for thousands of older San Franciscans. We didn't get here alone, but through partnerships with countless individuals and organizations that share our values and vision for connected community. We're deeply grateful for your support and look forward to new partnerships that extend our reach and deepen our impact.

Warm regards,

Kate Hoepke
Executive Director

99+

new volunteers in the early weeks of shelter-in-place

127

hours per week of service provided by volunteers in 2020

90%

fulfillment rate of nearly 2000 requests from members in 2020

50%

of all volunteer hours provided by members

COVID-19 RESPONSE

When the shelter-in-place order went into effect in mid-March 2020, SFV responded immediately, migrating our in-person programs to an online format within days. For many program instructors, neighborhood circle leaders, and members this was their first experience in a video conferencing environment, and they adapted quickly. By May, members could choose from more than 40 online offerings including meditation, movement classes, technology training, discussion groups, storytelling, intergenerational experience exchanges, neighborhood circles and an online improvisation theater group.

SFV onboarded nearly 100 new volunteers in the early weeks of the pandemic, mostly young people in their 20's and 30's, motivated by empathy and civic love. In early April, a team of volunteers sprang into action, phoning each of our 395 members to ascertain their needs for meal delivery, grocery shopping, pharmacy pick-ups, technology support and companionship.

In April and May alone, volunteers provided nearly 1500 hours of support, a 75% increase over the previous two months.



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to the support you need

Our multi-generational corps of volunteers makes visible what is often invisible: that as humans we are inherently relational, responsive beings and the human condition is one of connectedness and interdependence. More than 200 non-member volunteers contribute their time, energy and love to building the infrastructure that delivers social care to our members: the vital

connections that research tells us are crucial to healthy aging.

In 2019, volunteers provided 5600 hours of support for individual members and the organization as whole. In 2020, that number shot to 6600 hours. During the same period, the number of requests for volunteer support more than doubled.

395

number of members

50%

members who pay a reduced membership fee

10

neighborhood circles continue to meet during the pandemic weekly, bi-weekly and monthly

43

California villages belong to Village Movement CA

PARTNERS IN HEALTH

As individual organizations, our capacity for innovation is limited. But when we join forces with others, possibilities become unbound. Founded on principles of partnership, reciprocity and mutual aid, San Francisco Village serves as a hub for connecting people and ideas that result in new ways of thinking about health and human connection. Thanks to partners like these, San Francisco Village is leading the way in demonstrating what a caring community looks like.

California Pacific Medical Center In the spring of 2019, SFV launched the Hospital Readmission Prevention Program (HRPP) in partnership with the Acute Care for the Elderly (ACE) Unit at California Pacific Medical Center, Mission Bernal Campus. The aim is two-fold: 1) to reduce hospital re-admissions by providing a 90-day SFV membership to discharged patients who would benefit from the supportive services we offer; and 2) to provide additional support to our current members who are planning for surgery, recovering from a hospitalization or navigating new circumstances like a recent diagnosis. During the past 18 months, 35 patients have accepted the 90-day membership and no one has been readmitted.

UCSF Geriatrics and Dr. Louise Aronson In collaboration with Dr. Aronson and her team at UCSF, SFV is piloting a unique program designed to teach evidence-based tools to older adults so that they can remain successfully in their homes as they age. Together with At Home With Growing Older, a nonprofit providing expertise in adaptive design, AGE SELF CARE was developed to empower older adults with the knowledge and tools needed to plan ahead and age safely at home. The 10-week pilot curriculum was completed in August and the next phase will roll out in early 2021.



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to the possibilities

Village Movement California

San Francisco Village is a founding partner of Village Movement California, a statewide coalition of more than 40 Villages, aiming to elevate the grassroots Village model as a viable solution for healthy aging. With funding from Archstone Foundation, San Francisco Village proudly served

as fiscal sponsor and incubator for the nascent organization beginning in 2017. In 2018, an Executive Director was hired and in 2020, VMC acquired its own non-profit status. Thanks to a concerted statewide effort, Villages will be included in Governor Newsom's Master Plan for Aging.

42

programs per month on average in 2019 and 2020, 12% increase over 2018

72%

members are more likely to ask for the help they need since joining SFV

56%

members are more likely to help others since joining SFV

99%

members are satisfied or extremely satisfied with their membership in SFV

INTERGENERATIONAL INGENUITY

University of San Francisco, Center for Engaged Learning Students at USF are a touchstone for SFV members eager to know how younger people perceive the world today and ways they can contribute. Each of the past two years, SFV has hosted regular “Experience Exchanges” with students in the Graduate School of Public Health. In 2020, we’ve partnered with Dance Generators and the Performing Arts and Social Justice program to learn about racial justice through movement and expressive arts. And we’ve welcomed two Doctor of Nursing Practice interns to co-create a youth mentoring program.

Mon Ami is a mobile technology start-up, owned by two Millennial women that until COVID 19, employed college students to provide companion care to older adults. When their business was sidelined in mid-March, they partnered with SFV to develop a new application of their mobile software to match young volunteers with elders needing support. Now six months later, we’re well on our way to a rapid response mobile app that will improve our ability to serve members and tell a data-driven story to potential business partners, like health care providers. A tool for scaling love and human connection!

Encore.org is a nonprofit dedicated to changing the culture by elevating new ideas and diverse voices on the power of connection across generational divides. They accelerate innovation by bringing generations together through their fellowship programs. Kate Hoepke, SFV Executive Director, was chosen as a 2019/2020 Public Voices fellow, a year-long immersion in thought leadership and consequential communication. Together, we aim to build a movement making intergenerational connection and collaboration the norm.



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across generations

My Life My Stories

Through intergenerational storytelling, My Life My Stories (MLMS) seeks to build relationships between young and old in order to create a more empathetic and connected community. We couldn’t agree more! In mid-March, 75 MLMS volunteers, mostly Millennials, reached out to say they wanted to help their older neighbors

cope with the public health crisis. In the weeks that followed, these young adults made hundreds of phone calls; delivered meals, groceries, medicine and art supplies to dozens of members; and taught them how to navigate the Internet and become adept at video conferencing. We’re grateful for their wholehearted response.

2019 Operating Budget
\$857,000

2020 Operating Budget
\$889,000

Revenue Sources

20% Membership fees
60% Grants
20% Donations

Expenses

74% Programs
17% Management
9% Fundraising

2019 Funders

San Francisco Department of Disability and Aging Services
May and Stanley Smith Charitable Trust
Dolby Family Fund
Sutter Health CPMC

2020 Funders

San Francisco Department of Disability and Aging Services
May and Stanley Smith Charitable Trust
Dolby Family Fund
Sutter Health CPMC
UCSF Geriatrics

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to stay connected

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