

**Washington Area Villages Exchange
WAVE Founders Award
2023 Nomination Form**

Nominations are due March 6, 2023. Awards will be announced at the WAVE Spring Quarterly Meeting, April 17th, 2023.

CONTACT INFORMATION

Please complete the following information about yourself, the nominator

Your Name: Joseph Isaacs
Relationship to Village You Are Nominating: President
Your Phone Number (m) 240-620-3856
Your Email Address: joe.isaacs@verizon.net

NOMINATION

Please complete the following information about the village you are nominating for this award.

Village Name: Mill Creek Village
Primary Contact Name and Position: Joe Isaacs, President
Village Administrative Address: 7644 Miller Fall Road, Derwood, MD 20855
Village Phone Number: 240-686-5870 (for messages) 240-620-3856 (for direct contact)
Village Email Address: mctvillage@gmail.com
Village Web site: <https://millcreekvillage.org>

I am nominating this Village for the following award:

- Village with operating budget under \$25,000
 Village with operating budget \$25,000 or over

Brief Description of Mill Creek Village's Services

Mill Creek Village celebrates its 10th Anniversary in 2023. It has never charged dues or fees, but has endured and evolved favorably. It exemplifies to other small villages how collaboration, volunteer dedication and effective messaging can combine to deliver measurable benefit, advance the organization's development and expand its base of support.

Full Description of Our Mill Creek Village's Services

Mill Creek Village (MCV), which celebrates its 10th Anniversary in 2023, is itself the project for which we wish Founder's Award consideration. In fact, WAVE co-founder Miriam Kelty graciously advised us when we organized in 2013. At that time, our founders agreed that our village would not charge membership dues or service fees. That "no cost to clients" commitment was reinforced by 2019 resident survey. We

have managed to meet our expenses each year largely due to the generosity of a small cadre of neighbors and volunteers and an occasional small grant.

We started with 7 volunteers and have 25 currently. We have never had paid staff and maintain an ongoing list of volunteer prospects based on expressed interest and/or levels of previous engagement. We have developed job descriptions and orientation materials for all leadership roles, as well as a Board member/candidate information questionnaire. In 2022, our volunteers delivered more than 1230 hours of service as board members, drivers, friendly visitors, grocery shoppers, meal preparers and social event hosts.

In 2017, volunteers designed, tested and have since administered our website located at <https://www.millcreekvillage.org>. In addition to a wide array of information about MCV and a wonderful gallery of community photos, the website includes a “Resources” section that contains hyperlinks to information about other area aging services and literature about the Villages movement and community aging issues and opportunities. From this page, visitors can click directly to the WAVE and Village-to-Village Network websites.

In 2018, after routinely chasing paper to help guide our operations, we ensured that all relevant documents were digitized and centrally available. Volunteers established and now routinely update a secure, board-only accessible archive on our website. This repository houses all the Village’s corporate documents, an ongoing account of our organizational milestones, policies and procedures, position descriptions, training and marketing materials, etc. Summarized WAVE meeting notes and other collective village information are often accessed there as well.

In 2017, we self-produced an informative and colorful tri-fold Village brochure that has been very well received by multiple audiences ever since. MCV Volunteers also assemble, edit and publish “Mill Creek News,” a twice monthly e-newsletter with a circulation of 505 households out of the 778 homes in our service area. The online newsletter informs readers not only about MCV’s news and activities but also health and aging issues; pertinent local news, educational and entertainment opportunities; and reports about village efforts and their collective impacts.

Since we have been absent a Homeowner’s Association for more than 20 years of our community’s 58-year-old history, the Village also is often turned to for information of a civic nature (e.g., providing facts on water main replacements due to lead in pipes and the use of public right-of-way areas, etc.). In early 2020, MCV published one of the first COVID Information and Resource directories among villages in Montgomery County (and contributed to the county’s later publication).

Since 2014, we have collaborated with The Senior Connection and have been grateful for its scheduling and driver/friendly visitor vetting and training assistance. In 2022, MCV volunteers drove elderly residents to/from 124 appointments (including for vaccinations), made 186 friendly visits/check-in calls to socially isolated seniors and delivered groceries or prepared meals on 37 occasions.

MCV initiated its first community event (an Annual Meeting with refreshments and a guest speaker) in 2014 and now hosts seven in-person intergenerational social events annually. These drew 434 participants in 2022 and include a community Picnic, Game Night, St. Patrick’s Day celebration, a Spring

Walk Around the Towne to visit wonderful gardens in the neighborhood, a Wine and Cheese party and Ice Cream Social. In addition to social media and newsletter postings, a team of volunteers goes door-to-door to deliver flyers to every home for each event.

In 2023, we initiated a Neighborhood Welcome Wagon to convey the Village's spirit of caring, connection and community to new residents. In 2022, 62 homes were sold and our neighborhood has become more diverse. A team of volunteers greets new residents and are joined by neighbors conversant in Spanish and Asian languages, as needed. In addition to discussing the neighborhood and villages, we leave useful local information and gift them with a pot holder that carries the MCV logo and tagline "Neighbors Helping Neighbors." In return, we capture their contact information for our database.

For ten years, we have proudly and consistently delivered on our neighborhood commitments. Though we try to minimize risks, we have often held our collective breath in the absence of liability insurance protections that we could not afford. That finally changed in 2022 with help from the Rockville Area Villages Exchange (RAVE). But we knew that sustaining such coverage would require more proactive fundraising once that assistance expires. In response, we compiled all the resident contact data we had collected over the years into a single spreadsheet and conducted our first ever community-wide Holiday e-Appeal (i.e., it was what we could afford). In addition to developing our pitch to neighbors, the Board developed messaging, training and collateral materials to initiate our first-ever Business Sponsorship outreach. In November and December, 2022, these efforts attracted an additional \$5,000 over the nearly \$3,200 we raised earlier to meet our annual budgeted cash needs.

As we celebrate a decade of community service without requiring member dues or client fees, we take great pride in Mill Creek Village and how it has evolved and persevered favorably. Our volunteers remain collegial, resourceful and fun-loving. We've honed our messaging and shown ourselves that we could move from passive to more active outreach, engagement and fundraising effectively.

In the spirit of the WAVE Founders, we sincerely believe MCV offers genuine hope to other small, all-volunteer villages that they too can make it work if you don't rush to be more than you are capable of delivering, nurture volunteer dedication and creativity, maintain a collective sense of humor, learn from other villages' experiences, build capacity through collaboration and work at effectively telling your village's story to broaden your base of support.