

Neighbors Helping Neighbors Reston for a Lifetime

January 14, 2016

Reston Association



Neighbors Helping Neighbors

- **Purpose of Today's Forum** – To highlight ways to fill the aging-in-place gaps
 - Neighbors Helping Neighbors (N2N) model & Reston
 - Fairfax County 50+ Action Plan
 - Demonstration of N2N & NextDoor.com
 - Useful Services Exchange (U.S.E.)
 - N2N Challenge & Community Response

Background - Aging-in-Place

- Reston founded as a multi-generational community over 50 years ago
- “Move to Reston for the kids and stay for the parents.”
- “That it be possible for anyone to remain in a single neighborhood throughout his life, uprooting being neither inevitable nor always desirable.” –Bob Simon’s vision
- An estimated 11.6% of Reston’s population is 65 years+
- An additional 6.2% of Reston’s population is 60 to 64

Background - Aging-in-Place

- Reston Forum in 2009 convened by Supervisor Hudgins examined aging-in-place concerns
- Over 300 people attended, followed by groups to explore village models, needed services, local resources
- Consensus clear at that time - no interest in a paid model to support older adults
- General agreement on helping one another to fill service gaps, but no formal way for doing so
- Meanwhile, Reston for a Lifetime/R4L (volunteer led) created as a means to share ideas and information on aging-in-place

Neighbors Helping Neighbors

- To ensure Reston remains a good place to grow up and grow old:
 - Create opportunities for neighbors to communicate and support each other
 - Neighbors helping Neighbors (N2N) intended as multi-generational aligned with Reston's vision
 - Connect neighbors via email and dialog
 - Provide information and guidance
 - Result: connected communities that also support aging in place
 - AND, serve other important safety and security functions
 - Know one's Neighbor

Support Possibilities

- Examples of support:
 - Help in weather emergencies
 - Leaf raking /snow shoveling
 - Checking on neighbors
 - Taking in the mail
 - Changing ceiling light bulbs/hanging art w
 - Pet care
 - Help with email
 - Organized walks for safe exercise
 - Sharing talents, expertise



Other Reston Resources

- Existing Resources
 - RCC coordinates a volunteer rides program (volunteers most welcome) and extensive course offerings
 - RA sponsors senior trips & events
 - Useful Services Exchange (U.S.E.) operates a barter system to fill service gaps (multi-generational)
 - NextDoor.com is a digital social network (53 neighborhoods in Reston)
- Immediate neighbors offer a closer sense of community, i.e. CLUSTERS, neighborhoods, etc.

Fairfax County Support

- Neighbor Helping Neighbor/Village Program Liaison
 - Established in early 2008 in Health Department Long Term Care Program Development Unit
 - Offers guidance to citizens to explore and develop neighborhood level support systems
- Fairfax 50+ Community Action Plan - 2015
 - Focus groups and planning resulted in 31 initiatives to ensure that Fairfax are will be a good place to grow up and grow old
 - Neighbor to Neighbor Initiative

Organizing Structures and Approaches

- Membership fee non-profit model
- All-Volunteer Model
 - USE is an all-volunteer model with a time bank approach
- Virtual Connection Model
- Neighborhood Network Model
 - Can have all-volunteer structures within this model
 - R4L began as a Neighborhood Network Model
- Opportunities for Reston:
 - R4L help expand USE membership
 - R4L assist clusters to develop all-volunteer structures

Getting Started

Step One

- Three to five neighbors needed to help “get the ball rolling.”
- These leaders will recruit others to:
 - Develop an understanding of the needs in the community
 - Survey/educate neighbors about the concept
 - Ask respondents to identify service gaps/help needed; and the tasks and talents they are willing to share

Getting Started

Step Two

- Tabulate surveys to identify gaps/potential recipients of services and neighbors willing to help
- Share survey results, educate and promote use of N2N
- Create email list of neighbors who agree to join N2N
- Designate a Connector(s) or N2N Point Person to email community
- Connector role is to communicate the request, putting those requesting help directly in touch with neighbors willing to fill the gap

N2N Demonstration

- Bishopsgate - Reston
 - Neighborhood of single homes operates an informal N2N network
 - Let's give this model a try here (examples):
 - I need help with my new TV remote and the cell phone my kids got me.
 - Can anyone take dinner to Ed when he gets out of the hospital?
 - I'd like referrals for a roofer and a house cleaner that neighbors have used.
 - My daughter is 14 and looking for babysitting jobs.

Digital Connections

- NextDoor.com https://nextdoor.com/about_us/
 - Free private social network - 53 neighborhoods in Reston
- Registered users are provided a list of neighbors who have also registered (real names required)
- Way to connect and talk with neighbors about concerns, such as local events, recommended vendors, items for sale/give-away, crime-watch/alerts
 - Fairfax County Police Department to utilize NextDoor for updates and bulletins
- NextDoor is venture capital funded and anticipates earning income like Craigslist

Useful Services Exchange

- Useful Services Exchange (U.S.E.) is a time-trading barter system begun 41 years ago by Reston resident Henry Ware (1908-1999)
- Based on core values of Edgar Kahn's time-banking model:
 - *We are all assets*
 - *Some work is valuable beyond market price*
 - *Helping works better as a two-way street*
 - *We need each other*
 - *Every human being matters*

Useful Services Exchange

- Henry Ware identified a need to trade expertise for services too small for a paid professional
- Idea has spread nationally and internationally
- U.S.E. continues to thrive in Reston as a way for neighbors to exchange services without monetary cost
 - Exception made for services requiring materials, i.e., *gasoline, paint, food, etc.*
 - Repayment “in kind,” by performing services for other U.S.E. members
 - Accounts not kept in dollars, but in hours of “USE” credit
- Digital recordkeeping makes U.S.E. easy to use

Useful Services Exchange

- Expectations of U.S.E.
 - Professional plumber or electrician volunteers not expected
 - Services limited to a few hours duration
 - Not equivalent to commercially provided service
 - Atmosphere of exchanges is small friendly environment
- Membership: \$10 per person or \$20 per household
- Website <http://www.restonuse.org/>
- Email: RestonUSETimeBank@gmail.com

Reston Leaders

- Karen Brutche, Director RCC 55+ Program & Reston Rides
- Ellie Fusaro, Commission on Aging, U.S.E.
- Steve Gurney, Early R4L Pioneer
- Mary Kornreich, Reston Coordinator, OLLI
- Barbara LeRock, Co-chair, RA 55+ Advisory Committee
- Bea Shields, Hillcrest Cluster, N2N Coordinator
- Ashleigh Soloff, RA Event Supervisor
- Martin Taylor, Legislative Assistant, Supervisor Cathy Hudgins
- Cheri Wubbels , Past President of U.S.E.

Sum Up and N2N Next Steps

- Salute to Supervisor Hudgins' leadership re aging-in-place/Reston
- Quick history and creation of R4L
- Basics of N2N
- Fairfax Community Action Plan & N2N
- N2N Demonstration & Next Door
- U.S.E.
- N2N Challenge – Starring you, the audience

N2N Challenge & Next Steps

- Today's discussion just a beginning
- Commit to going back to your neighborhood/cluster/apartment group and educate neighbors on N2N
 - Sign-up sheet
- Invite neighbors for coffee & discussion
- Share information through newsletters & informally
- R4L will provide the tools – sample article, speaker at Board meeting or other gatherings
- Report back by February 15 (in one month) & we'll share the news
- Support next step – community survey to identify needs and volunteer help
- Dialogue.....

For More Information & Guidance

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