



## *A Message from Katharine Baker* OUTGOING PRESIDENT OF THE BOARD

I have had a wonderful two years as President of Northampton Neighbors' Board of Directors. It has been gratifying to watch our sprout-of-an-idea grow into a substantial Village for local seniors who want to age in their own homes. We are now recognized and supported by hundreds of individuals, local businesses, and organizations in the community. On a personal level, I've met new people, made new friends, and been so proud to represent Northampton Neighbors throughout the Valley. I've also had fun mentoring other emerging Villages in western MA.

Northampton Neighbors is fortunate that we have an excellent leadership succession plan in place. Kenneth Dym, our new Board President, was voted into office in early April 2020. Ken is a (mostly) retired social worker who has lived on Village Hill since 2012. He has extensive administrative and clinical experience in public sector behavioral health care. Since 1999, he has been a consultant to health care organizations, specializing in program and organizational development, strategic planning, and grant writing. Ken joined Northampton Neighbors as an active volunteer early in its existence, has been on the Board for two years, and was elected Vice-President in 2019. He brings outstanding wisdom, experience, calmness, and good sense to Northampton Neighbors, and I am so delighted he is picking up the reins of leadership.

With warm regards,

Katharine Baker



*A Year In Review* MAY 2019 - APRIL 2020

*A Message from* **Kenneth Dym**  
INCOMING PRESIDENT OF THE BOARD

Such warm and supportive words from Katharine. She, and before her, Leigh Bailey, have helped guide Northampton Neighbors from its inception to the present. Under their leadership, we have achieved so much, enrolling over 900 members, providing hundreds of neighborly services, and offering a rich array of social activities. Yet there is more to be done. Even in this time of the pandemic, we look ahead to a bright and flourishing future.

As we move forward, I envision increasing numbers of people joining Northampton Neighbors, people who wish to remain active, who wish to participate in interest groups, and informal get-togethers. I see Northampton Neighbors increasing its connections with local social service and health care organizations as we jointly develop programs to help people—as we get older—to continue to live rich, independent, and productive lives. And I see Northampton Neighbors working closely with the business community as we partner on ways to make Northampton a truly age-friendly city. We will emerge from this pandemic, changed perhaps, but stronger and more united in our commitment to each other, to our community and to our neighbors.

Sincerely,

*Kenneth Dym*

Kenneth Dym



**At a Glance: May 2019 - April 2020**

**SERVING**

- Provided 960 services to 203 members by 59 volunteers
- Reached out to low-income and Spanish speaking communities, especially those living in subsidized housing
- Mentored western MA Villages in formation

**CONNECTING**

- Promoted formation of several Neighborhood Circles and supported Interest Groups developed by members
- Redesigned and expanded our bi-monthly member Newsletter for on-line and postal delivery
- Continued our monthly column in the Senior Center's *Conz Street Chronicle*
- Participated in the Northampton Chamber of Commerce Non-Profit Roundtables
- Supported local businesses at the Downtown Northampton Association Summer Sidewalk Sales

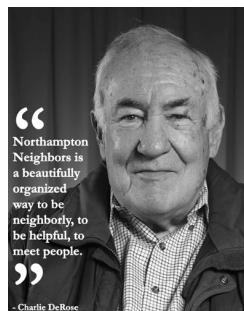
**PARTNERING**

- With Cooley Dickinson VNA & Hospice, developed the Pioneer Valley Memory Care Initiative
- With the Senior Center, co-sponsored a monthly Speaker Series
- With Forbes Library, presented *Making End-of-Life Choices that Reflect the Life You Lived*
- Presented “*A New National Model: A Village that Charges No Fee and Welcomes Everyone*” at the October 2019 National Village to Village Conference

## Who We Are

Northampton Neighbors' (NN) mission is to support Northampton seniors who wish to remain in their homes and engaged in their communities as they age.

Northampton has approximately 6,000 citizens ages 60 and over, and the number is increasing as baby boomers age. Research indicates that, with just a little help, most seniors want to stay in their homes and communities longer.



As members of NN, Northampton seniors age 55+ have access to services such as rides, tech support, and household repairs and chores. We also provide opportunities to engage in social activities like Neighborhood Circles, Mix 'n' Mingles, and our popular Speaker Series. We pay special attention to under-served, diverse, and isolated elders.

What's unique about NN is that membership is free. How is this possible? Two ways:

1. More than one hundred NN volunteers who dedicate their time and talent to supporting Northampton seniors, and
2. The generosity and financial support of our donors, funders and our local business community.

As of today, NN serves about one sixth of Northampton's seniors. Through outreach, growing our volunteer network, collaboration, and continued fundraising to help the organization operate, our goal is to serve more Northampton seniors in meaningful ways. We believe a thriving Northampton senior community lifts us all.

## The Organization

The NN Board of Directors is a hard-working, committed group of mostly-retired Northampton residents from many fields who bring a variety of skills and experiences to the organization. Every member has responsibility for one or more committees that work on the operational level.

### EXECUTIVE DIRECTORS

Kenneth Dym, *President*  
Marcia Holden, *Vice President*  
Loraine Millman, *Clerk*  
Gerard Paquin, *Treasurer*  
Katharine Baker, *President 2018-2020*

### DIRECTORS

Linda Desmond  
Naomi Gerstel  
Mark Karpel  
Sara Lennox  
Kathryn Service

### FOUNDING DIRECTORS

Leigh Bailey, *President 2016-2018*  
Anne Benedict

### NN COMMITTEES

Our dynamic, get-it-done committees, composed of volunteers and board members alike, are at the heart of our operations. If you have the time and talent to participate in one the following NN committees, we'd like to hear from you!

- |                       |                        |
|-----------------------|------------------------|
| • Communications      | • Membership           |
| • Community Relations | • Neighborhood Circles |
| • Development         | • Outreach             |
| • Events              | • Speakers Series      |
| • Finance             | • Support              |
| • Interest Groups     | • Volunteer            |

## The Volunteers

At the heart of our mission are the enthusiastic NN members and people of all ages who volunteer in a variety of ways to make our organization run and to help our members continue to lead rich and engaged lives.

Our most visible volunteers are those who provide members with direct services, such as tech support, small home repairs and chores, a ride to the doctor, or a helping hand with groceries. We believe that connecting people in need with those who wish to serve benefits both as well as our community at large. Many members who receive services enjoy the experience so much that they decide to offer services in return. It is a sweet give and take.

There are opportunities to serve on committees to plan events such as our Annual Picnic and Speaker Series. Others have enjoyed organizing and leading Neighborhood Circles and Interest Groups. And still others prefer working with our strategic partners on expanding our services. Whatever your interest, there's a volunteer niche awaiting you at Northampton Neighbors that can match the amount of time you have available. If you have something to give, our Northampton Neighbors community will benefit from your generosity.

### NN DIRECTOR

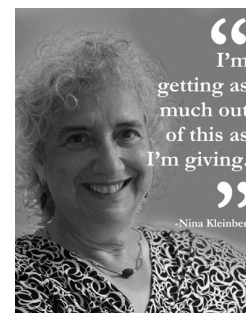
Diane Porcella joined Northampton Neighbors in early 2018. She reports to the Executive Committee of the Board of Directors, coordinating the execution of our services, programs, events, and communications. She also manages our office and website, and trains and oversees our Call Managers and interns, among many other functions.



## Our Response to Covid-19

Over the past three months the arrival of Covid-19 has been incredibly disruptive to all of us, but particularly to our membership, the vulnerable and sometimes socially isolated elderly. The state-wide requirement for social distancing has required NN to temporarily suspend our volunteer services as well as social activities.

Fortunately, NN's tech services have remained available and are buzzing with requests for virtual help. Volunteer Nina Kleinberg estimates she's handled two dozen calls during the emergency. "Older people are adapting to the technology to keep in touch with friends and family," she said. Her approach to providing virtual tech support during this tough time: "Patience, reassurance, and encouragement go a long way."



NN has found other creative ways to maintain social contact and support for our members. Immediately after suspending services, a group of NN volunteers contacted all 900 members. In just one week's time, they spoke or left a message with every member. Follow-up calls continue for members who requested them.

We have also been providing information on local and federal public health guidelines and community support efforts through our website, listserv and email. Committee meetings and some Neighborhood Circles are continuing via online services like Zoom.

We can't predict the landscape post Covid-19 — and will continue to adapt as the situation warrants — but rest assured, NN is fully committed to our mission and will resume our full program of services and events when it is safe to do so.



## Partners in the Community

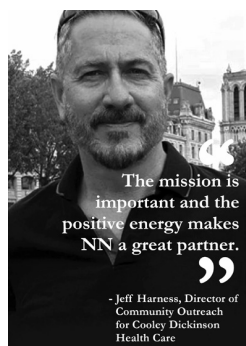
Northampton seniors' needs and circumstances vary from individual to individual. This requires NN, as an organization, to be creative, flexible, and nimble.

Because our model is to connect directly with seniors, whether in their homes or at NN organized events and programs, we are uniquely positioned to identify unmet needs and opportunities. Oftentimes this means connecting and collaborating with local social service agencies as well with other community nonprofits, healthcare and local government entities, and the business community. Together, we can fill in service gaps and respond to seniors' needs in a way that organizations serving a much wider audience are not able to do alone.

Presently, NN works with:

- Cooley Dickinson Health Care
- Cooley Dickinson VNA & Hospice
- Downtown Northampton Association
- Forbes Library
- Greater Northampton Chamber of Commerce
- Hampshire Regional YMCA
- Highland Valley Elder Services,
- Northampton Health Department
- Northampton Housing Authority
- Northampton Senior Center
- United Way

We see collaboration as critical to meeting the needs of our members. We are open to and actively seek ways we can work together to leverage each other's strengths and get more done.



## Strategic Vision for Fiscal Year 2020 & Beyond

NN is grateful for the generous financial and in-kind support from members and volunteers, local businesses, and grantors over the past year.

Given the current climate, planning for the future will be challenging. While our financial base has been sufficient thus far, we anticipate our expenses will increase significantly in the coming year. Continued growth in membership and the anticipated need for new and expanded services and programs in response to Covid-19 require that we get creative.

Fortunately, NN has an energetic, experienced, and committed leadership team that is up to the task. Following are three areas we believe are critical to meeting the needs of Northampton seniors in the coming year and beyond:

1. Finding additional sources of financial support, increasing income flow, and achieving financial stability.
2. Identifying new strategic partners and areas of collaboration to increase our collective impact.
3. Continuing to develop Outreach Programs for low income and ethnically diverse neighborhoods within the City, so that NN will be truly reflective of the senior population of Northampton.



NN's Board of Directors, Committees of the Board, volunteers, and advisors will drive these initiatives. Together, we believe that NN can — we must — meet these goals to support Northampton seniors.

## A Message from Our Treasurer

Northampton Neighbors entered the era of Covid-19 in good financial condition, thanks largely to our June fundraiser and a strong response to our appeal at the end of 2019. Members, board members, local businesses and foundations provided the funds that allow us to sustain our goal of providing services, while not charging for membership.

### APRIL 2019-MAY 2020

INCOME \$64,699

EXPENSES \$53,166

NET INCOME \$11,533

However, we are in a period of financial uncertainty, as are all other small non-profits. We rely on our community's support and hope that we can continue to count on the generosity of foundations and local businesses. We also hope that our members will donate as much as they are able.

### % OF MEMBERS WHO DONATED

PAST YEAR: 22%

NEXT YEAR (GOAL): 33%

A special message to our members: become a donor or, better, a monthly sustainer today. Your donation, whether small or large, shows that you support our mission, and it will enable us to grow our membership, services, and outreach.

### **PLEASE SUPPORT YOUR NORTHAMPTON NEIGHBORS!**

Donate online at [www.northamptonneighbors.org](http://www.northamptonneighbors.org)  
or send your contribution to: Northampton Neighbors,  
PO Box 231, Northampton, MA 01061. Donate your  
time and skills — find a volunteer application at  
[www.northamptonneighbors.org](http://www.northamptonneighbors.org)  
[info@northamptonneighbors.org](mailto:info@northamptonneighbors.org) or (413) 341-0160

## Our Donors

NN is deeply grateful for the support of our individual and business community donors, grantors and foundations, and the many other organizations and people who have contributed to our mission of enabling seniors to remain independent and engaged as they grow older.



### BECOME A SUSTAINING PARTNER.

Our sustaining partners are individuals and businesses who make monthly pledges that are automatically deducted from their bank accounts or other types of financial institutions.

When you become a sustaining partner you benefit from the smaller,

monthly amount rather than one large annual amount, and you don't have to think about it again! NN benefits from the regular monthly contributions which permit us to maintain a stable financial base and plan for the future.

*A Special Thank You to those who donated in memory of Dr. Susan Rosen. An early NN supporter and Call Manager Volunteer, she was a much loved and admired member of the community who gave so much of herself to so many. She is deeply missed.*

## Thank You, Donors!

*This list includes donors who contributed to NN even before we opened our doors in November 2017 through March 2020.*

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*Photo Credit:* Madeline Lenz, David Newland and Peter Titelman.

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