



Villages of San Mateo County

NEIGHBORS HELPING NEIGHBORS



July 17, 2020

Dear VSMC Members and Volunteers,

My letter of July 3rd included information on medical rides and in-home urgent services that we will begin providing. The COVID waiver and a strict protocol are required. Many of you have signed and returned the waiver, so those services have started on a limited basis. The news this week is of increasing COVID-19 infections and a major rollback of the reopening process in California, so we must remain extremely cautious.

You will remember that in March our VSMC Board decided to extend all membership renewal dates by 4 months. This week our Board voted to add another 3 months to that extension, effectively giving 7 months of free membership to all Village members. There are several reasons for this decision:

1. It continues to be a time of great uncertainty, confusion, and stress. We hope that by removing the dues requirement for these months it will lessen somewhat the anxiety that all of us feel.
2. We are providing a different mix of services now, reflecting a focus on outreach, connections, and community building. You have responded to our telephone survey by indicating great value in this new mix of services, and yet it is clearly not the same set of direct services we provided prior to the shutdown.
3. We have been fortunate in receiving substantial funding through grants and donations. We are in a strong financial position and have decided to use some of our reserves in this difficult period to support a continuation of "no dues" for a while longer.

Having mentioned the survey, I would like to provide a summary of results. Cynthia Ford has accumulated the data and tabulated the results, as shown in the attached page. The two highest rated services are new ones that were generated by the shelter-in-place condition: "Touch Base" phone calls, and periodic update letters from Village leadership. On a scale of 1-5 with 5 being the highest level of satisfaction with your Village membership, the average rating was 4.7, a truly remarkable result. Many thanks to all of you who participated in the survey as this will guide us in the services we will continue to offer in the short term as well as future services. It is gratifying to see that in this difficult time you continue to find significant value in Village membership.

For those who can connect to the internet, please join our next Zoom Coffee Connection for the Sara Haller Exercise Class on Wednesday, August 19th at 10:30am. A link will be emailed to those with email addresses. And if you need technical assistance or advice on getting connected to the internet, please call the office. We have volunteers with great skill and patience in this area.

All the best to all of you! Continue to be strong, be safe, and be well.

Scott McMullin, President
Villages of San Mateo County

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Summary of Telephone Survey, July 2020

Many of you, our Village Members, participated in the recent survey that the Villages of San Mateo County (VSMC) created to learn more about which of our services you value most and about what your interests are. In addition, we asked you to give us an evaluation of how your Villages are doing for you. We thought you might like to know the results of that survey, so here they are.

One hundred and fifteen members took part in the survey, a very high percentage of participation. Overall satisfaction levels with VSMC, on a scale of 1 – 5 with 5 as the highest score, were excellent at 4.7. Below is a chart that shows the number of people who enjoyed or were interested in each listed service. The wider the bar, the more interest. In the center of the bar you can see the number of members who voted for that item.

Thanks again for helping VSMC to make the Villages better for you.

