



Community Resilience

Resilience is the ability of community to absorb disruption and still retain basic function and structure. Building resilience requires adapting to new circumstances while adhering to core values. It invites transformation. People are the foundation of community resilience, and their courage is essential. Read on to learn about the challenges and opportunities of this time, find inspiration, and gather new resources.

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From the Executive Director



Charlotte

From my statewide perch, I see a village movement that embodies the description of resilience we share in this newsletter's introduction. Our movement has swiftly shifted its operations to meet the challenges of COVID-19 while digging deeper into its commitment to maintain vital connections with older adults. The speed with which you have moved programs online, helped members use the Zoom platform, set up phone banks to call members, and onboarded new volunteers is breathtaking.

Every village leader I speak with talks about the urgency

of fighting the isolation members may encounter during the period of mandated physical distancing. You may remember that we learned about the epidemic of isolation and loneliness among older adults last May at our statewide convening. Less than one year later, we clearly understand our role in addressing the epidemic's threat of isolation and are working hard to fulfill it. I'm heartened and impressed!

We started talking about community resilience last fall during a video call about the Public Safety Power Shutoffs (PSPS) resulting from wildfires. We discussed how we could stay in touch with village members to prepare them for electricity black-outs and assure them they were not alone. We talked about joining local emergency response networks. Those steps paved the way for the work we are doing now, and will be doing in the future

I believe we must be ready for a COVID-19 resurgence during the 2020 fire season, and I know we are up to the challenges this combination will present. Our commitment to the village model and ideal, combined with the new methods we've put into action, will fuel our resilience. Our members, volunteers, and communities need what we have to offer.

Survey: Villages Respond to COVID-19



The COVID-19 pandemic presents our movement with significant challenges and offers us a unique opportunity to demonstrate our value to members and communities. Our Data and Evaluation Team devised a quick survey to track our collective outreach, and we are asking you to participate. We will use the data to create a data-driven story about how the village movement maintained social connection in a time of social distancing. We will share the data with you so you can use it with your members, partners, and funders.

To date, 21 villages have made 2700 phone calls to members, and 90% of them have moved programming to Zoom.

Please go [here](#) to get started on your survey!

Thank you to villages that have already responded!

Please reach out to Dave Kuykendall at dave@slovillage.org with survey-related questions!

A Message of Hope

encore.org Encore.org is a visionary organization that believes in "...intergenerational solutions to pressing social problems," and a society that works for all generations. Marc Friedman, founder, President and CEO,

made a keynote speech at last year's National Village Conference. He shares inspiring thoughts for today [here](#).

Census

Please urge your members and volunteers to complete the 2020 Census. It's vital that every person is counted! Census data drives federal funding of state and local programming, as well as Congressional representation and districts. Learn how to be counted [here](#).

Updates

Healthcare Partnership Plan

In the March newsletter we provided a summer timeframe for when ATI Advisory will provide Village Movement California with several strategies to consider for this project. We will share more information at that time.



Master Plan for Aging



The State's response to COVID-19 has halted activity on the Master Plan for Aging, with the exception of online input. We've been encouraging you to weigh in with your thoughts and priorities. Please go [online](#) and share your thoughts if you haven't already done so.

Weekly Zoom Calls: Villages Respond to COVID-19

Village Movement California will continue to hold weekly Zoom calls to facilitate information sharing and skills development to help our members navigate these tricky times.



Date	Time	Topic
Wednesday April 22	1:00 – 2:00 pm	Community Resilience
Wednesday April 29	1:00 – 2:00 pm	Statewide Coffee Chat

April 22, 2020, 2:00 – 3:00 PM [REGISTER HERE](#)
April 29, 2020, 2:00 – 3:00 PM [REGISTER HERE](#)

Video-recordings and PowerPoint slides from previous weekly calls are posted on the COVID-19 Resources page of our website. Scroll down the Resource page to find them.

Upcoming Events

Statewide Coffee Chat



Village Movement California and San Francisco Village are planning a statewide coffee chat on April 29 for village members via Zoom during our regularly scheduled weekly call. Please invite your members and volunteers to join! We will use Zoom's breakout room feature to connect participants in small groups of their choice.

Here's the language you can use in your newsletters and emails, along with the registration information:

*Our experiences in this global pandemic are both shared and individual. Join us for a state-wide virtual "coffee chat" for members of villages throughout California to connect with each other and continue building community as we shelter in place. We'll meet via Zoom on April 29, 2020 from 2:00pm – 3:00pm. You can join with video and audio on your computer, tablet, or smartphone, or call in for audio only with your cellphone or landline. **REGISTER HERE**.*

Please contact Charlotte if you have questions
charlotte@villagemovementcalifornia.org, 510-900-6380.

Announcement

Village Movement California will not be hosting a statewide convening this year. We will wait to come together in person when the Governor and State sanction large gatherings of older adults. In the meantime we will be exploring opportunities to meet online.

Senior Medicare Patrol

By Carol Haig

Do you know someone who has been victimized by fraud? Older adults who receive and rely on Medicare/Medicaid are often the unwitting recipients of some of the most vicious and damaging schemes perpetrated by fraudsters. With COVID-19-related Medicare fraud on the rise, Village Movement California is pleased to partner with The



[Senior Medicare Patrol](#) (SMP) to help village members learn about healthcare fraud and how to protect themselves.

Senior Medicare Patrol

SMP is a grant-funded project of the U.S. Department of Health and Human services and is in every state. SMPs work in three areas:

- Provide outreach and education
- Engage volunteers
- Receive Medicare beneficiary complaints and pursue them

On April 15 during our weekly COVID-19 Zoom call, Micki Nozaki, California SMP Project Director, joined us to raise our awareness about Medicare and Medicaid fraud and provide guidance to unfortunate victims who may be among our village members and volunteers.

Healthcare Fraud

Medicare's annual budget is over \$711 billion of which \$60 – 90 billion is lost to fraud, waste, and abuse every year. Healthcare fraud is committed by doctors, medical personnel, suppliers, and many thousands of others in the medical field. In short, anyone who is enrolled as a Medicare provider and bills for services can commit Medicare fraud.

Here's what healthcare fraud looks like:

- Billing for services or supplies that were not provided or were not necessary
- Billing for a higher level/more expensive service/treatment than was provided
- Falsifying medical records
- Offering free equipment over the phone or on TV
- Implanting unnecessary medical devices such as pacemakers
- Providing dangerous treatments like chemotherapy for non-existent illnesses
- Enrolling patients in Hospice who don't need it

COVID-19 Fraud

The COVID-19 pandemic is presenting scammers with new opportunities to prey upon worried and frightened older adults with robocalls, texts, and emails offering things like virus test kits and vaccines. In such scams, the victim is asked for personal information that should never be given out:

- Medicare number
- Social security number
- Checking account number, routing number

Why it Matters

Medicare fraud pulls funds intended to help Medicare enrollees away from legitimate needs and into the pockets of crooks. It also causes false information about medical care, treatment, and supplies to become part of the fraud victim's medical record. Often, the fraud is unknown to the victim until the person is legitimately prescribed a walker, for example. If an unscrupulous medical provider previously billed Medicare for a walker for

this patient, the real claim will be denied. Finally, people who undergo unnecessary surgeries or treatments can be seriously harmed and can die as a result.

How to Protect Yourself

You can protect yourself and your family and friends by **questioning everything**:

- Do not respond to offers of free medical equipment or services
- Check your medical statements when you receive them for services not provided to you, doctors names you don't recognize, or locations that are unknown to you
- Share your Medicare number only with your trusted providers
- Report Medicare fraud to **Senior Medicare Patrol at 855-613-7080** and they will help you
- Download SMP's [flyer](#)

Victims of scams are often embarrassed and ashamed that they were taken in. Please talk to your family and friends about what to watch for so they will speak up if they are suspicious of someone or something. Micki, mnozaki@cahealthadvocates.org, is available to speak to individual villages.

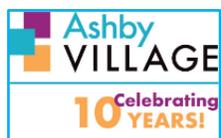
The video-recording of Micki's SMP presentation and slides are on the COVID-19 webpage [here](#) and [here](#). You can download and copy SMP's flyers about COVID-19 Fraud and steps to protect yourself for distribution to your members and volunteers.

Additional scam and fraud resources:

- Federal Trade Commission
 - For virus-related scam & fraud information: <https://www.ftc.gov/coronavirus>
 - Report scams & frauds to: <https://www.ftc.gov/complaint>
 - To receive consumer scam & fraud alerts: <https://www.ftc.gov/subscribe>
 - To check out a charity: <http://www.ftc.gov/charity>, or <https://www.charitynavigator.org>
 - AARP Fraud Watch Network Helpline - Report suspected frauds and scams: 877-908-3360
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Tales From the Village

Village Movement California members have been in the news!



Ashby Village is celebrating its 10th anniversary this year. This village's story is told through the experiences of its members in [Joining a Village in Your Older Years](#).

In [Opinion: It Could Be Your Grandmother: How You Can Help Older Adults Navigate the Pandemic](#), read about how we can help our neighbors at this time and how villages like Ashby village are well-positioned to help their members stay connected and feel cared for.



Next Village SF gets a shout-out In a KRON4 feature, [Volunteers, Neighbors Help Others During San Francisco's](#)

[Order to Stay Indoors](#), for the support and help they are providing to their members during the pandemic.



Chai Village LA was represented in the New York Times in a special feature: [Coronavirus in America: A Highlight Reel](#) in which they collected inspiring moments from readers. All are worth reading, and do pay particular attention to the ninth one from Sherri W. Morr of Chai Village LA.

Please send us links to media coverage. We'd like to share it with our members, funders, and partners. info@villagemovementcalifornia.org

Special COVID 19 Resources



Stay Home. Save Lives. Check In. is Governor Newsom's COVID-19 campaign focused on older adults. [Check it out](#) and sign up. We'd like a strong showing from the villages, so use

your village email.

CARE Act

A number of villages are applying for the SBA's [Paycheck Protection Program](#) (PPP), a feature of the CARE Act. The program offers forgivable loans of up to 2.5 times average monthly payroll expenses for the previous year. The application is available online. The loans are generated by SBA approved [lenders](#), and your bank may be one. Have a look!



And see the CARE Act resources listed on the Village Movement California [COVID-19 page](#).

Call 211



211 is the most comprehensive source of available social services in the U.S. and most of Canada. Connect with your local 211 at <http://www.211.org>. They have listings for special COVID-19 resources and services that may be helpful to village members.

Ask the Expert

A daily COVID-19 feature on the San Francisco Bay Area all-news radio station, KCBS, each Q&A session has a pandemic-related subject and compiles listener questions into a 20-minute discussion with a subject matter expert. All discussions are available in recorded and transcribed formats [here](#). A recent program featured an enlightening discussion about [face masks](#).



During These Uncertain Times, We Turn to the Wise Words of Rev. Lynn Ungar

Pandemic

Rev. Lynn Ungar

What if you thought of it
as the Jews consider the Sabbath—
the most sacred of times?
Cease from travel.
Cease from buying and selling.
Give up, just for now,
on trying to make the world
different than it is.
Sing. Pray. Touch only those
to whom you commit your life.
Center down.

And when your body has become still,
reach out with your heart.
Know that we are connected
in ways that are terrifying and beautiful.
(You could hardly deny it now.)
Know that our lives
are in one another's hands.
(Surely, that has come clear.)
Do not reach out your hands.
Reach out your heart.
Reach out your words.
Reach out all the tendrils
of compassion that move, invisibly,
where we cannot touch.

Promise this world your love—
for better or for worse,
in sickness and in health,
so long as we all shall live.

the conversation project

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