JCA® HEYMAN INTERAGES® CENTER

FISCAL YEAR 2018
(JULY 1, 2017 – JUNE 30, 2018)

PROGRAM REPORT

JCA Heyman Interages Center
Fiscal Year 2018
Program Report

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HISTORY OF INTERAGES AND
IMPORTANCE OF INTERGENERATIONAL PROGRAMS

Nationwide, the demographic and racial/ethnic landscape is rapidly changing. In Montgomery County, Maryland, between 2010 and 2040, the senior population is projected to grow from 119,770 to 254,530, or 113%. [1] By 2040, 24% of the County's population will be ages 0-19, and 38% of the population will be age 50+. [2]

Nationally, by 2043, 60.7% of residents age 18 or under will be children of color, while 64.9% of adults age 65 and over will be white. [3] Montgomery County provides a rich landscape for increasing multi-cultural intergenerational cooperation to address community challenges.

In 1986, Austin Heyman, a creative visionary, created Interages® in order to engage older adults and students in meaningful intergenerational opportunities that are supportive and beneficial to both the older and younger generations throughout Montgomery County. Interages' overarching goals are to:
1. Mobilize adults 50+ (via roles that utilize their skills and experience) to support the academic achievement and social/emotional development of at-risk youth in the Montgomery County Public Schools;
2. Provide opportunities for youth to connect with diverse older adults so that they learn from their elders and dispel stereotypes, not only about aging but also about abilities and disabilities; and
3. Educate community organizations about cross-age programs, resources and opportunities.

These goals are achieved through the provision of tutoring and mentoring in Montgomery County Public Schools; meaningful, joint volunteer opportunities for active adults and teenagers; purposeful community programming between students and older adults; and resources and support to community organizations that are developing or expanding their cross-age programming.

The JCA Interages volunteers are the most vital part of all the programming. At the end of FY18, volunteers completed a program evaluation.

- 95% of JCA Interages volunteers agree or agree strongly with the statement, "I feel my life has been enriched by volunteering."
- 97% agree or agree strongly with the statement, "I am committed to helping young people in my community."
- 86% agree or agree strongly with the statement, "Volunteering has given me a new sense of purpose."
- Quote from a volunteer: "I guarantee you I get more than I could ever give by being a part of this."
- Quote from a volunteer: "I love every minute I have helping the children. They are a special group of people to me."

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[1] Source: Maryland Department of Planning, 2012. As stated in Montgomery County Senior Demographics Commission on Aging report for the Legislative Breakfast November 19, 2014
[2] Source: Montgomery County Planning Department, 2013. As stated in Montgomery County Senior Demographics Commission on Aging report for the Legislative Breakfast November 19, 2014

[3] Report by Valerie Wilson, June 9, 2016; http://www.epi.org/publication/the-changing-demographics-of-americas-working-class/

JCA Interages programs provide academic and social/emotional support, interactive cross-age activities, and more. This report provides some details about each program and their outputs (when available).

In spite of all the work that JCA Interages has been able to accomplish over the year, there are many unmet needs. Funding is always a challenge, and funders are moving dollars into fixing crises rather than preventing crises. Funding the work of JCA Interages is a relatively small investment to help youth thrive and provide opportunities for active, talented older adults to assist youth in making good choices and preventing crises. Additional financial support can help JCA Interages respond to the many needs of additional youth, schools and community agencies.

Dialogues Across the Ages

Dialogues Across the Ages engages older volunteers and high school students in cross-age discussions of current events and other, varied topics. The two generations learn about each other's interests, lifestyles and views during six-week sessions.

Participants:
Youth: 40
Volunteers: 20
Schools: 2

Program Goals	Program Outcomes
Goal 1: Dispel negative, age-related myths and stereotypes	**Goal 1:** 100% of students agree that older people have skills to share with teenagers and 100% of students agree that teenagers have skills to share with older people.
Goal 2: Foster mutual understanding and respect	**Goal 2**: 100% of students believe that older people have knowledge to share with teenagers.
Goal 3: Develop student leadership skills	**Goal 3:** 100% of students increased their leadership skills by facilitating small group discussions.

Testimonials:
Quote from a student: "The first thing I learned from participating in Dialogues Across the Ages was that older adults had a lot more in common with me than I first expected, and their views were pretty much the same as mine. A second thing I learned from participating in this program was that older adults are really receptive and open to learning from young people, which I thought was very interesting since they have a lot more experience and, assumingly, knowledge."

Quote from a student: "I gained more knowledge about the older generation and was able to be more comfortable with older people, who I do not know, as the time went on."

Grandreaders

Grandreaders is an intergenerational literacy program for K-2 students reading below grade level. School staff select students who they believe would most benefit from individual support to improve reading fluency and comprehension. Older adult volunteers meet weekly throughout the school year with the children, using a variety of literacy activities to enhance the student's reading and comprehension skills.

Participants:
Youth: 412
Volunteers: 100
Schools: 11

Program Goals	Program Outcomes
Goal 1: Improve ability to read more fluently while increasing comprehension	**Goal 1:** 100% of students who worked with a Grandreaders' volunteer during the school year showed improvement in reading fluency and comprehension.
Goal 2: Enhance literacy skills	**Goal 2:** 100% of the students improved by two or more levels in reading and literacy performance.
Goal 3: Establish strong intergenerational relationships and communication	**Goal 3:** 79% of the students demonstrated "very good" or "excellent" in regards to their confidence in speaking with adults.
Goal 4: Increase self-esteem and self-confidence of volunteers and students.	**Goal 4:** 79% of the students demonstrated "very good" or "excellent" in regards to their confidence in reading
	Goal 4: 86% of the volunteers agreed or strongly agreed with the statement "Volunteering has given me a new sense of purpose."

Testimonials:

Quote from a teacher: "The Grandreader program is amazing! Both of my students have enjoyed meeting weekly with their Grandreader. They have flourished from the relationship and support. Thank you for all of your time and devotion. It means a lot to our second graders."

Quote from a teacher: "I have never seen a student improve in all areas so quickly. He's learned to love reading, be more confident, try more challenging things, and he has jumped so many levels. Grandreaders was perfect for him."

Intergenerational Bridges

Intergenerational Bridges builds relationships between older adult volunteers and at-risk immigrant students through a weekly in-school or after-school tutoring and mentoring program in elementary, middle and high schools. Student outcomes include improved English communication and language skills, strengthened academic success strategies and increased self-confidence.

Participants:
Youth: 572
Volunteers: 37
Schools: 7

Program Goals	Program Outcomes
Goal 1: Improve English communication and language skills	**Goal 1:** 76% of students who worked with one-on-one with a Bridge's volunteer "usually" or "consistently" answered questions on topic, as opposed to 28% at the start of the school year.
Goal 2: Strengthen academic success strategies	**Goal 2:** 71% of the students "usually" or "consistently" turned in homework assignments by the end of the school year as opposed to 6% at the start of the school year. **Goal 2:** 94% of the students "usually" or "consistently" spoke when spoken to, as opposed to 50% at the start of the school year.
Goal 3: Increase self-esteem and self-confidence of volunteers and students	**Goal 3:** 82% of the students "usually" or "consistently" attempted new tasks, as opposed to 28% at the start of the school year. **Goal 3:** 86% of the volunteers agreed or strongly agreed with the statement "Volunteering has given me a new sense of purpose."

Testimonials:
Quote from a teacher: "The students in my classroom LOVE working with {volunteer}. She is an invaluable resource to me. I don't know what I would do without her support!"

Quote from a volunteer. "The impact of this program is beyond description."

Makeover Madness

Makeover Madness brings adults from senior facilities and low-income housing facilities to high schools for haircut and manicure services and friendly conversation with students.	

Participants:
Youth: 64
Seniors: 89
Volunteers: 1
Schools: 2

Program Goals	Program Outcomes
Goal 1: Dispel negative, age-related myths and stereotypes	**Goal 1:** 82% of students had the same or a more positive opinion of older adults after finishing the program.
Goal 2: Improve quality of life for seniors	**Goal 2:** 99% of the senior participants were satisfied or very satisfied with the program. **Goal 2:** As measured through observation, 95% of the senior participants improved their quality of life. For example, a senior was able to take a day trip, have engaging conversation and feel positive about a new hairstyle.

Testimonial:
Quote from a senior participant: "What a relief it is for my family knowing that I can come here for free and get a nice haircut. It's one less thing they have to worry about. And everyone here is so lovely – I'm really so happy to be here."

Quote from a student: "I learned more social skills and how to treat and act with an elder, and also what to say to them and what not to say."

Project SHARE

Project SHARE (Students Help And Reach Elders) enriches the lives of health-impaired seniors in nursing homes and assisted-living facilities by linking them with children from kindergarten through high school in interactive ways. SHARE focuses on what people can do rather than on their limitations, as students encourage and work with senior participants in various activities at the senior facilities.

Participants:
Youth: 255
Seniors: 287
Volunteers: 4
Facilities: 17

Program Goals	Program Outcomes
Goal 1: Dispel negative, age-related myths and stereotypes	**Goal 1:** 99% of the senior participants were satisfied or very satisfied with the program.
Goal 2: Increase self-esteem of young and old participants	**Goal 2:** As measured through observation, 99% of the senior participants demonstrated that the program has improved their quality of life. For example, a resident who smiled during the activity, but had not smiled for a few days.

Testimonials:
Quote from a senior participant: "I lose some stress coming in here with these kids. Out there, there's so much going on. It's nice to come in here and just relax."

Quote from a student: "Seniors are some of the most inspiring people to be with. Fun, too."

Quote from a school teacher: "…In some ways, the visits seem to 'bring out the best' in the young people. They grow in empathy for others and are often strongly affirmed by the kindly comments made to them at {facility}."

Quote from staff member at an older adult living facility: "SHARE should be done with all senior living facilities. The smiles on the residents' faces and the energy the children share with them is awesome!"

Everybody Counts

Everybody Counts provides classroom math support to elementary school students through skilled, older volunteers. Volunteers work one-on-one or with small groups of students to increase students' math skills and develop a meaningful intergenerational connection.

Participants:
Youth: 191
Volunteers: 13
Schools: 4

Program Goals:
Goal 1: Enhance math skills

Goal 2: Establish strong intergenerational relationships and communication

Goal 3: Increase self-esteem and self-confidence of volunteers and students

Testimonials:
Quote from a teacher: "I absolutely love this program and my volunteer!"

Quote from a teacher: "I really enjoyed working with my volunteer and hope to see her again next year!"

Read Aloud

Read Aloud provides an opportunity for older adult volunteers to support pre-kindergarten and Head Start classrooms by reading books aloud to small groups of children and assisting in small groups with classroom literacy centers. Volunteers provide extra assistance to the teachers while inspiring the children to develop an appreciation of reading and books.

Participants:
Youth: 294
Volunteers: 19
Schools: 6

Program Goals:
Goal 1: Support pre-reading literacy skills

Goal 2: Establish strong intergenerational relationships and communication

Goal 3: Increase self-esteem and self-confidence of volunteers and students

Testimonials:
Quote from a teacher: "The children looked forward to the one on one or small group time."

Quote from a volunteer: "It is wonderful to help and I hope the partnership will continue. Thanks for your support as I know my students have benefitted from it."

Reading and Educating to Advance Lives (REAL)

REAL (Reading and Educating to Advance Lives) volunteers read picture books to children who are with their families and caregivers in the waiting rooms of Department of Health and Human Services Regional Office Service Centers. They also do simple art projects such as coloring and making puppets, and they use pictures and interactive items to educate children (and sometimes members of their families) about healthy foods and healthy lifestyles.

REAL received a 2018 National Association of Counties Award as well as a 2018 recognition by the Montgomery County Council.

Participants:
Youth: 3,188
Volunteers: 26
Sites: 5

Program Goals:
Goal 1: Improve English communication, literacy skills and understanding of healthy living practices among children and their families

Goal 2: Establish intergenerational connections and communication

Testimonials:
Quote from a County resident: "It is a valuable project, which I am sure is quite meaningful to residents who are dealing with very challenging personal issues for which they are seeking help."

Quote from a volunteer: "I loved volunteering through the REAL program at HHS. It was a wonderful experience. I felt valued and appreciated, which is unusual in the volunteer world, in my experience. And of course, I loved the children."

Tech Connect

Tech Connect provides an opportunity for older adults to increase their digital literacy by learning technology skills from teenage volunteers. Concurrently, it helps teens hone their communication skills and experience being program leaders. Participants of all ages benefit from relationship building and cross-generational learning and communication.

Participants:
Youth: 13
Seniors: 953
Sites: 15

Program Goals:
Goal 1: Provide older adults the technology tools to access Internet and Web resources and connect with others on line

Goal 2: Dispel negative, age-related myths and stereotypes

Goal 3: Provide teenagers with workforce development, communication and leadership skills

Goal 4: Establish intergenerational relationships and communication

Testimonials:
Quote from a teenaged instructor: "I really enjoyed this program, because I could actually see the impact I was making within our community. It's an amazing feeling when you are able to help someone enhance their way of living."

Quote from a senior participant: "My student instructors were excellent; technologically knowledgeable and very patient. They answered all my questions and taught me how to effectively use my new devices. Tech Connect is a WIN/WIN for everyone involved; a perfect match for seniors and their student instructors."

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Montgomery County Recreation
Penn State University
Rockville homeschool group
St. Mary's School

ABOUT JCA

JCA Interages is a program of the Jewish Council for the Aging, an organization that provides access, answers and opportunities for older adults and family caregivers throughout the Greater Washington, D.C. region. JCA's award-winning programs enable older men and women to maintain their independence, dignity, vitality and self-respect despite physical, financial and emotional challenges. Along the way, JCA delights in shattering stereotypes about growing up and growing older while striving to make the National Capital Region a great place to age.

More than 900 volunteers and 90 staff build vibrant programmatic partnerships with funders, fellow charities and local communities. For information about JCA programs about the many ways to help JCA help others, please visit www.AccessJCA.org. JCA is proud to serve people of all faiths, ethnicities and walks of life.

FY 2018

JCA HEYMAN INTERAGES CENTER STAFF
Carol Croll, Senior Director
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Megan Tracy Benson, Senior Program Coordinator
Elizabeth Fischer, Program Coordinator
Bonnie Leko-Shapiro, Volunteer Manager
Cathy Nestoriak, Volunteer Manager
Janel Peters, Program Coordinator
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[4] On January 1, 2018 and following Carol Croll's retirement, Leah Bradley became Interages' Senior Director

SPECIAL THANKS TO THE FOLLOWING SUPPORTERS:

Montgomery County Department of Health and Human Services

Montgomery County Public Schools

Montgomery County Public Schools Educational Foundation, Inc.

Montgomery County Executive and County Council

Anthony & Anna L. Carozza Foundation

Max & Victoria Dreyfus Foundation

City of Gaithersburg

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For additional information or to explore ways to support the programs of JCA Interages, contact: Leah Bradley, Senior Director, JCA Heyman Interages Center at lbradley@AccessJCA.org or 301-255-4234