



**TOWN OF LOS GATOS
COMMUNITY HEALTH AND SENIOR SERVICES COMMISSION: SPECIAL
MEETING
DECEMBER 11, 2025
110 EAST MAIN STREET
TOWN COUNCIL CHAMBERS
4:00 PM**

*Eleanor Yick, Chair
Martha Sterne, Vice Chair
Gregory Gentile, Commissioner
Dick Konrad, Commissioner
George Rossmann, Commissioner
Jeffrey P. Blum, Commissioner
Matthew Hudes, Council Liaison*

IMPORTANT NOTICE

This special meeting will be held in person at the location listed above. Members of the public may provide written or oral comments on agenda items by following the instructions listed at the end of the agenda.

CALL MEETING TO ORDER

ROLL CALL

CONSENT ITEMS *(Items appearing on the Consent are considered routine Town business and may be approved by one motion. Members of the public may provide input on any Consent Item(s) when the Chair asks for public comment on the Consent Items.)*

1. Approve the Minutes of the November 13, 2025, CHSSC Meeting

VERBAL COMMUNICATIONS *(During special meetings, members of the public are welcome to address the Commission only on items listed on the agenda. To ensure all agenda items are heard, this portion of the agenda is limited to 30 minutes. In the event additional speakers were not able to be heard during the initial Verbal Communications portion of the agenda, an additional Verbal Communications will be opened prior to adjournment. Each speaker is limited to three minutes or such time as authorized by the Chair.)*

OTHER BUSINESS *(Up to three minutes may be allotted to each speaker on any of the following items.)*

2. Receive and Review the Responses from the October 2025 Town of Los Gatos Service Provider Survey
3. Senior Services Roadmap Update

ADJOURNMENT

ADA NOTICE In compliance with the Americans with Disabilities Act, if you need special assistance to participate in this meeting, please contact the Clerk's Office at (408) 354-6834. Notification at

least two (2) business days prior to the meeting date will enable the Town to make reasonable arrangements to ensure accessibility to this meeting [28 CFR §35.102-35.104].

NOTICE REGARDING SUPPLEMENTAL MATERIALS Materials related to an item on this agenda submitted to the Commission after initial distribution of the agenda packets are available for public inspection in the Clerk's Office at Town Hall, 110 E. Main Street, Los Gatos and on the Town's website at www.losgatosca.gov. Commission agendas and related materials can be viewed online at <https://losgatos-ca.municodemeetings.com/>.

HOW TO PARTICIPATE

The Town of Los Gatos strongly encourages your active participation in the public process. If you are interested in providing oral comments during the meeting, you must attend in-person, complete a speaker's card, and return it to the staff. If you wish to speak to an item on the agenda, please list the item number on the speaker card. The time allocated to speakers may change to better facilitate the meeting. If you are unable to attend the meeting in-person, you are welcome to submit written comments via email to clerk@losgatosca.gov.

Public Comment During the Meeting:

When called to speak, please limit your comments to three (3) minutes, or such other time as the Chair may decide, consistent with the time limit for speakers at a Town meeting.

Speakers at public meetings may be asked to provide their name and to state whether they are a resident of the Town of Los Gatos. Providing this information is not required.

Deadlines to Submit Written Comments:

If you are unable to participate in person, you may email clerk@losgatosca.gov with the subject line "Public Comment Item #_" (insert the item number relevant to your comment). Persons wishing to submit written comments to be included in the materials provided to the Commission must provide the comments as follows:

For inclusion in the agenda packet supplemental materials: by 11:00 a.m. the day before the Commission meeting.

For inclusion in a desk item: 11:00 a.m. the day of the Commission meeting.



TOWN OF LOS GATOS

COMMUNITY HEALTH AND SENIOR SERVICES COMMISSION AGENDA REPORT

MEETING DATE: 12/11/2025

ITEM NO: 1

Minutes of the Community Health and Senior Services Meeting November 13, 2025

MEETING CALLED TO ORDER AT APPROXIMATELY 4:00 P.M.

ROLL CALL

Present: Chair Yick, Vice Chair Sterne, Commissioner Gentile, Commissioner Konrad, Commissioner Rossmann, Commissioner Blum, Council Liaison Hudes, Youth Commissioner Ivan Habib.

Absent: none.

Staff Present: Assistant Town Manager Katy Nomura and Senior Service Coordinator Jen Fosco.

CONSENT ITEMS

1. Approve the Minutes of the October 23, 2025 Meeting.

The following changes to the minutes were noted:

In Item 2, the ad hoc committee consisted of Commissioner Gentile, Commissioner Konrad, and Commissioner Blum.

MOTION: Motion by Commissioner Blum to approve the minutes of the October 23, 2025 meeting as edited. **Seconded** by Commissioner Konrad.

VOTE: Motion passed 6-0.

VERBAL COMMUNICATIONS

Opened public comment.

A member of the public commented on various concerns.

Closed public comment.

OTHER BUSINESS

Item #4 and Item #2 were switched.

4. Los Gatos Saratoga Recreation (LGSR) 55+ Program Requirements: Meeting Space for 55+ Members.

The Commission discussed the item.

Opened public comment.

Lee Fagot commented on various topics.

Richard Kanan thanked Los Gatos–Saratoga Recreation for providing meeting space.

Darrell Miller commented on various topics.

Closed public comment.

MOTION: **Motion by Commissioner Konrad** for CHSSC to recommend that 55+ offer meeting space to members at no cost and no liability requirements other than the requirements of the membership. **Seconded by Commissioner Blum.**
AMENDMENT by Commissioner Blum: To look into the insurance requirements, including whether the groups must indemnify the Town and maintain their own insurance, and how these requirements should be reviewed in the context of overall negotiations with the Town for a new contract. **Seconded by Commissioner Gentile.**

VOTE: **Motion passed 6-0.**

3. Los Gatos Saratoga Recreation (LGSR) 55+ Program Requirements.

The Commission discussed the item.

Opened public comment.

No one spoke.

Closed public comment.

MOTION: **Motion by Commissioner Blum** for CHSSC to recommend submission of the Ad Hoc Report (as amended) and the Proposed LGSR 55+ Program Update (as amended). The Commission recommends approval of the feedback suggested on the proposed Los Gatos–Saratoga Recreation 55+ Program Update and submission of the Ad Hoc Report, including the following recommendations for items to be included in the contract between the Town and Los Gatos–Saratoga Recreation for the 55+ Program to support measurement and accountability:

1. Submission of the latest financial statements and future budget projections.

SUBJECT: Draft Minutes of the Community Health and Senior Services Commission
Meeting of November 13, 2025

DATE: December 11, 2025

2. A detailed budget that includes all program costs and overhead.
3. Defined measurement tools and criteria for program evaluation.
4. Annual meetings between LGSR and CHSSC to provide information necessary to assess measurement and accountability.
5. Documentation showing how state grant funds are allocated to the 55+ Program, including a copy of the grant.
6. Support for the annual Senior Picnic.
7. Expansion of revenue-generating programs to enhance sustainability.
8. Promotion of the Senior Pathways Program at West Valley Community College. **Seconded by Commissioner Gentile.**

VOTE: Motion passed 6-0.

Commissioner Rossmann left the meeting at approximately 5:36 p.m.

2. Update Mid-Year Report for Year-End Report.

The Commission discussed the item.

Opened public comment.

No one spoke.

Closed public comment.

**MOTION: Motion by Commissioner Blum to approve the CHSSC End-of-Year final report as edited [Attachment 3] and to authorize Chair Yick to finalize and submit.
Seconded by Commissioner Gentile.**

VOTE: Motion passed 5-0-1. Commissioner Rossmann was absent.

5. Discuss a DEI Commission Recommendation to have a Community Project to Hand Write the United States Constitution (Discussion Only)

Opened public comment.

No one spoke.

Closed public comment.

PAGE 4 OF 4

SUBJECT: Draft Minutes of the Community Health and Senior Services Commission
Meeting of November 13, 2025

DATE: December 11, 2025

MOTION: **Motion by Commissioner Konrad** for CHSSC to support handwriting the US Constitution. **Seconded by Commissioner Stern.**

VOTE: **Motion passed. 5-0-1. Commissioner Rossmann was absent.**

6. Receive and Review the Responses from the October 2025 Town of Los Gatos Service Provider Survey

Due to the time, this item was not discussed.

ADJOURNMENT:

The meeting adjourned at 6:03 p.m.

Respectfully Submitted:

/s/ Jen Fosco, Senior Service Coordinator



TOWN OF LOS GATOS
COMMUNITY HEALTH AND SENIOR
SERVICES COMMISSION AGENDA REPORT

MEETING DATE: 12/11/2025
ITEM NO: 2

DATE: December 11, 2025
TO: Community Health and Senior Services Commission
FROM: Jen Fosco, Senior Services Coordinator
SUBJECT: Receive and Review the Responses from the October 2025 Town of Los Gatos Service Provider Survey

RECOMMENDATION:

Receive and review the responses from the October 2025 Town of Los Gatos Service Provider Survey.

REMARKS:

In October 2025, a Service Provider Survey from the Town was distributed via email to approximately 130 agencies and publicized on the Town's website, newsletter, and social media outlets. Contacts were compiled from lists from the Town, West Valley Community Services group, The HUB, and internet and phone research. The distribution included an initial email and two follow-up reminders, including one the day before the survey closed on October 30th. Twenty agencies that provide service to the Town of Los Gatos responded.

ATTACHMENTS:

1. Town of Los Gatos Service Provider Survey Results – Raw Data
2. Town of Los Gatos Service Provider Survey Results - Summary

PREPARED BY: Jen Fosco
Senior Service Coordinator

[View results](#)

Respondent

18

Anonymous

13:29

Time to complete

About Your Organization

1. What is the name of your organization?

LG/MS ARES-RACES

2. Please provide the name, email and phone number of the best contact for your organization. (For the purpose of any follow up questions or clarifications.)

3. What is your organization's vision and mission?

Town staff & residents have access to emergency support providers when the phone system (including cellular) and the internet are not usable.

4. What geographic area does your organization serve? (i.e. Santa Clara County, Los Gatos, etc?)

Los Gatos & Monte Sereno

5. Please describe your target population (not necessarily geographic location)?

Residents of LG/MS and organizations/entities operating in the town/city.

6. What age group do you primarily serve? (Select all that apply)

☐ Youth

☒ 19-54

☒ 55+

7. How do you ensure that residents are aware of your services? What type of outreach is done?

Media & LG EOP

8. How are individuals referred to your programs?

SCC CERT academy classes, and media

9. What specific programs/services do you offer? (Please check all that apply)

- ☐ Transportation Services
- ☐ Housing/Sheltering Services
- ☐ Food & Nutrition Services
- ☐ Recreation & Social Activities
- ☐ Education
- ☐ Health & Wellness
- ☐ Mental Health
- ☐ Addiction Support
- ☐ Legal Aid
- ☐ Youth Services
- ☐ Older Adult Services: Case Management
- ☐ Older Adult Services: Adult Day Care
- ☐ Older Adult Services: Caregiver Support
- ☐ Older Adult Services: Recreation & Social Activities
- ☐ Older Adult Services: Educational
- ☐ Older Adult Services: Health & Wellness
- ☐ Older Adult Services: Transportation
- ☐ Older Adult Services: Food & Nutrition
- ☐ Older Adult Services: Housing/Sheltering
- ☐ Unhoused Services & Support: Case Management
- ☐ Unhoused Services & Support: Basic Care Needs
- ☐ Unhoused Services & Support: Housing/Sheltering
- ☒ Emergency Communications

10. How does your organization measure the impact of your programs?

tbd

11. How many individuals have you served in the past month? Of these, how many were residents of Los Gatos?

30

12. How many individuals have you served in the past year? Of these, how many were residents of Los Gatos?

100

13. How many of the individuals served in the past month/year were older adults (55+)?

1/2

14. What other organizations/government agencies in Santa Clara County do you collaborate with, if any?

SCC ARES-RACES
SCC Fire

15. Do you have any metrics you can share about client satisfaction? If so, please share them here.

(If you have annual reports or other documents with this data that you would like to share, please provide a link or indicate that you would like to provide other documents and we will reach out to you.)

tbd

16. What are your biggest challenges in administering services?

recruiting volunteers

17. In the last 12 months, did anything occur that has or will impact the services that you provide? If so, please provide in detail.

Funding by the LG Town Coubcil

18. What are your primary sources of funding? (i.e. government grants, private sector grants, individual donations, etc.)

LG Town

19. Are there opportunities for individuals to support your work through volunteering? If so, how do you recruit volunteers?

tbd

Town-wide Service Provision Observations

20. In terms of community health and senior services provided to the Los Gatos community, what is working well from your perspective?

tbd

21. In terms of community health and senior services provided to the Los Gatos community, what challenges, if any, are you currently seeing/experiencing?

tbd

22. In terms of community health and senior services provided to the Los Gatos community, what new ideas or priorities would you suggest?

tbd

23. In terms of community health and senior services provided to the Los Gatos community, what are the service gaps that you see, if any?

tbd

Past Interactions with the Town of Los Gatos

24. Has your organization partnered/coordinated with the Town of Los Gatos, including commissions, on any programs, projects, or events?

LG CERT

25. Do you have comments/suggestions, either constructive or positive, related to your partnership between your organization and the Town of Los Gatos?

Need more time to respond

Additional Comments

26. Thank you for your participation. Do you have any additional comments to share with the Town of Los Gatos?

Not today

[View results](#)

Respondent

6

Anonymous

22:49

Time to complete

About Your Organization

1. What is the name of your organization?

Art Docents of Los Gatos

2. Please provide the name, email and phone number of the best contact for your organization. (For the purpose of any follow up questions or clarifications.)

3. What is your organization's vision and mission?

To expand students educational and cultural experiences. To foster more flexible and creative individuals

4. What geographic area does your organization serve? (i.e. Santa Clara County, Los Gatos, etc?)

Los Gatos

5. Please describe your target population (not necessarily geographic location)?

LGUSD Students as well as Los Gatos and surrounding community members

6. What age group do you primarily serve? (Select all that apply)

☒ Youth

☐ 19-54

☐ 55+

7. How do you ensure that residents are aware of your services? What type of outreach is done?

Yes, we outreach through school newsletters and community events

8. How are individuals referred to your programs?

Existing members, School Newsletters, LGUSD Annual Art Show, Community Events

9. What specific programs/services do you offer? (Please check all that apply)

- ☐ Transportation Services
- ☐ Housing/Sheltering Services
- ☐ Food & Nutrition Services
- ☐ Recreation & Social Activities
- ☒ Education
- ☐ Health & Wellness
- ☐ Mental Health
- ☐ Addiction Support
- ☐ Legal Aid
- ☐ Youth Services
- ☐ Older Adult Services: Case Management
- ☐ Older Adult Services: Adult Day Care
- ☐ Older Adult Services: Caregiver Support
- ☐ Older Adult Services: Recreation & Social Activities
- ☐ Older Adult Services: Educational
- ☐ Older Adult Services: Health & Wellness
- ☐ Older Adult Services: Transportation
- ☐ Older Adult Services: Food & Nutrition
- ☐ Older Adult Services: Housing/Sheltering
- ☐ Unhoused Services & Support: Case Management
- ☐ Unhoused Services & Support: Basic Care Needs
- ☐ Unhoused Services & Support: Housing/Sheltering
- ☐ Other

10. How does your organization measure the impact of your programs?

We measure by the classes and community events we host

11. How many individuals have you served in the past month? Of these, how many were residents of Los Gatos?

2000 - all LGUSD students. We teach a class to every grade and every class once a month

12. How many individuals have you served in the past year? Of these, how many were residents of Los Gatos?

Over 3000 all within Los Gatos

13. How many of the individuals served in the past month/year were older adults (55+)?

We have approx 20 docents who are over 55

14. What other organizations/government agencies in Santa Clara County do you collaborate with, if any?

We mainly serve the LGUSD as well as community events at NUMU, SV Creates, Gallery 24, Centerpiece Flowers, Villa Montalvo and LG Rec

15. Do you have any metrics you can share about client satisfaction? If so, please share them here.

(If you have annual reports or other documents with this data that you would like to share, please provide a link or indicate that you would like to provide other documents and we will reach out to you.)

We do have an annual report we can provide for you

16. What are your biggest challenges in administering services?

Recruiting and retaining volunteers

17. In the last 12 months, did anything occur that has or will impact the services that you provide? If so, please provide in detail.

No

18. What are your primary sources of funding? (i.e. government grants, private sector grants, individual donations, etc.)

Grants and donations by One Community, LGUSD and Home & School Clubs. We get a small amount from Town of Monte Sereno, The Rotary and individual community members. This year we are not receiving anything from the Town of Los Gatos because we received a grant last year so we are not eligible for one this year.

19. Are there opportunities for individuals to support your work through volunteering? If so, how do you recruit volunteers?

Yes, we recruit through school newsletters, flyers around town, listings in the paper, community events and word of mouth

Town-wide Service Provision Observations

20. In terms of community health and senior services provided to the Los Gatos community, what is working well from your perspective?

21. In terms of community health and senior services provided to the Los Gatos community, what challenges, if any, are you currently seeing/experiencing?

22. In terms of community health and senior services provided to the Los Gatos community, what new ideas or priorities would you suggest?

23. In terms of community health and senior services provided to the Los Gatos community, what are the service gaps that you see, if any?

Past Interactions with the Town of Los Gatos

24. Has your organization partnered/coordinated with the Town of Los Gatos, including commissions, on any programs, projects, or events?

Yes, we have done community events such at Spring on the Green

25. Do you have comments/suggestions, either constructive or positive, related to your partnership between your organization and the Town of Los Gatos?

We were disappointed in the change in the Grant requirments and that we will only be eligible every two years.

Additional Comments

26. Thank you for your participation. Do you have any additional comments to share with the Town of Los Gatos?

[View results](#)

Respondent

5

Anonymous

22:19

Time to complete

About Your Organization

1. What is the name of your organization?

Billy Jones Wildcat Railroad

2. Please provide the name, email and phone number of the best contact for your organization. (For the purpose of any follow up questions or clarifications.)

3. What is your organization's vision and mission?

The Billy Jones Wildcat Railroad, Inc. is a 501(c)(3) non-profit incorporated in 1968. Both the railroad and the W.E. "Bill" Mason Carousel exist as legacies of Billy Jones, serving to preserve history and entertain the public for years to come

4. What geographic area does your organization serve? (i.e. Santa Clara County, Los Gatos, etc?)

Mostly Los Gatos with traveling into Santa Clara County and back

5. Please describe your target population (not necessarily geographic location)?

Everyone and anyone

6. What age group do you primarily serve? (Select all that apply)

☒ Youth

☐ 19-54

☐ 55+

7. How do you ensure that residents are aware of your services? What type of outreach is done?

Long time gem of the community, with regular social media content to reach new people

8. How are individuals referred to your programs?

They visit

9. What specific programs/services do you offer? (Please check all that apply)

- ☒ Transportation Services
- ☐ Housing/Sheltering Services
- ☐ Food & Nutrition Services
- ☒ Recreation & Social Activities
- ☒ Education
- ☐ Health & Wellness
- ☐ Mental Health
- ☐ Addiction Support
- ☐ Legal Aid
- ☐ Youth Services
- ☐ Older Adult Services: Case Management
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- ☐ Older Adult Services: Health & Wellness
- ☐ Older Adult Services: Transportation
- ☐ Older Adult Services: Food & Nutrition
- ☐ Older Adult Services: Housing/Sheltering
- ☐ Unhoused Services & Support: Case Management
- ☐ Unhoused Services & Support: Basic Care Needs
- ☐ Unhoused Services & Support: Housing/Sheltering
- ☐ Other

10. How does your organization measure the impact of your programs?

Tracking ridership numbers

11. How many individuals have you served in the past month? Of these, how many were residents of Los Gatos?

Approx 11,000 people but we do not track where they are from. Fair to say the majority are Los Gatos local

12. How many individuals have you served in the past year? Of these, how many were residents of Los Gatos?

Approx 100,000 a year

13. How many of the individuals served in the past month/year were older adults (55+)?

Maybe 5% or 5000, including our retired volunteers

14. What other organizations/government agencies in Santa Clara County do you collaborate with, if any?

Parks and Recreations Dept

15. Do you have any metrics you can share about client satisfaction? If so, please share them here.

(If you have annual reports or other documents with this data that you would like to share, please provide a link or indicate that you would like to provide other documents and we will reach out to you.)

We have a steady stream of 5-star reviews that come in via Google or Yelp

16. What are your biggest challenges in administering services?

Finding a good internet solution for us out in the middle of a park.

17. In the last 12 months, did anything occur that has or will impact the services that you provide? If so, please provide in detail.

We are planning for some modifications to the railroad that will cause us to shut down for awhile in the future.

18. What are your primary sources of funding? (i.e. government grants, private sector grants, individual donations, etc.)

Individual donations AKA ticket sales.

19. Are there opportunities for individuals to support your work through volunteering? If so, how do you recruit volunteers?

We do have an increasing volunteer force that we depend on to keep the railroad going. Word of mouth is how to typically get new volunteers.

Town-wide Service Provision Observations

20. In terms of community health and senior services provided to the Los Gatos community, what is working well from your perspective?

21. In terms of community health and senior services provided to the Los Gatos community, what challenges, if any, are you currently seeing/experiencing?

22. In terms of community health and senior services provided to the Los Gatos community, what new ideas or priorities would you suggest?

23. In terms of community health and senior services provided to the Los Gatos community, what are the service gaps that you see, if any?

Past Interactions with the Town of Los Gatos

24. Has your organization partnered/coordinated with the Town of Los Gatos, including commissions, on any programs, projects, or events?

We submit permitting for our reoccurring events through the Town of Los Gatos, as well as took part in last years Community Grants program. Our next partnership should be the Holiday Parade

25. Do you have comments/suggestions, either constructive or positive, related to your partnership between your organization and the Town of Los Gatos?

We would like to know if it would be possible to work on a blanket permit between the railroad and the town that would cover all of our yearly reoccurring events at once, instead of having to do them over and over, year after year.

Additional Comments

26. Thank you for your participation. Do you have any additional comments to share with the Town of Los Gatos?

The future for the railroad looks bright, and we look forward to getting there will the continued support from the Town of Los Gatos.

[View results](#)

Respondent

14

Anonymous

63:13

Time to complete

About Your Organization

1. What is the name of your organization?

Collaborating Agencies' Disaster Relief Effort (CADRE)

2. Please provide the name, email and phone number of the best contact for your organization. (For the purpose of any follow up questions or clarifications.)

3. What is your organization's vision and mission?

Create networks of organizations and volunteers who know how to connect to CADRE's emergency management framework and collectively support community disaster recovery.

4. What geographic area does your organization serve? (i.e. Santa Clara County, Los Gatos, etc?)

Santa Clara County

5. Please describe your target population (not necessarily geographic location)?

Underserved populations, organizations working in Santa Clara County, and everyone impacted by disaster

6. What age group do you primarily serve? (Select all that apply)

☒ Youth

☒ 19-54

☒ 55+

7. How do you ensure that residents are aware of your services? What type of outreach is done?

We serve organizations who share preparedness information and plans with their clients, constituents and congregations. We also do tabling to share personal preparedness information. We have created 21 subject-specific Community Support Networks and invite participation through social media, newsletter, word of mouth and tabling.

8. How are individuals referred to your programs?

Post-disaster, individuals register with our Disaster Registration system to receive communications and disaster services. Nonprofits providing services share this system to collaboratively support community recovery.

9. What specific programs/services do you offer? (Please check all that apply)

- ☐ Transportation Services
- ☐ Housing/Sheltering Services
- ☐ Food & Nutrition Services
- ☐ Recreation & Social Activities
- ☒ Education
- ☐ Health & Wellness
- ☐ Mental Health
- ☐ Addiction Support
- ☐ Legal Aid
- ☐ Youth Services
- ☐ Older Adult Services: Case Management
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- ☐ Older Adult Services: Health & Wellness
- ☐ Older Adult Services: Transportation
- ☐ Older Adult Services: Food & Nutrition
- ☐ Older Adult Services: Housing/Sheltering
- ☐ Unhoused Services & Support: Case Management
- ☐ Unhoused Services & Support: Basic Care Needs
- ☐ Unhoused Services & Support: Housing/Sheltering
- ☒ Our partners provide all of these services

10. How does your organization measure the impact of your programs?

Number of participating organizations, surveys, data collection (post-disaster)

11. How many individuals have you served in the past month? Of these, how many were residents of Los Gatos?

Zero direct services to individuals. We partner with the West Valley Service Provider network to share information with organizations that improve their ability to serve the residents.

12. How many individuals have you served in the past year? Of these, how many were residents of Los Gatos?

We are a "force multiplier". We work with the West Valley Service Provider network and Los Gatos Lions club to develop plans to serve the whole community post-disaster.

13. How many of the individuals served in the past month/year were older adults (55+)?

We are partnered with several organizations serving 55+ but we are seeking additional partnerships. If you have a list, we're happy to connect.

14. What other organizations/government agencies in Santa Clara County do you collaborate with, if any?

Emergency management for each City and the County. All of our partner organizations which include Red Cross, Salvation Army, Goodwill, Second Harvest, District Lions, interfaith councils and representatives in our 20 Community Support Networks. <https://cadresv.org/community-support-networks/>.

15. Do you have any metrics you can share about client satisfaction? If so, please share them here.

(If you have annual reports or other documents with this data that you would like to share, please provide a link or indicate that you would like to provide other documents and we will reach out to you.)

Annual Report: <https://cadresv.org/about/leadership/>

16. What are your biggest challenges in administering services?

Keeping the staff funded to sustain the work. Also, we often have to refocus our programming to meet the needs of grantors instead of being able to focus on the projects and programs we already have planned. There are not very many grants to simply sustain staff for disaster readiness and recovery activities.

17. In the last 12 months, did anything occur that has or will impact the services that you provide? If so, please provide in detail.

Yes, we received an AmeriCorps Retired Seniors Volunteer Program that will allow us to engage more volunteers to support the work. This grant requires us to recruit volunteers 55 years and older. We also need to recruit and support younger volunteers but the grant doesn't allow for that.

18. What are your primary sources of funding? (i.e. government grants, private sector grants, individual donations, etc.)

Private sector grants, individual donations, government grants

19. Are there opportunities for individuals to support your work through volunteering? If so, how do you recruit volunteers?

Yes! We are developing teams of volunteers to support our work. Outreach includes senior centers, recreation programs, neighborhood groups, Community Emergency Response Teams, elected officials and individuals interested in working within the existing community support networks. Because of the massive amount of information available across organizations, volunteering can be as simple as being a point of contact for your neighborhood, offering emergency interpretation, updating a contact list, tabling at events, training to be part of CADRE's Emergency Operations Center, developing outreach messaging, filling temporary volunteer needs of other nonprofits, and so much more.

Town-wide Service Provision Observations

20. In terms of community health and senior services provided to the Los Gatos community, what is working well from your perspective?

Our professional connection with West Valley Service Providers offers us information that allows us to identify additional methods of support.

21. In terms of community health and senior services provided to the Los Gatos community, what challenges, if any, are you currently seeing/experiencing?

We are concerned about supporting homebound seniors. We need to connect with family members to help them devise plans for extreme heat/cold, evacuation, transportation for medical needs. Our Community Health and Senior support networks are discussing and we are also working through local government.

22. In terms of community health and senior services provided to the Los Gatos community, what new ideas or priorities would you suggest?

Having a warm line that links volunteers with seniors to talk, educate and identify planning gaps. More short presentations at senior centers, assisted living facilities, recreation sites.

23. In terms of community health and senior services provided to the Los Gatos community, what are the service gaps that you see, if any?

Unsure

Past Interactions with the Town of Los Gatos

24. Has your organization partnered/coordinated with the Town of Los Gatos, including commissions, on any programs, projects, or events?

We received a grant last year to begin development of a Town-wide communication support network for businesses and nonprofits. The work continues.

25. Do you have comments/suggestions, either constructive or positive, related to your partnership between your organization and the Town of Los Gatos?

Our direct connection is Chris Todd with the Office of Emergency Services. There is good communication and support. As a former government emergency manager, it is impossible for one person to operate a comprehensive emergency management program. Provide him an apprentice who can learn to manage a portion of the load. Another qualified emergency manager would make a difference, faster.

Additional Comments

26. Thank you for your participation. Do you have any additional comments to share with the Town of Los Gatos?

The Town is doing great work. More impact than a lot of other jurisdictions.

[View results](#)

Respondent

13

Anonymous

67:37

Time to complete

About Your Organization

1. What is the name of your organization?

Counseling and Support Services for Youth (CASSY)

2. Please provide the name, email and phone number of the best contact for your organization. (For the purpose of any follow up questions or clarifications.)

3. What is your organization's vision and mission?

Our mission is to destigmatize mental health and make supporting kids' social and emotional wellbeing the norm in our local schools. We want to provide all students with the support they need—from the first day of kindergarten until they graduate from high school—to be successful in school and life.

4. What geographic area does your organization serve? (i.e. Santa Clara County, Los Gatos, etc?)

We serve students and families, including those from Los Gatos, at over thirty schools in Santa Clara and San Mateo Counties.

5. Please describe your target population (not necessarily geographic location)?

We serve TK-12 students throughout the Bay Area, providing the same comprehensive, evidence-based mental health support at public, private, and parochial schools.

6. What age group do you primarily serve? (Select all that apply)

☒ Youth

☐ 19-54

☐ 55+

7. How do you ensure that residents are aware of your services? What type of outreach is done?

In schools we serve, therapists reach out to families at Back-to-School Night events, through school partner organizations, and the school newsletter and website, so all are aware that CASSY's services, resources, and support are available to students and families free of charge.

8. How are individuals referred to your programs?

Students are referred for counseling services by their parents and caregivers, teachers, school staff, peers, or by the requirements of their Individualized Education Plan. Students can also refer themselves through walk-ins and check-in services, which play a vital role in crisis prevention.

9. What specific programs/services do you offer? (Please check all that apply)

- ☐ Transportation Services
- ☐ Housing/Sheltering Services
- ☐ Food & Nutrition Services
- ☐ Recreation & Social Activities
- ☒ Education
- ☐ Health & Wellness
- ☒ Mental Health
- ☐ Addiction Support
- ☐ Legal Aid
- ☒ Youth Services
- ☐ Older Adult Services: Case Management
- ☐ Older Adult Services: Adult Day Care
- ☐ Older Adult Services: Caregiver Support
- ☐ Older Adult Services: Recreation & Social Activities
- ☐ Older Adult Services: Educational
- ☐ Older Adult Services: Health & Wellness
- ☐ Older Adult Services: Transportation
- ☐ Older Adult Services: Food & Nutrition
- ☐ Older Adult Services: Housing/Sheltering
- ☐ Unhoused Services & Support: Case Management
- ☐ Unhoused Services & Support: Basic Care Needs
- ☐ Unhoused Services & Support: Housing/Sheltering
- ☐ Other

10. How does your organization measure the impact of your programs?

To measure the impact of our services, we use a variety of quantitative and qualitative assessments, including the Pediatric Symptom Checklist (PSC). The PSC is a psychosocial screen designed to facilitate the recognition of cognitive, emotional, and behavioral problems so that appropriate interventions can be initiated as early as possible. CASSY therapists assess students at the beginning and end of treatment, compiling results at the end. Our goal is to help students increase positive functioning in their daily life.

We involve our clients and their families throughout the process of school-based counseling. When students are referred, during the process of assessment, we give students and their families agency and ownership, working with them to identify their wellness goals. Treatment goals are the building blocks of a student's treatment plan. These goals—specific, realistic, and tailored to the needs of each individual—are usually achieved during twelve sessions of weekly counseling.

Similarly, we involve students and families in the evaluation process. Surveys center the voices of our clients, directly capturing whether our services are meeting their needs and providing crucial data to continuously improve our quality of care.

11. How many individuals have you served in the past month? Of these, how many were residents of Los Gatos?

Since the start of the school year, we have supported 4540 students through counseling, check-ins and psychoeducation. We serve Los Gatos students in both public and private schools, providing a safety net for nearly 4000 students at schools serving Los Gatos residents.

12. How many individuals have you served in the past year? Of these, how many were residents of Los Gatos?

Last year, CASSY supported 10,749 students through counseling, check-ins, and psychoeducation. We provided a mental health safety net for over 5000 students at schools serving Los Gatos residents.

13. How many of the individuals served in the past month/year were older adults (55+)?

N/A

14. What other organizations/government agencies in Santa Clara County do you collaborate with, if any?

For sixteen years, CASSY's work has been rooted in community and grounded in partnership.

We participate in various municipal and community meetings, such as the West Valley Service Providers Network, to better understand how our services can meet the needs of each community we serve. Fostering connection with other service providers helps CASSY maintain a broader perspective in order to provide the highest standard of care.

We partner with schools, becoming an essential team member and working closely with school social workers to approach student needs holistically. Over the years, we've found that some emotional and behavioral issues actually stem from stressful circumstances that can be remedied. In one case, a student referred for truancy, chronic tardiness and oppositional behavior was tasked with taking a younger sibling to school on the city bus each morning. Arriving late to school day after day, only to be singled and labeled as a problem, it became easier to not go at all. Through sheer perseverance, finding ways to break through and establish trust with this student, our therapist discovered what was really going on. Working with the school and district to secure transportation services, our therapist helped lift the crushing weight of responsibility this young person was carrying.

We partner with other mental health providers. When a student is in acute suicidal crisis, we work with Pacific Clinics to fulfill 5150 requirements in order to place an involuntary 72-hour psychiatric hold for the young person's safety. Our therapist remains with the client throughout the hours-long process, contacting family members or guardians and providing a safe, comforting presence. CASSY is there before, during, and after a crisis situation, following up with students who return to school to provide ongoing support and help them find a way forward. We all need someone in our corner.

15. Do you have any metrics you can share about client satisfaction? If so, please share them here.

(If you have annual reports or other documents with this data that you would like to share, please provide a link or indicate that you would like to provide other documents and we will reach out to you.)

CASSY's school-based counseling—where and when kids need it—is powerful and effective for all involved. For families, CASSY eliminates the most common barriers to accessing care—lack of transportation, cost, insurance battles, and the cultural stigma of having mental health issues. Our on-campus services vastly increase access to mental health support, decrease stigma, and help foster more caring school communities, where students know that they matter. When kids feel seen and known and know they belong, their test scores, grades, and graduation rates all rise.

Last year, across all the schools we serve, 90% of students stabilized or improved their daily functioning, 93% of students and parents would recommend CASSY to peers and other parents, and 97% made progress on their treatment goals.

The story of our impact, both in local schools and agency-wide, is best told in our 2025 Impact Report: cassybayarea.org/3d-flip-book/2025-cassy-impact-report/

16. What are your biggest challenges in administering services?

Funding is a perpetual challenge, especially amidst a challenging, shifting landscape for nonprofits. We partner with schools to provide professional, on-campus mental health services to students and their families free of charge. However, schools can afford only a fraction of the full cost of providing comprehensive mental health support. We fundraise from government, corporations, foundations and individuals to offset the difference.

17. In the last 12 months, did anything occur that has or will impact the services that you provide? If so, please provide in detail.

In the midst of challenging new circumstances impacting youth mental health, we continue to be mission driven and student focused. While new federal policies have directly impacted immigrant families, we remain committed to all students' wellbeing, providing them tools to manage rising anxiety in the midst of uncertainty.

18. What are your primary sources of funding? (i.e. government grants, private sector grants, individual donations, etc.)

Last year, 83% of our funding came from school contracts, and we raised funds from government, corporate, and foundation grants, as well as individual donations. As a community-based organization, CASSY relies on generous support from donors and community partners to bridge the gap between what schools can afford and the true cost of providing services.

19. Are there opportunities for individuals to support your work through volunteering? If so, how do you recruit volunteers?

Because much of our work involves one-on-one, confidential counseling, in-person volunteer opportunities are limited. But individuals can still make a powerful difference. By partnering with us, you help bring effective, accessible mental health care directly to students on their school campuses—where it's needed most.

Your generosity makes student check-ins, proactive social-emotional education, and one-on-one counseling possible. Together, we can ensure no young person faces their struggles alone—and that every student has the support they need to grow, overcome challenges, and thrive. Make your impact today at cassybayarea.org/give-to-cassy.

Town-wide Service Provision Observations

20. In terms of community health and senior services provided to the Los Gatos community, what is working well from your perspective?

Our close collaboration with school partners is effective in addressing student needs.

21. In terms of community health and senior services provided to the Los Gatos community, what challenges, if any, are you currently seeing/experiencing?

As previously mentioned, funding is a perpetual challenge.

22. In terms of community health and senior services provided to the Los Gatos community, what new ideas or priorities would you suggest?

We're grateful for the Town's longstanding commitment to support the mental wellbeing of Los Gatos students and would greatly value your ongoing partnership.

23. In terms of community health and senior services provided to the Los Gatos community, what are the service gaps that you see, if any?

With anxiety, depression, and mental health needs on the rise among youth, the American Psychological Association has reported there are not enough providers to meet the need. In the 2024 California Children's Report Card, nearly half of parents reported it was difficult or impossible to obtain mental health care for their child, even when they had insurance. We work to ensure all enrolled students at the schools we serve have access to effective, professional mental health services.

Past Interactions with the Town of Los Gatos

24. Has your organization partnered/coordinated with the Town of Los Gatos, including commissions, on any programs, projects, or events?

The Town of Los Gatos has funded our work through the Community Grants program for many years. CASSY was involved in the Los Gatos United Against Hate walk and rally, with our longtime Executive Director Marico Sayoc speaking at the event. We currently participate in the West Valley Service Provider Network, organized by Tom Picraux of the Los Gatos Thrives Foundation.

25. Do you have comments/suggestions, either constructive or positive, related to your partnership between your organization and the Town of Los Gatos?

Additional Comments

26. Thank you for your participation. Do you have any additional comments to share with the Town of Los Gatos?

We're so grateful for your longstanding support. We look forward to partnering with you for many years to come.

[View results](#)

Respondent

11

Anonymous

49:58

Time to complete

About Your Organization

1. What is the name of your organization?

Friends of Bear Creek Stables

2. Please provide the name, email and phone number of the best contact for your organization. (For the purpose of any follow up questions or clarifications.)

3. What is your organization's vision and mission?

Providing nature and equine programs for the public

4. What geographic area does your organization serve? (i.e. Santa Clara County, Los Gatos, etc?)

We are located on Bear Creek Rd very close to Los Gatos and many of our past programs have been mostly attended by Los Gatos residents. We are open to all member of the public.

5. Please describe your target population (not necessarily geographic location)?

From age 3 and up with programs designed around specific age groups and special needs

6. What age group do you primarily serve? (Select all that apply)

☒ Youth

☒ 19-54

☒ 55+

7. How do you ensure that residents are aware of your services? What type of outreach is done?

Social Media, local publications, open houses, partnerships with existing organizations and referrals

8. How are individuals referred to your programs?

Through past participants, and partnerships with other organizations

9. What specific programs/services do you offer? (Please check all that apply)

- ☐ Transportation Services
- ☐ Housing/Sheltering Services
- ☐ Food & Nutrition Services
- ☒ Recreation & Social Activities
- ☒ Education
- ☒ Health & Wellness
- ☒ Mental Health
- ☐ Addiction Support
- ☐ Legal Aid
- ☒ Youth Services
- ☐ Older Adult Services: Case Management
- ☐ Older Adult Services: Adult Day Care
- ☐ Older Adult Services: Caregiver Support
- ☒ Older Adult Services: Recreation & Social Activities
- ☒ Older Adult Services: Educational
- ☒ Older Adult Services: Health & Wellness
- ☐ Older Adult Services: Transportation
- ☐ Older Adult Services: Food & Nutrition
- ☐ Older Adult Services: Housing/Sheltering
- ☐ Unhoused Services & Support: Case Management
- ☐ Unhoused Services & Support: Basic Care Needs
- ☐ Unhoused Services & Support: Housing/Sheltering
- ☒ Programs for people with special needs

10. How does your organization measure the impact of your programs?

Participation, comparison to other programs

11. How many individuals have you served in the past month? Of these, how many were residents of Los Gatos?

We are currently working with Midpeninsula Open Space District on a long term agreement to reopen Bear Creek Stable to the public. Programs are on hold for now

12. How many individuals have you served in the past year? Of these, how many were residents of Los Gatos?

Programs are on hold for now. Programs at Bear Creek Stables will restart in January 2025. Tours of the Stables are available now.

13. How many of the individuals served in the past month/year were older adults (55+)?

On Hold

14. What other organizations/government agencies in Santa Clara County do you collaborate with, if any?

Midpeninsula Regional Open Space District. Please visit our website for list of supporters. friendsofbearcreekstables.org

15. Do you have any metrics you can share about client satisfaction? If so, please share them here.

(If you have annual reports or other documents with this data that you would like to share, please provide a link or indicate that you would like to provide other documents and we will reach out to you.)

16. What are your biggest challenges in administering services?

Growing our programs that align with both MidPen's mission and serve the needs of the public

17. In the last 12 months, did anything occur that has or will impact the services that you provide? If so, please provide in detail.

We are in the finale stages of signing a twelve year agreement with MidPen and have raised \$250,000 in donations to reopen Bear Cree Stables. The site at Bear Creek Redwood Perserve is idea for introducing a couple dozen programs over the next two years at which time MidPen will be investing another 6-7 million dollars in significant site improvements

18. What are your primary sources of funding? (i.e. government grants, private sector grants, individual donations, etc.)

private sector grants, individual donations, foundation grants and program revenue - we are a non-profit and all revenue is reinvested allowing us to provide a high percentage of free or subsidized programs

19. Are there opportunities for individuals to support your work through volunteering? If so, how do you recruit volunteers?

Yes. Recruitment is currently by referral. We believe training and proper alignment between the volunteer and the purpose of our programs is key to retention and effective use of volunteers

Town-wide Service Provision Observations

20. In terms of community health and senior services provided to the Los Gatos community, what is working well from your perspective?

The town has a number of programs that provide programs and facilities for seniors. They are working very well.

21. In terms of community health and senior services provided to the Los Gatos community, what challenges, if any, are you currently seeing/experiencing?

Seniors with cognitive decline, mobility challenges, medical conditions might limit participation.

22. In terms of community health and senior services provided to the Los Gatos community, what new ideas or priorities would you suggest?

There are people that are skilled and already working with our senior population. Supporting their efforts and providing a broader range of programs relies on partnering with those most skilled and motivated to work with seniors.

23. In terms of community health and senior services provided to the Los Gatos community, what are the service gaps that you see, if any?

Identifying the undeserved seniors and then designing programs that meet their special needs. As an example, we know seniors with cognitive decline still benefit from social interactions, but they rely on others for many of the tasks of daily living like transportation, food, and caregivers familiar with techniques like redirection, etc.

Past Interactions with the Town of Los Gatos

24. Has your organization partnered/coordinated with the Town of Los Gatos, including commissions, on any programs, projects, or events?

In the past we have worked with the Los Gatos-Saratoga Community Education and Recreation, and the Los Gatos High School

25. Do you have comments/suggestions, either constructive or positive, related to your partnership between your organization and the Town of Los Gatos?

As we reopen Bear Creek Stables, our first goal is to raise the awareness of the town's awareness of Bear Creek Stables.

Additional Comments

26. Thank you for your participation. Do you have any additional comments to share with the Town of Los Gatos?

We feel incredibly fortunate to be located next to Los Gatos that has both a well to do and highly educated population. We know working together will benefit all of us.

[View results](#)

Respondent

19

Anonymous

10:53

Time to complete

About Your Organization

1. What is the name of your organization?

Girls On The Run (Silicon Valley)

2. Please provide the name, email and phone number of the best contact for your organization. (For the purpose of any follow up questions or clarifications.)

3. What is your organization's vision and mission?

Girls on the Run has fun, evidence-based programs that inspire participants to recognize their inner strength, increase their level of physical activity, imagine their possibilities, and confidently stand up for themselves and others.

4. What geographic area does your organization serve? (i.e. Santa Clara County, Los Gatos, etc?)

Santa Clara County & Monterey County

5. Please describe your target population (not necessarily geographic location)?

Elementary School Girls (Grades 3-8)

6. What age group do you primarily serve? (Select all that apply)

☒ Youth

☐ 19-54

☐ 55+

7. How do you ensure that residents are aware of your services? What type of outreach is done?

Social Media

8. How are individuals referred to your programs?

Schools

9. What specific programs/services do you offer? (Please check all that apply)

- ☐ Transportation Services
- ☐ Housing/Sheltering Services
- ☐ Food & Nutrition Services
- ☐ Recreation & Social Activities
- ☐ Education
- ☒ Health & Wellness
- ☒ Mental Health
- ☐ Addiction Support
- ☐ Legal Aid
- ☒ Youth Services
- ☐ Older Adult Services: Case Management
- ☐ Older Adult Services: Adult Day Care
- ☐ Older Adult Services: Caregiver Support
- ☐ Older Adult Services: Recreation & Social Activities
- ☐ Older Adult Services: Educational
- ☐ Older Adult Services: Health & Wellness
- ☐ Older Adult Services: Transportation
- ☐ Older Adult Services: Food & Nutrition
- ☐ Older Adult Services: Housing/Sheltering
- ☐ Unhoused Services & Support: Case Management
- ☐ Unhoused Services & Support: Basic Care Needs
- ☐ Unhoused Services & Support: Housing/Sheltering
- ☐ Other

10. How does your organization measure the impact of your programs?

Surveys

11. How many individuals have you served in the past month? Of these, how many were residents of Los Gatos?

12. How many individuals have you served in the past year? Of these, how many were residents of Los Gatos?

1,500 (33% Los Gatos Residents)

13. How many of the individuals served in the past month/year were older adults (55+)?

None

14. What other organizations/government agencies in Santa Clara County do you collaborate with, if any?

County Of Santa Clara (District 002) - Budget Inventory Grant

15. Do you have any metrics you can share about client satisfaction? If so, please share them here.

(If you have annual reports or other documents with this data that you would like to share, please provide a link or indicate that you would like to provide other documents and we will reach out to you.)

<https://www.gotrsv.org/impact>

16. What are your biggest challenges in administering services?

Coach Recruitment

17. In the last 12 months, did anything occur that has or will impact the services that you provide? If so, please provide in detail.

Budget Cuts To Gender Justice Organizations

18. What are your primary sources of funding? (i.e. government grants, private sector grants, individual donations, etc.)

Private / Public Sector Grants & Program Fees

19. Are there opportunities for individuals to support your work through volunteering? If so, how do you recruit volunteers?

Yes! We often reach out to donor organizations to recruit Community Volunteers

Town-wide Service Provision Observations

20. In terms of community health and senior services provided to the Los Gatos community, what is working well from your perspective?

21. In terms of community health and senior services provided to the Los Gatos community, what challenges, if any, are you currently seeing/experiencing?

22. In terms of community health and senior services provided to the Los Gatos community, what new ideas or priorities would you suggest?

23. In terms of community health and senior services provided to the Los Gatos community, what are the service gaps that you see, if any?

Past Interactions with the Town of Los Gatos

24. Has your organization partnered/coordinated with the Town of Los Gatos, including commissions, on any programs, projects, or events?

25. Do you have comments/suggestions, either constructive or positive, related to your partnership between your organization and the Town of Los Gatos?

Additional Comments

26. Thank you for your participation. Do you have any additional comments to share with the Town of Los Gatos?

[View results](#)

Respondent

9

Anonymous

98:02

Time to complete

About Your Organization

1. What is the name of your organization?

Hooves of Happiness

2. Please provide the name, email and phone number of the best contact for your organization. (For the purpose of any follow up questions or clarifications.)

3. What is your organization's vision and mission?

At Hooves of Happiness, our mission is to bring comfort, joy, and connection through the healing power of animals. We believe that even the smallest moments of interaction—whether a gentle nuzzle or the wonder of meeting a miniature horse—can ease anxiety, spark happiness, and create meaningful bonds. By sharing our therapy animals with those who need it most, we strive to uplift spirits, brighten lives, and remind people that healing can be found in unexpected places.

4. What geographic area does your organization serve? (i.e. Santa Clara County, Los Gatos, etc?)

Santa Clara County

5. Please describe your target population (not necessarily geographic location)?

Our target population includes individuals across a wide range of ages and life circumstances, with a focus on those who benefit most from emotional support and social connection through animal-assisted therapy. Seniors in assisted living and nursing homes: We visit elder care facilities to engage older adults who may be experiencing isolation, limited mobility, or cognitive challenges. Our interactions help reduce stress, spark joy, and encourage meaningful social engagement. Children in hospitals and schools: We provide comfort and companionship to pediatric patients, including those in cancer wards, as well as students in educational settings. These visits offer emotional relief, distraction from medical treatments, and opportunities for positive interaction. Families at community events: We will be expanding into local outreach events to connect with families in informal, joyful settings. These events help raise awareness of our services, foster community bonds, and create shared moments of happiness. By focusing on these populations, we aim to bring therapeutic value, emotional warmth, and a sense of connection to those who need it most.

6. What age group do you primarily serve? (Select all that apply)

☒ Youth

☒ 19-54

☒ 55+

7. How do you ensure that residents are aware of your services? What type of outreach is done?

To ensure residents are aware of our services, we take a proactive and multi-faceted outreach approach. We work directly with administrative staff at elder homes, hospitals, and schools to build trusted relationships and provide timely information to those who need it most.

As we prepare to expand into Los Gatos in 2026, we've enhanced our digital presence by updating our website and launching a YouTube channel, Facebook page, and Instagram account. We're actively developing engaging content to keep our community informed and connected.

In addition to digital outreach, we are updating our brochures and posters, which we plan to distribute both physically and through the Nextdoor platform to reach residents in their neighborhoods. We recognize the importance of meeting people where they are—both online and offline.

Looking ahead, we're eager to collaborate with local police and fire departments to bring a little joy and support to those in need, whether through community events, wellness visits, or small acts of kindness. Our goal is to foster a sense of connection, compassion, and awareness throughout the communities we serve.

8. How are individuals referred to your programs?

At this stage, most of our referrals come through word of mouth. Families, caregivers, and community partners who have experienced our services often share their positive experiences with others, which has been a powerful and organic way to grow awareness. As we continue to build our presence—especially with our expansion into Los Gatos—we're also working on strengthening digital outreach and forming new partnerships to diversify our referral sources over time.

9. What specific programs/services do you offer? (Please check all that apply)

- ☐ Transportation Services
- ☐ Housing/Sheltering Services
- ☐ Food & Nutrition Services
- ☐ Recreation & Social Activities
- ☒ Education
- ☒ Health & Wellness
- ☒ Mental Health
- ☐ Addiction Support
- ☐ Legal Aid
- ☒ Youth Services
- ☐ Older Adult Services: Case Management
- ☐ Older Adult Services: Adult Day Care
- ☐ Older Adult Services: Caregiver Support
- ☒ Older Adult Services: Recreation & Social Activities
- ☒ Older Adult Services: Educational
- ☒ Older Adult Services: Health & Wellness
- ☐ Older Adult Services: Transportation
- ☐ Older Adult Services: Food & Nutrition
- ☐ Older Adult Services: Housing/Sheltering
- ☐ Unhoused Services & Support: Case Management
- ☐ Unhoused Services & Support: Basic Care Needs
- ☐ Unhoused Services & Support: Housing/Sheltering
- ☒ Bringing comfort, connection, and compassion wherever they're needed through therapy animals.

10. How does your organization measure the impact of your programs?

We measure the impact of our program through a combination of observed outcomes, participant feedback, and community engagement. Animal-assisted therapy is well-documented for its ability to reduce stress, improve mood, and foster social interaction—benefits we consistently witness during our visits.

At Valley Medical Center, our existing visits have led to brighter moods, reduced anxiety, and increased social connection among patients and staff. These outcomes guide our approach as we expand into Los Gatos.

To track our success, we use the following metrics:

Number of Los Gatos visits completed, helping us monitor program reach and consistency.

Participant surveys that assess changes in stress levels, feelings of joy, and social engagement.

Partner feedback from hospitals, elder homes, and schools to evaluate how well our program integrates into their environments.

Local testimonials that reflect community awareness, emotional impact, and overall satisfaction.

Together, these measures help us understand our effectiveness, refine our approach, and ensure we're delivering meaningful experiences to those we serve.

11. How many individuals have you served in the past month? Of these, how many were residents of Los Gatos?

In the past month, we served approximately 60 individuals across two visits to Valley Medical Center, including patients, staff members, and visitors. While we do not have exact data on how many of these individuals were residents of Los Gatos, the facility is located in a neighboring city, making it highly likely that a portion of those we reached were from Los Gatos. We are actively preparing to expand our services into Los Gatos in 2026, with plans to engage directly with facilities and community partners within the city. This expansion will allow us to more accurately track local impact and better serve residents in that area.

12. How many individuals have you served in the past year? Of these, how many were residents of Los Gatos?

Over the past year, we've conducted approximately 24 visits between Valley Medical Center and Stanford Medical Center, averaging around 30 individuals per visit—including patients, staff members, and visitors. This brings our estimated total to over 700 individuals served through our animal-assisted therapy program. While we do not have precise data on how many of these individuals were residents of Los Gatos, Valley Medical Center is located in a neighboring city as mentioned before, and given its regional reach, it's highly likely that a portion of those we served were from Los Gatos. As we prepare to expand into Los Gatos in 2026, we're laying the groundwork to track local engagement more accurately. This includes building partnerships with facilities within Los Gatos and implementing feedback tools to better understand the geographic reach and emotional impact of our visits.

13. How many of the individuals served in the past month/year were older adults (55+)?

While we don't collect exact age data, we estimate over the last year 60–70% (435–504 adults) of those served were older adults (ages 55+), based on the demographics of the elder care units and hospital staff. Additionally, our visits to the children's cancer ward have provided comfort and emotional support to pediatric patients and their families—an essential part of our mission.

14. What other organizations/government agencies in Santa Clara County do you collaborate with, if any?

At this time, we have not formally collaborated with government agencies in Santa Clara County. However, we've worked closely with Valley Medical Center and Stanford, building strong relationships that have allowed us to deliver meaningful animal-assisted therapy experiences to patients, staff, and visitors.

Our organization began as a one-person initiative and has recently grown to a three-person team to support our expansion and deepen our community impact. As we prepare to expand into Los Gatos in 2026, we're actively seeking partnerships with more local facilities—including hospitals, elder care homes, schools, and public service departments—to better connect with the community and extend the reach of our services.

We're especially interested in collaborating with city agencies, including police and fire departments, to bring moments of joy and emotional support to those who serve and protect our neighborhoods.

15. Do you have any metrics you can share about client satisfaction? If so, please share them here.

(If you have annual reports or other documents with this data that you would like to share, please provide a link or indicate that you would like to provide other documents and we will reach out to you.)

At this time, we do not have formal client satisfaction metrics to share, as our organization was previously operating in a more informal capacity. However, we recognize the importance of tracking impact and feedback, and we are actively working to enhance this aspect of our operations.

With the recent addition of our Executive Development Director, Brandy Higgins, who joined us in September 2025, we are developing systems to collect and analyze client satisfaction data. This includes implementing participant surveys, gathering partner feedback, and documenting testimonials to better understand the emotional and social impact of our services.

We look forward to sharing these insights in future reports as our organization continues to grow and formalize its evaluation processes. If you'd like us to provide documentation once available, we'd be happy to coordinate.

16. What are your biggest challenges in administering services?

One of our biggest challenges in administering services is the extensive preparation required for each visit. Our miniature horse, a central part of our animal-assisted therapy program, must be fully groomed before every outing. This includes trimming, bathing, brushing, and towel drying to ensure the animal is clean, comfortable, and presentable.

In addition to grooming, we carefully outfit the horse with protective gear—including rubber boots, poop bags, and a volunteer vest—to meet health and safety standards for indoor environments like hospitals and elder care facilities. Altogether, this preparation process can take several hours and requires careful coordination and attention to detail.

While the effort is significant, we believe the joy and therapeutic value our visits bring to patients, staff, and families make it well worth the investment. As our team grows and we expand into new communities like Los Gatos, we're exploring ways to streamline logistics while maintaining the high quality and care that define our services.

17. In the last 12 months, did anything occur that has or will impact the services that you provide? If so, please provide in detail.

Yes, the past 12 months have brought exciting developments that will significantly impact the services we provide. Most notably, we expanded our team to support our growth and improve our operational capacity. We welcomed a Chief Technology Officer, who has completely revamped our website. This upgrade enhances our online presence, streamlines communication with partners and the public, and lays the foundation for future digital engagement—including outreach, scheduling, and storytelling. We also brought on an Executive Development Director, who joined us in September 2025. We have already made meaningful contributions by refining our internal policies and processes, exploring new business partnerships, and introducing fresh ideas to enrich our in-person visits. This is helping us build a more structured and scalable organization. These additions mark a turning point for our program. What began as a one-person initiative has now grown into a three-person team, positioning us to expand into Los Gatos in 2026 and deepen our impact across Santa Clara County. We're thrilled about what's ahead and confident that these changes will elevate the quality, reach, and sustainability of our services.

18. What are your primary sources of funding? (i.e. government grants, private sector grants, individual donations, etc.)

Our primary sources of funding to date have been self-funding and volunteer hours. As a grassroots organization that began as a one-person initiative, we've relied heavily on personal investment and community-driven support to deliver our services.

We are now entering an exciting new phase of growth and are exploring government grants for the first time, with the goal of securing sustainable funding to expand our reach and impact. Additionally, we are beginning to pursue private donations and partnerships to diversify our funding base and engage more individuals and organizations who share our mission.

As our team grows and our services expand—particularly with our planned launch in Los Gatos in 2026—we're committed to building a more robust and resilient funding strategy that supports long-term success.

19. Are there opportunities for individuals to support your work through volunteering? If so, how do you recruit volunteers?

Yes, we absolutely welcome individuals who want to support our work through volunteering. We currently have a few fantastic adult volunteers who occasionally assist and share our vision of bringing comfort and connection through animal-assisted therapy.

Looking ahead, we're excited to expand our volunteer opportunities to include middle school students. While we do not involve youth volunteers in patient visits due to the sensitive nature of our work, there are many meaningful ways they can contribute. These include helping with animal preparation—such as grooming and outfitting our miniature horse—and assisting with local outreach efforts, like distributing brochures, setting up for events, and supporting community engagement activities.

We recruit volunteers primarily through word of mouth, community connections, and social media. As our organization grows, we plan to develop a more formal volunteer program with clear roles, training, and opportunities for individuals of all ages to get involved in ways that are safe, rewarding, and aligned with our mission.

Town-wide Service Provision Observations

20. In terms of community health and senior services provided to the Los Gatos community, what is working well from your perspective?

From Hooves of Happiness' perspective, Los Gatos demonstrates a strong commitment to community health and senior services, particularly through its welcoming environment and established network of care facilities. We've observed that many elder care homes and hospitals in the area prioritize emotional well-being alongside physical health, which aligns beautifully with our mission to bring comfort, connection, and joy through animal-assisted therapy.

What's working well is the openness of local organizations to innovative forms of support. Facilities are increasingly recognizing the value of therapeutic visits—not just for patients, but for staff and families as well. This creates a meaningful opportunity for programs like ours to complement existing services with something unique and uplifting.

As we prepare to expand into Los Gatos in 2026, we're encouraged by the community's emphasis on holistic care and its enthusiasm for partnerships. We see great potential to collaborate with elder homes, schools, and even public service departments like police and fire stations to bring moments of happiness to those who need it most. The groundwork is already there—we're excited to build on it.

21. In terms of community health and senior services provided to the Los Gatos community, what challenges, if any, are you currently seeing/experiencing?

From Hooves of Happiness' perspective, one of the key challenges in serving the Los Gatos community is accessibility and coordination with facilities that could benefit from animal-assisted therapy but may not yet be familiar with its value or logistics. While Los Gatos has a strong foundation of senior services, integrating non-traditional therapeutic programs—like ours—into existing care models can take time and relationship-building.

Additionally, as we expand, we're navigating how to engage younger volunteers in meaningful ways that respect the privacy and vulnerability of the populations we serve. We're excited to involve middle schoolers in pre-visit preparation and outreach, but we're mindful of creating roles that are safe, appropriate, and impactful.

Finally, like many small organizations, we face the challenge of limited resources and funding. We're currently self-funded and supported by volunteers, and while we're beginning to explore government grants and private donations, building a sustainable financial base is essential to scaling our services in Los Gatos and beyond.

Despite these challenges, we're optimistic. The community's openness, the strength of local senior services, and the enthusiasm we've encountered give us confidence that Hooves of Happiness can become a valued partner in enhancing emotional wellness across Los Gatos.

22. In terms of community health and senior services provided to the Los Gatos community, what new ideas or priorities would you suggest?

From our perspective at Hooves of Happiness, Los Gatos does a great job supporting seniors—but there's room to grow. We'd love to see more creative programs that focus on emotional wellness, like regular visits from therapy animals. These kinds of experiences bring joy, reduce stress, and help people feel more connected.

We also see potential in involving middle and high school students in safe, behind-the-scenes volunteer roles. Helping with animal prep or community outreach gives them a chance to contribute while respecting the privacy of those we serve.

Lastly, we'd suggest more collaboration between senior services and local groups like police, fire departments, and schools. Joint events or wellness visits could strengthen community ties and make services more engaging for everyone.

We're excited to bring these ideas to life as we expand into Los Gatos in 2026.

23. In terms of community health and senior services provided to the Los Gatos community, what are the service gaps that you see, if any?

From our perspective at Hooves of Happiness, one of the service gaps in Los Gatos is the limited access to alternative therapies that focus on emotional wellness—especially for seniors. While traditional medical and recreational services are well-established, there's room for more programs that offer comfort, connection, and joy in creative ways, like animal-assisted therapy.

We also see a gap in intergenerational engagement. Many seniors benefit from interaction with younger people, but there aren't enough structured opportunities for youth to safely support senior programs. We'd love to help bridge that gap by involving middle schoolers in behind-the-scenes roles that support our visits.

Lastly, awareness and coordination can be a challenge. Some facilities may not know about the benefits of therapy animals or how to integrate them into their programming. We're working to change that as we expand into Los Gatos in 2026.

Past Interactions with the Town of Los Gatos

24. Has your organization partnered/coordinated with the Town of Los Gatos, including commissions, on any programs, projects, or events?

Not yet. Hooves of Happiness has not formally partnered or coordinated with the Town of Los Gatos or its commissions on any programs, projects, or events to date. However, we are actively exploring opportunities to collaborate with local agencies, senior services, and community organizations to bring our animal-assisted therapy program to residents in meaningful ways.

We're excited about the potential to work alongside the Town and its partners to enhance emotional wellness and community connection through our unique approach.

25. Do you have comments/suggestions, either constructive or positive, related to your partnership between your organization and the Town of Los Gatos?

Not yet, but we're excited to build a partnership with the Town of Los Gatos. Our miniature horse is currently boarding in Los Gatos, and all of our team members live in town and actively volunteer at local schools. We're deeply connected to the community and look forward to working with the Town and its commissions to bring joy and emotional support to residents through our animal-assisted therapy program.

Additional Comments

26. Thank you for your participation. Do you have any additional comments to share with the Town of Los Gatos?

Thank you for the opportunity to share more about Hooves of Happiness. As a small but growing organization rooted in Los Gatos - we're deeply invested in the well-being of our neighbors.

We are excited about the possibility of partnering with the Town to bring more joy, connection, and emotional support to residents through our animal-assisted therapy program. We believe Los Gatos is a place where innovative, heart-centered programs like ours can truly thrive, and we look forward to contributing to the vibrant network of community health and senior services already in place.

Thank you for your time and consideration. Our team is eager to explore how we can serve together!

[View results](#)

Respondent

10

Anonymous

40:10

Time to complete

About Your Organization

1. What is the name of your organization?

Los Gatos Music & Arts

2. Please provide the name, email and phone number of the best contact for your organization. (For the purpose of any follow up questions or clarifications.)

3. What is your organization's vision and mission?

The Mission of Los Gatos Music & Arts is to act as an umbrella organization for music & arts programs including Jazz on the Plazz.

Los Gatos Music & Arts provides opportunities for our Silicon Valley community to enjoy and appreciate a full spectrum of fine arts through live performances, exhibitions and educational programs. We produce outstanding quality, free to the public concerts, featuring world-class local and international musicians. Additionally, we sponsor music workshops for youth and provide funding for music and arts programs for people of all ages.

4. What geographic area does your organization serve? (i.e. Santa Clara County, Los Gatos, etc?)

Santa Clara County, predominantly Los Gatos

5. Please describe your target population (not necessarily geographic location)?

All ages, seniors and youth primarily

6. What age group do you primarily serve? (Select all that apply)

☒ Youth

☐ 19-54

☒ 55+

7. How do you ensure that residents are aware of your services? What type of outreach is done?

Print media, posters, emails, social media and free to the public events.

8. How are individuals referred to your programs?

Educators refer youth to our master classes, summer day camps and in school clinics

9. What specific programs/services do you offer? (Please check all that apply)

- ☐ Transportation Services
- ☐ Housing/Sheltering Services
- ☐ Food & Nutrition Services
- ☐ Recreation & Social Activities
- ☒ Education
- ☐ Health & Wellness
- ☐ Mental Health
- ☐ Addiction Support
- ☐ Legal Aid
- ☒ Youth Services
- ☐ Older Adult Services: Case Management
- ☐ Older Adult Services: Adult Day Care
- ☐ Older Adult Services: Caregiver Support
- ☒ Older Adult Services: Recreation & Social Activities
- ☐ Older Adult Services: Educational
- ☐ Older Adult Services: Health & Wellness
- ☐ Older Adult Services: Transportation
- ☐ Older Adult Services: Food & Nutrition
- ☐ Older Adult Services: Housing/Sheltering
- ☐ Unhoused Services & Support: Case Management
- ☐ Unhoused Services & Support: Basic Care Needs
- ☐ Unhoused Services & Support: Housing/Sheltering
- ☐ Other

10. How does your organization measure the impact of your programs?

Attendance, questionnaires and interviews with attendees.

11. How many individuals have you served in the past month? Of these, how many were residents of Los Gatos?

150 individuals served of which 90% are residents of Los Gatos

12. How many individuals have you served in the past year? Of these, how many were residents of Los Gatos?

3,000++ individuals served of which 90% are residents of Los Gatos

13. How many of the individuals served in the past month/year were older adults (55+)?

1500 in the year and 500 in the last month

14. What other organizations/government agencies in Santa Clara County do you collaborate with, if any?

Los Gatos Chamber of Commerce
Los Gatos Morning Rotary Club
Los Gatos Thrives Foundation

15. Do you have any metrics you can share about client satisfaction? If so, please share them here.

(If you have annual reports or other documents with this data that you would like to share, please provide a link or indicate that you would like to provide other documents and we will reach out to you.)

16. What are your biggest challenges in administering services?

Fundraising to cover our costs of music and educational programs are our biggest challenge

17. In the last 12 months, did anything occur that has or will impact the services that you provide? If so, please provide in detail.

Grant cutbacks and growing operational costs

18. What are your primary sources of funding? (i.e. government grants, private sector grants, individual donations, etc.)

Private sector donations, corporate donations, annual gala fundraiser event and local grants from service clubs and Town of Los Gatos

19. Are there opportunities for individuals to support your work through volunteering? If so, how do you recruit volunteers?

Yes, we recruit through service clubs - Los Gatos Morning Rotary Club has provided the majority of our volunteers

Town-wide Service Provision Observations

20. In terms of community health and senior services provided to the Los Gatos community, what is working well from your perspective?

We provided eight free summer music concerts which are centrally located in our downtown and are attended by hundreds of seniors who otherwise may not be able afford to attend live entertainment to enjoy music, camaraderie and socializing with community in a beautiful park setting.

21. In terms of community health and senior services provided to the Los Gatos community, what challenges, if any, are you currently seeing/experiencing?

Fundraising is always our top challenge and priority to keep our programs running.

22. In terms of community health and senior services provided to the Los Gatos community, what new ideas or priorities would you suggest?

Improve transportation options to and from our downtown for seniors.

23. In terms of community health and senior services provided to the Los Gatos community, what are the service gaps that you see, if any?

Senior facilities and services are not on par with other communities surrounding Los Gatos.

Past Interactions with the Town of Los Gatos

24. Has your organization partnered/coordinated with the Town of Los Gatos, including commissions, on any programs, projects, or events?

Yes, several of our board members have served terms on the Arts Commission and Police Foundations board. LGM&A invites the Friends of the Library, Veterans Memorial Foundation, the Police Foundation and other organizations to be hosted and spotlighted at our community events to provide extra exposure to the community and an opportunity to have in person access to community members.

25. Do you have comments/suggestions, either constructive or positive, related to your partnership between your organization and the Town of Los Gatos?

We enjoy our relationship/partnership with the Town of Los Gatos and appreciate the grants we have been awarded in past years. We would simply ask that the fees that the Town imposes on the events be minimized to help our nonprofit organization continue its good work.

Additional Comments

26. Thank you for your participation. Do you have any additional comments to share with the Town of Los Gatos?

Thanks for letting us share our thoughts.

[View results](#)

Respondent

8

Anonymous

22:57

Time to complete

About Your Organization

1. What is the name of your organization?

LGS Recreation 55 Plus Program

2. Please provide the name, email and phone number of the best contact for your organization. (For the purpose of any follow up questions or clarifications.)

3. What is your organization's vision and mission?

The LGS Recreation 55 Plus Program is dedicated to ensuring free or low-cost access to recreation, education, socialization, and wellness for older adults throughout Los Gatos and surrounding areas. Our goal is to create a sense of belonging by providing opportunities to make connections in the community and participate in meaningful recreation programs that address social, psychological, physical, and cognitive needs of older adults. We strive to increase social connectedness, decrease social isolation, and combat mental health distress through leisure and recreation activities. Our Senior Center also acts as a hub of information to connect older adults and caregivers with services and resources.

4. What geographic area does your organization serve? (i.e. Santa Clara County, Los Gatos, etc?)

Los Gatos and surrounding communities (Campbell, San Jose, Cupertino, Monte Soreno, Saratoga, etc.) Operate out of Los Gatos.

5. Please describe your target population (not necessarily geographic location)?

Age 55 and over. Current Age: 72% are over the age of 70

6. What age group do you primarily serve? (Select all that apply)

☐ Youth

☐ 19-54

☒ 55+

7. How do you ensure that residents are aware of your services? What type of outreach is done?

Membership Base

LGS Recreation Brochure goes to 30,000+ houses in LG, Monte Soreno and Saratoga 3x/year and features 55 Plus information.

The PRINT Monthly Newsletter

Community Outreach - team attending events

8. How are individuals referred to your programs?

Self sign up. We do not auto renew membership.

9. What specific programs/services do you offer? (Please check all that apply)

- ☐ Transportation Services
- ☐ Housing/Sheltering Services
- ☐ Food & Nutrition Services
- ☒ Recreation & Social Activities
- ☒ Education
- ☒ Health & Wellness
- ☒ Mental Health
- ☐ Addiction Support
- ☒ Legal Aid
- ☐ Youth Services
- ☐ Older Adult Services: Case Management
- ☐ Older Adult Services: Adult Day Care
- ☐ Older Adult Services: Caregiver Support
- ☒ Older Adult Services: Recreation & Social Activities
- ☒ Older Adult Services: Educational
- ☒ Older Adult Services: Health & Wellness
- ☐ Older Adult Services: Transportation
- ☐ Older Adult Services: Food & Nutrition
- ☐ Older Adult Services: Housing/Sheltering
- ☐ Unhoused Services & Support: Case Management
- ☐ Unhoused Services & Support: Basic Care Needs
- ☐ Unhoused Services & Support: Housing/Sheltering
- ☐ Other

10. How does your organization measure the impact of your programs?

Overall # of Members
Track daily participation in programs to report # of programs and # of encounters (people in programs)
Track Call Volume
55 Plus specific surveys every 6 months
General Agency surveys seasonally

11. How many individuals have you served in the past month? Of these, how many were residents of Los Gatos?

September 2025 for example: 1000 members (apx. 50% LG residents), 116 programs, and 1594 participants.

12. How many individuals have you served in the past year? Of these, how many were residents of Los Gatos?

1019+ members (continues to increase), apx. 50% LG residents

13. How many of the individuals served in the past month/year were older adults (55+)?

100%

14. What other organizations/government agencies in Santa Clara County do you collaborate with, if any?

Town of Los Gatos, West Valley College, SALA, HICAP, AARP Safe Driver, Santa Clara County Fire Department, and AARP Tax Aide.

15. Do you have any metrics you can share about client satisfaction? If so, please share them here.

(If you have annual reports or other documents with this data that you would like to share, please provide a link or indicate that you would like to provide other documents and we will reach out to you.)

55 Plus Survey from January 2025-June 2025:

87% Strongly Agreed, and 98% Agreed or Strongly Agreed to the statement: "My experience has been positive as a result of joining 55+ programs and I would recommend it to others".

65% Strongly Agreed, and 93% Agreed or Strongly Agreed to the statement: "I feel more connected to people and services as a result of the 55+ Programs".

16. What are your biggest challenges in administering services?

Contrary to other local Senior Centers, the 55 Plus program does not receive tax dollars and relies fully on grants, sponsorship, and subsidy, though these ultimately do not cover the full expense of program operation. The 55 Plus program is non-revenue generating. We have seen radical growth and an expanding community need with membership jumping from 400 to 730 members in 2022 to over 800 in 2023. We continue to see growth and concluded 2024 with 930 members and approximately 1,298 programs with total of 18,176 participants. With increased participation and programs offered, a greater demand is placed on staffing and resources, with facilities a contributing portion of this challenge. This also includes parking scarcity, an increasing challenge. Long term sustainability to support program, accessibility, and expansion is an ongoing challenge.

17. In the last 12 months, did anything occur that has or will impact the services that you provide? If so, please provide in detail.

Increase in building expense. Increase in demand for programs (ex. Hands on Art, Beading Workshops, and Paint Party all spots filled through end of the year)

18. What are your primary sources of funding? (i.e. government grants, private sector grants, individual donations, etc.)

Non-revenue generating. Currently funding includes: one-time government funding, annual private grants, sponsorship campaigns, and membership dues (\$30-35/annually/member). Long term funding is necessary for sustainability.

19. Are there opportunities for individuals to support your work through volunteering? If so, how do you recruit volunteers?

Town-wide Service Provision Observations

20. In terms of community health and senior services provided to the Los Gatos community, what is working well from your perspective?

LGS Recreation offers a senior center model comparative to and often exceeding surrounding cities, with competitive membership rates. We strive to offer innovative programming and implement suggestions from members. Participants have told us that they have checked out more modern buildings and facilities, but enjoy our programming more. Beyond LGS Recreation, Live Oak Nutrition offers a great low-cost meal program and social activities. Many of our members also participate in programs here and have built a great community. We also often refer people to the Los Gatos library for tech appointments, mobile pantry, behavior health support, and seniors enjoy volunteering at the Friends of the Library bookstore.

21. In terms of community health and senior services provided to the Los Gatos community, what challenges, if any, are you currently seeing/experiencing?

Reliable transportation remains an issue for many of our members. People express that they want to come to more programs but don't have reliable transportation. Lyft and Uber are helpful, and we have helped participants navigate this, but it can be costly.

22. In terms of community health and senior services provided to the Los Gatos community, what new ideas or priorities would you suggest?

It is LGS Recreation's mission and core competency as a recreation agency to offer new and innovative programs based on interest and needs. In terms of greater community, we hope that senior services remain a strategic priority for the Town.

23. In terms of community health and senior services provided to the Los Gatos community, what are the service gaps that you see, if any?

Social Worker/Case Manager available for seniors to book appointments with for additional support/counseling.
Refreshed/Expanded/Remediated facilities.

Past Interactions with the Town of Los Gatos

24. Has your organization partnered/coordinated with the Town of Los Gatos, including commissions, on any programs, projects, or events?

LGS continues to appreciate the long-standing partnership with the Town. LGS serves as Town's Recreation department, a pillar in any community. LGS provides recreation opportunities not just for older adults but for community members of all ages, filling gap and need to provide physical health, mental health, social interaction, and skill development to foster a stronger community with enhanced public health. LGS Recreation leases town facilities and coordinates special events (ex. annual holiday parade). 55 Plus has previously worked closely with the Senior Services Committee and CHSSC. Over the years 55 Plus team has consulted with the commission to advocate for needs of seniors and highlight programs already available. One example of this is the LGS Recreation HUB online resource page is the result of an idea the commission had. LGS Recreation staff took this idea and ultimately delivered an extensive local resource listing to help local seniors and family members navigate available resources.

25. Do you have comments/suggestions, either constructive or positive, related to your partnership between your organization and the Town of Los Gatos?

LGS Recreation appreciates the Town's support. We hope that the Town will continue to see meaningful recreation programs for all ages and 55 Plus Program sustainability as a priority.

Additional Comments

26. Thank you for your participation. Do you have any additional comments to share with the Town of Los Gatos?

[View results](#)

Respondent

4

Anonymous

28:46

Time to complete

About Your Organization

1. What is the name of your organization?

Los Gatos Thrives Foundation

2. Please provide the name, email and phone number of the best contact for your organization. (For the purpose of any follow up questions or clarifications.)

3. What is your organization's vision and mission?

Our vision is to make Los Gatos a community where everyone has an opportunity to be engaged, valued and to thrive.
Our mission is to sponsor and support programs and facilities that create a sense of community and belonging.

4. What geographic area does your organization serve? (i.e. Santa Clara County, Los Gatos, etc?)

The greater Los Gatos area.

5. Please describe your target population (not necessarily geographic location)?

People of all ages who live in the greater Los Gatos area. ~35,000 people

6. What age group do you primarily serve? (Select all that apply)

☒ Youth

☒ 19-54

☒ 55+

7. How do you ensure that residents are aware of your services? What type of outreach is done?

We promote our efforts through monthly newsletters, speaking at local organizations, participating in resource fairs, hosting the first Monday morning movies, and organizing other targeted community events including the West Valley Service Providers network.

8. How are individuals referred to your programs?

Sign up for our newsletters and event promotions, and by word of mouth

9. What specific programs/services do you offer? (Please check all that apply)

- ☐ Transportation Services
- ☐ Housing/Sheltering Services
- ☐ Food & Nutrition Services
- ☒ Recreation & Social Activities
- ☒ Education
- ☐ Health & Wellness
- ☐ Mental Health
- ☐ Addiction Support
- ☐ Legal Aid
- ☐ Youth Services
- ☐ Older Adult Services: Case Management
- ☐ Older Adult Services: Adult Day Care
- ☐ Older Adult Services: Caregiver Support
- ☒ Older Adult Services: Recreation & Social Activities
- ☐ Older Adult Services: Educational
- ☐ Older Adult Services: Health & Wellness
- ☐ Older Adult Services: Transportation
- ☐ Older Adult Services: Food & Nutrition
- ☐ Older Adult Services: Housing/Sheltering
- ☐ Unhoused Services & Support: Case Management
- ☐ Unhoused Services & Support: Basic Care Needs
- ☐ Unhoused Services & Support: Housing/Sheltering
- ☒ Financial and volunteer support to service providers supporting Los Gatos residents

10. How does your organization measure the impact of your programs?

Program participation, signups to our mailing lists, progress towards creating a community center.

11. How many individuals have you served in the past month? Of these, how many were residents of Los Gatos?

150 (mostly Los Gatos)

12. How many individuals have you served in the past year? Of these, how many were residents of Los Gatos?

We do not track unique individuals but estimate it to be ~ 400 individuals

13. How many of the individuals served in the past month/year were older adults (55+)?

250

14. What other organizations/government agencies in Santa Clara County do you collaborate with, if any?

Town of Los Gatos, LGS Recreation, SASCC, SCC Seniors Agenda, Los Gatos Saratoga Union High School District, Los Gatos Union School District, District 5 Supervisor Margaret Abe-Koga office, Assemblymember Gail Pellerin office, Los Gatos Chamber of Commerce

15. Do you have any metrics you can share about client satisfaction? If so, please share them here.

(If you have annual reports or other documents with this data that you would like to share, please provide a link or indicate that you would like to provide other documents and we will reach out to you.)

No

16. What are your biggest challenges in administering services?

Reaching youth and their families.

17. In the last 12 months, did anything occur that has or will impact the services that you provide? If so, please provide in detail.

Federal funding reductions is putting pressure on our partners and our fundraising ability

18. What are your primary sources of funding? (i.e. government grants, private sector grants, individual donations, etc.)

Individual donations

19. Are there opportunities for individuals to support your work through volunteering? If so, how do you recruit volunteers?

Yes. We interview and welcome the addition of new volunteers on a needed basis.

Town-wide Service Provision Observations

20. In terms of community health and senior services provided to the Los Gatos community, what is working well from your perspective?

Nutrition, day care and case support services.

21. In terms of community health and senior services provided to the Los Gatos community, what challenges, if any, are you currently seeing/experiencing?

Sufficient support for community services that could be provided by an intergenerational Los Gatos Community Center

22. In terms of community health and senior services provided to the Los Gatos community, what new ideas or priorities would you suggest?

Continue to advance the Senior Services Roadmap work.

23. In terms of community health and senior services provided to the Los Gatos community, what are the service gaps that you see, if any?

Sufficient community space to support activities for community meetings for events, socialization and recreation.

Past Interactions with the Town of Los Gatos

24. Has your organization partnered/coordinated with the Town of Los Gatos, including commissions, on any programs, projects, or events?

Yes.

25. Do you have comments/suggestions, either constructive or positive, related to your partnership between your organization and the Town of Los Gatos?

Would like to see increased support and acknowledgement by the Town of partnering with our organization

Additional Comments

26. Thank you for your participation. Do you have any additional comments to share with the Town of Los Gatos?

Good questionnaire.

[View results](#)

Respondent

17

Anonymous

48:09

Time to complete

About Your Organization

1. What is the name of your organization?

Live Oak Senior Nutrition and Service Center

2. Please provide the name, email and phone number of the best contact for your organization. (For the purpose of any follow up questions or clarifications.)

3. What is your organization's vision and mission?

Our vision: To be a place where seniors gather to feed body, mind, and spirit without having to worry about the cost (free services).
Our mission: To ensure that everyone who enters receives a nutritious lunch, socialization opportunities, groceries, and wellness classes.

4. What geographic area does your organization serve? (i.e. Santa Clara County, Los Gatos, etc?)

Santa Clara County South Bay, including Los Gatos

5. Please describe your target population (not necessarily geographic location)?

60+ Senior Citizens

6. What age group do you primarily serve? (Select all that apply)

☐ Youth

☐ 19-54

☒ 55+

7. How do you ensure that residents are aware of your services? What type of outreach is done?

Our website, event booths, and county websites. We are a non-profit, so we cannot grow beyond our means.

8. How are individuals referred to your programs?

Mostly word of mouth and through the county Senior Nutrition Program

9. What specific programs/services do you offer? (Please check all that apply)

- ☐ Transportation Services
- ☐ Housing/Sheltering Services
- ☒ Food & Nutrition Services
- ☒ Recreation & Social Activities
- ☐ Education
- ☒ Health & Wellness
- ☐ Mental Health
- ☐ Addiction Support
- ☐ Legal Aid
- ☐ Youth Services
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- ☐ Older Adult Services: Transportation
- ☐ Older Adult Services: Food & Nutrition
- ☐ Older Adult Services: Housing/Sheltering
- ☐ Unhoused Services & Support: Case Management
- ☐ Unhoused Services & Support: Basic Care Needs
- ☐ Unhoused Services & Support: Housing/Sheltering
- ☒ Referral services to organizations that provide services that we do not provide

10. How does your organization measure the impact of your programs?

Surveys, 1-1 interactions, attendance

11. How many individuals have you served in the past month? Of these, how many were residents of Los Gatos?

we serve on average 80 people per day (M-F) Estimated at 40-50% are from Los Gatos

12. How many individuals have you served in the past year? Of these, how many were residents of Los Gatos?

About 18,000

13. How many of the individuals served in the past month/year were older adults (55+)?

all

14. What other organizations/government agencies in Santa Clara County do you collaborate with, if any?

SCC Senior Nutrition Program, Second Harvest Food Bank

15. Do you have any metrics you can share about client satisfaction? If so, please share them here.

(If you have annual reports or other documents with this data that you would like to share, please provide a link or indicate that you would like to provide other documents and we will reach out to you.)

Some, but we would have to look for them (survey results)

16. What are your biggest challenges in administering services?

Funding

17. In the last 12 months, did anything occur that has or will impact the services that you provide? If so, please provide in detail.

The church that holds the 501c raised our rent and shared costs affecting and limiting our operations.

18. What are your primary sources of funding? (i.e. government grants, private sector grants, individual donations, etc.)

SCC, donations

19. Are there opportunities for individuals to support your work through volunteering? If so, how do you recruit volunteers?

Yes, we have bout 15 volunteers

Town-wide Service Provision Observations

20. In terms of community health and senior services provided to the Los Gatos community, what is working well from your perspective?

The program as a whole works well, as we offer a variety of services and require in-house dining to ensure socialization. Groceries are valued and desperately needed by many.

21. In terms of community health and senior services provided to the Los Gatos community, what challenges, if any, are you currently seeing/experiencing?

Funding. Grocery types and amounts vary. Meals served typically exceed what the county pays for, requiring us to find additional funding.

22. In terms of community health and senior services provided to the Los Gatos community, what new ideas or priorities would you suggest?

Community collaboration with the LG Recreation Department to reduce redundancy and make better use of resources within the community.
Jobs and volunteer opportunities for seniors to promote a sense of worth.

23. In terms of community health and senior services provided to the Los Gatos community, what are the service gaps that you see, if any?

Non-emergency medical and dental services.

Past Interactions with the Town of Los Gatos

24. Has your organization partnered/coordinated with the Town of Los Gatos, including commissions, on any programs, projects, or events?

Yes. The Town of LG has, and continues to be, a valued partner supporting us with visits from community leaders and funds. We are extremely grateful for the funding provided each year.

25. Do you have comments/suggestions, either constructive or positive, related to your partnership between your organization and the Town of Los Gatos?

none

Additional Comments

26. Thank you for your participation. Do you have any additional comments to share with the Town of Los Gatos?

[View results](#)

Respondent

2

Anonymous

19:23

Time to complete

About Your Organization

1. What is the name of your organization?

Los Gatos United Methodist Church Shower Ministry

2. Please provide the name, email and phone number of the best contact for your organization. (For the purpose of any follow up questions or clarifications.)

3. What is your organization's vision and mission?

To provide weekly showers, supplies and lunches to the unhoused in Los Gatos

4. What geographic area does your organization serve? (i.e. Santa Clara County, Los Gatos, etc?)

Los Gatos

5. Please describe your target population (not necessarily geographic location)?

People who are unhoused

6. What age group do you primarily serve? (Select all that apply)

☐ Youth

☒ 19-54

☒ 55+

7. How do you ensure that residents are aware of your services? What type of outreach is done?

Word of mouth and publicity through St Luke's Episcopal Church Pantry, St Vincent de Paul at St Mary's, the LG Library, Town of Los Gatos and Los Gatos Police Dept

8. How are individuals referred to your programs?

See answers to #7 above

9. What specific programs/services do you offer? (Please check all that apply)

- ☐ Transportation Services
- ☐ Housing/Sheltering Services
- ☐ Food & Nutrition Services
- ☐ Recreation & Social Activities
- ☐ Education
- ☐ Health & Wellness
- ☐ Mental Health
- ☐ Addiction Support
- ☐ Legal Aid
- ☐ Youth Services
- ☐ Older Adult Services: Case Management
- ☐ Older Adult Services: Adult Day Care
- ☐ Older Adult Services: Caregiver Support
- ☐ Older Adult Services: Recreation & Social Activities
- ☐ Older Adult Services: Educational
- ☐ Older Adult Services: Health & Wellness
- ☐ Older Adult Services: Transportation
- ☐ Older Adult Services: Food & Nutrition
- ☐ Older Adult Services: Housing/Sheltering
- ☐ Unhoused Services & Support: Case Management
- ☒ Unhoused Services & Support: Basic Care Needs
- ☐ Unhoused Services & Support: Housing/Sheltering
- ☐ Other

10. How does your organization measure the impact of your programs?

Number of clients served, stories from clients about how much they appreciate our services

11. How many individuals have you served in the past month? Of these, how many were residents of Los Gatos?

55, all residents of Los Gatos

12. How many individuals have you served in the past year? Of these, how many were residents of Los Gatos?

Approximately 20 -25 people, making approximately 700 visits

13. How many of the individuals served in the past month/year were older adults (55+)?

90%

14. What other organizations/government agencies in Santa Clara County do you collaborate with, if any?

Word of mouth and publicity through St Luke's Episcopal Church Pantry, St Vincent de Paul at St Mary's, the LG Library, Town of Los Gatos, Los Gatos Police Dept , Abode, West Valley Community Services

15. Do you have any metrics you can share about client satisfaction? If so, please share them here.

(If you have annual reports or other documents with this data that you would like to share, please provide a link or indicate that you would like to provide other documents and we will reach out to you.)

16. What are your biggest challenges in administering services?

Making sure we have funding from Town of LG for the weekly professional shower cleanings, funds for supplies (underwear and socks), sometimes making sure we have enough volunteers

17. In the last 12 months, did anything occur that has or will impact the services that you provide? If so, please provide in detail.

Provision of funding from Town of LG for professional cleaning of showers for the next year enable us to continue the program!

18. What are your primary sources of funding? (i.e. government grants, private sector grants, individual donations, etc.)

Town of Los Gatos, Los Gatos United Methodist Church, individual donations

19. Are there opportunities for individuals to support your work through volunteering? If so, how do you recruit volunteers?

yes. Word of mouth, announcements at United Methodist Church, announcements in Rob Moore's newsletter

Town-wide Service Provision Observations

20. In terms of community health and senior services provided to the Los Gatos community, what is working well from your perspective?

21. In terms of community health and senior services provided to the Los Gatos community, what challenges, if any, are you currently seeing/experiencing?

22. In terms of community health and senior services provided to the Los Gatos community, what new ideas or priorities would you suggest?

23. In terms of community health and senior services provided to the Los Gatos community, what are the service gaps that you see, if any?

Past Interactions with the Town of Los Gatos

24. Has your organization partnered/coordinated with the Town of Los Gatos, including commissions, on any programs, projects, or events?

yes

25. Do you have comments/suggestions, either constructive or positive, related to your partnership between your organization and the Town of Los Gatos?

Our partnership with The Town, both for funding and coordination of the Hotel Program has been very productive and successful. Staff and Council members have been very responsive to the needs we have presented.

Additional Comments

26. Thank you for your participation. Do you have any additional comments to share with the Town of Los Gatos?

[View results](#)

Respondent

20

Anonymous

54:09

Time to complete

About Your Organization

1. What is the name of your organization?

Next Door Solutions to Domestic Violence

2. Please provide the name, email and phone number of the best contact for your organization. (For the purpose of any follow up questions or clarifications.)

3. What is your organization's vision and mission?

Our Mission

Our mission is to end domestic violence in the moment and for all time!

Our Vision

Our vision is of a community environment that breaks the silence, views and treats domestic violence and other forms of gender-based violence as unacceptable upholds supportive accountability for those who harm, and where survivors and families have the support and resources to achieve the highest quality of life possible.

4. What geographic area does your organization serve? (i.e. Santa Clara County, Los Gatos, etc?)

We provide services or benefits to all persons, including persons of the following protected categories: race, sex, color, age, religion, actual or perceived gender identity, sexual orientation, disability, ethnic or national origin, or familial status, who are victims or survivors of domestic violence.

5. Please describe your target population (not necessarily geographic location)?

domestic violence victims/survivors

6. What age group do you primarily serve? (Select all that apply)

☒ Youth

☒ 19-54

☒ 55+

7. How do you ensure that residents are aware of your services? What type of outreach is done?

We participate in resource fairs, tabling events, and collaboratives. Law enforcement also provides our contact information.

8. How are individuals referred to your programs?

self, friends, family, social worker, medical office, law enforcement.

9. What specific programs/services do you offer? (Please check all that apply)

- ☐ Transportation Services
- ☐ Housing/Sheltering Services
- ☐ Food & Nutrition Services
- ☐ Recreation & Social Activities
- ☐ Education
- ☐ Health & Wellness
- ☐ Mental Health
- ☐ Addiction Support
- ☐ Legal Aid
- ☐ Youth Services
- ☐ Older Adult Services: Case Management
- ☐ Older Adult Services: Adult Day Care
- ☐ Older Adult Services: Caregiver Support
- ☐ Older Adult Services: Recreation & Social Activities
- ☐ Older Adult Services: Educational
- ☐ Older Adult Services: Health & Wellness
- ☐ Older Adult Services: Transportation
- ☐ Older Adult Services: Food & Nutrition
- ☐ Older Adult Services: Housing/Sheltering
- ☐ Unhoused Services & Support: Case Management
- ☐ Unhoused Services & Support: Basic Care Needs
- ☐ Unhoused Services & Support: Housing/Sheltering
- ☒ address the domestic violence

10. How does your organization measure the impact of your programs?

Surveys, client input, and partnership surveys

11. How many individuals have you served in the past month? Of these, how many were residents of Los Gatos?

During October we served 338 clients of which 3 were Los Gatos residents During September we served 389 clients out of which 5 were Los Gatos residents

12. How many individuals have you served in the past year? Of these, how many were residents of Los Gatos?

FY 24-25 we served 1949 clients out of which 14 were Los Gatos residents From Oct 1, 2024 to Oct 30, 2025 we served 1961 clients out of which 16 were Los Gatos residents

13. How many of the individuals served in the past month/year were older adults (55+)?

In October 41 clients were 55+ In September also 41 clients were 55+

14. What other organizations/government agencies in Santa Clara County do you collaborate with, if any?

Abode Services
Asian Americans for Community Involvement
Asian Law Alliance (ALA)
African American Community Service Agency
Alum Rock Counseling Center
Amigos De Guadalupe Center for Justice & Empowerment
Bay Area Legal Aid
Bay Area Community Health
Bill Wilson Center
Catholic Charities of Santa Clara County
Center for Training and Careers (ConXión)
Chicana Latina Foundation
Clinical Supervision now
Child Advocates of Silicon Valley
Community Health Partnership, Inc.
Concrete Rose Coalition
Dependency Advocacy Center
Destination Home
El Camino Health (Hospital)
Family Supportive Housing, Inc.
First 5 kids
Gardner Health Services
Grail family Services
Goodwill of Silicon Valley
HomeFirst
Hope Services
Housing Choices
Housing Trust Silicon Valley
ICAN
Indian Health Center
Kara
Kids in Common
Kaiser
Latinas Contra Cancer
Luna
MACLA/Movimiento de Arte y Cultura Latino Americana
Martha's Kitchen
Mexican Heritage Plaza
Momentum for Health
NAMI Santa Clara County
New Hope For Youth
Pacific Clinics (formerly Uplift Family Services)
Parents Helping Parents
Probono Project
Public Health Department
Project Sentinel
Raizin the Bar
Ravenswood
Roots Community Health
Sacred Heart Community Services
San José Grail Family Services
San Jose Public Library
Santa Clara Family Health Plan
Second Harvest of Silicon Valley
Services, Immigrant Rights & Education Network (SIREN)

SOMOS Mayfair
St. Andrew's Residential Programs For Youth
SV@Home
Teatro Visión
Tahiri Justice Center
The Health Trust
Ujima Adult & Family Services
Unity Care Group
Veggielution
Valley Medical Center
Working Partnerships USA
Young Womens Freedom Center

15. Do you have any metrics you can share about client satisfaction? If so, please share them here.
(If you have annual reports or other documents with this data that you would like to share, please provide a link or indicate that you would like to provide other documents and we will reach out to you.)

<https://www.nextdoorsolutions.org/wp-content/uploads/2025/06/NDS-Annual-Report-23-24.pdf>

16. What are your biggest challenges in administering services?

The need for domestic violence services continues to grow, especially as awareness increases and survivors feel safer coming forward. However, funding often remains limited or restricted to specific programs, making it difficult to meet the full spectrum of survivors' needs. One of the greatest challenges is helping survivors find safe, affordable housing. Many survivors face barriers such as poor credit, lack of income due to financial abuse, or discrimination from landlords. Without stable housing, survivors are at higher risk of returning to abusive situations. Survivors often interact with multiple systems (legal, child welfare, healthcare, and immigration) that are not always trauma-informed or coordinated. Advocates spend significant time helping survivors navigate these systems, which can be retraumatizing and delay access to safety or justice.

17. In the last 12 months, did anything occur that has or will impact the services that you provide? If so, please provide in detail.

Staffing and Capacity Changes Like many human service organizations, we have experienced staff transitions and vacancies that temporarily impacted service capacity. While recruitment and training are ongoing, these shifts have also given us an opportunity to review workflows, strengthen supervision, and invest in staff wellness to reduce burnout and improve retention. Shifts in funding also impact our work. We lost some funding to provide legal support internally. We are constantly having to advocate for funding.

18. What are your primary sources of funding? (i.e. government grants, private sector grants, individual donations, etc.)

government grants

19. Are there opportunities for individuals to support your work through volunteering? If so, how do you recruit volunteers?

Yes, we attend events to promote, as well as we hold volunteer orientations quarterly.

Town-wide Service Provision Observations

20. In terms of community health and senior services provided to the Los Gatos community, what is working well from your perspective?

There is strong collaboration among local agencies, allowing residents to access a range of supportive services without unnecessary barriers. Los Gatos town partnerships with County Health and community-based organizations have strengthened outreach, resource sharing, and access to mental health, wellness, and nutrition programs

21. In terms of community health and senior services provided to the Los Gatos community, what challenges, if any, are you currently seeing/experiencing?

Not too familiar with the topic, but one ongoing issue is limited awareness and accessibility of services among isolated or marginalized residents, particularly seniors who may experience mobility limitations, language barriers, or fear of stigma when seeking help.

22. In terms of community health and senior services provided to the Los Gatos community, what new ideas or priorities would you suggest?

Maybe strengthening outreach and engagement to ensure seniors and other vulnerable residents are aware of and connected to available services. This could include more mobile or neighborhood-based health and wellness programs, partnerships with trusted community leaders, and expanded language access and cultural responsiveness.

23. In terms of community health and senior services provided to the Los Gatos community, what are the service gaps that you see, if any?

NA

Past Interactions with the Town of Los Gatos

24. Has your organization partnered/coordinated with the Town of Los Gatos, including commissions, on any programs, projects, or events?

No, we attend outreach events and are part of the West Valley Service Providers Network

25. Do you have comments/suggestions, either constructive or positive, related to your partnership between your organization and the Town of Los Gatos?

NA

Additional Comments

26. Thank you for your participation. Do you have any additional comments to share with the Town of Los Gatos?

NA

[View results](#)

Respondent

3

Anonymous

76:39

Time to complete

About Your Organization

1. What is the name of your organization?

New Museum Los Gatos (NUMU)

2. Please provide the name, email and phone number of the best contact for your organization. (For the purpose of any follow up questions or clarifications.)

3. What is your organization's vision and mission?

OUR MISSION

Engaging the community at the intersection of art, history, and education through innovative, locally connected and globally relevant exhibits, programs, and experiences.

OUR VISION

NUMU offers equal and equitable representation, opportunities, and services to all stakeholders through our operations, exhibitions, public programs, and permanent collection.

4. What geographic area does your organization serve? (i.e. Santa Clara County, Los Gatos, etc?)

78% of visitors in FY25 were from Santa Clara County.

5. Please describe your target population (not necessarily geographic location)?

General

6. What age group do you primarily serve? (Select all that apply)

☒ Youth

☒ 19-54

☒ 55+

7. How do you ensure that residents are aware of your services? What type of outreach is done?

We conduct outreach via social media, the website, e-newsletters, mailings, posters, tabling at events, and collaborating with other organizations.

8. How are individuals referred to your programs?

A wide variety of sources, the most popular being word of mouth.

9. What specific programs/services do you offer? (Please check all that apply)

- ☐ Transportation Services
- ☐ Housing/Sheltering Services
- ☐ Food & Nutrition Services
- ☒ Recreation & Social Activities
- ☒ Education
- ☐ Health & Wellness
- ☐ Mental Health
- ☐ Addiction Support
- ☐ Legal Aid
- ☐ Youth Services
- ☐ Older Adult Services: Case Management
- ☐ Older Adult Services: Adult Day Care
- ☐ Older Adult Services: Caregiver Support
- ☐ Older Adult Services: Recreation & Social Activities
- ☐ Older Adult Services: Educational
- ☐ Older Adult Services: Health & Wellness
- ☐ Older Adult Services: Transportation
- ☐ Older Adult Services: Food & Nutrition
- ☐ Older Adult Services: Housing/Sheltering
- ☐ Unhoused Services & Support: Case Management
- ☐ Unhoused Services & Support: Basic Care Needs
- ☐ Unhoused Services & Support: Housing/Sheltering
- ☐ Other

10. How does your organization measure the impact of your programs?

We email a follow-up survey to visitors and collect in-person responses.

11. How many individuals have you served in the past month? Of these, how many were residents of Los Gatos?

600+ visitors in September, 29% from Los Gatos.

12. How many individuals have you served in the past year? Of these, how many were residents of Los Gatos?

7000+, 29% from Los Gatos

13. How many of the individuals served in the past month/year were older adults (55+)?

Unknown.

14. What other organizations/government agencies in Santa Clara County do you collaborate with, if any?

In FY25:
AWQ
Bay Area History Alliance (BAHA) BAYMEC Community Foundation
Billy Jones Wildcat Railroad
Bob Haven
Breakthrough Silicon Valley
Campbell Museums
California Association of Museums (CAM) CatalogIt
Content Magazine
CreaTV
de Saisset Museum
genARTS
Hunters Point Artist Studios
Grace Hudson Museum
KCAT TV-15
LGS Recreation
Local Color San Jose
Los Gatos Art Association
Los Gatos Art Docents
Los Gatos Arts and Culture Commission Los Gatos Chamber of Commerce
Los Gatos Library
Los Gatos Morning Rotary
Los Gatos Saratoga Recreation
Mosaic America
Muwekma Ohlone Tribal Council Mid Peninsula Open Space Trust Palo Alto Art Center
Pamela Walsh Gallery
Peninsula Open Space Trust
San José Museum of Art
San José State University, Department of Anthropology
Santa Clara County Office of Education Santa Clara County Parks
Santa Clara University
Sempervirens Fund
SVCreates
The Cilker School of Art & Design at West Valley College
Town of Los Gatos Winfield Gallery
Foundation Grants
The David and Lucile Packard Foundation The Newport Family Foundation
Los Gatos Morning Rotary
Summit League
The Borgenicht Foundation
Corporate Sponsors
Badger Meter, Inc.
California College of the Arts
Heritage Bank of Commerce
Penumbra, Inc.
San Jose Water
Valley Water
The Cilker School of Art & Design at West Valley College
Government Funding
County of Santa Clara Historic Grant Program Institute of Museum and Library Services National Endowment for the Arts
Town of Los Gatos

15. Do you have any metrics you can share about client satisfaction? If so, please share them here.
(If you have annual reports or other documents with this data that you would like to share, please provide a link or indicate that you would like to provide other documents and we will reach out to you.)

<https://www.numulosgatos.org/annual-report>

16. What are your biggest challenges in administering services?

Our main constraints are our budget & limited staff time. We have seen a great amount of willingness from the community to engage further than we often are able.

17. In the last 12 months, did anything occur that has or will impact the services that you provide? If so, please provide in detail.

Yes. Federal funding has been impacted significantly. We can no longer count on federal funding in the future and will rely more on local funding.

18. What are your primary sources of funding? (i.e. government grants, private sector grants, individual donations, etc.)

In FY25:
Operating Revenue | \$1.1 mil
Bequest | \$500k
Membership, Admissions, Programs, Events & Rentals | \$67k
Grants | \$314k
Donations, Sponsorships, & In-kind | \$224k

19. Are there opportunities for individuals to support your work through volunteering? If so, how do you recruit volunteers?

Yes. We list volunteer opportunities at <https://www.numulosgatos.org/volunteer>

Town-wide Service Provision Observations

20. In terms of community health and senior services provided to the Los Gatos community, what is working well from your perspective?

21. In terms of community health and senior services provided to the Los Gatos community, what challenges, if any, are you currently seeing/experiencing?

22. In terms of community health and senior services provided to the Los Gatos community, what new ideas or priorities would you suggest?

23. In terms of community health and senior services provided to the Los Gatos community, what are the service gaps that you see, if any?

Past Interactions with the Town of Los Gatos

24. Has your organization partnered/coordinated with the Town of Los Gatos, including commissions, on any programs, projects, or events?

Yes.

25. Do you have comments/suggestions, either constructive or positive, related to your partnership between your organization and the Town of Los Gatos?

We appreciate your partnership!

Additional Comments

26. Thank you for your participation. Do you have any additional comments to share with the Town of Los Gatos?

[View results](#)

Respondent

16

Anonymous

23:33

Time to complete

About Your Organization

1. What is the name of your organization?

Parents Helping Parents

2. Please provide the name, email and phone number of the best contact for your organization. (For the purpose of any follow up questions or clarifications.)

3. What is your organization's vision and mission?

Parents Helping Parents strengthens families raising loved ones with disabilities through education, support, and advocacy.

4. What geographic area does your organization serve? (i.e. Santa Clara County, Los Gatos, etc?)

primarily Santa Clara county with some support provided for residents in the counties of Santa Cruz, San Mateo, Monterey and San Benito.

5. Please describe your target population (not necessarily geographic location)?

parents raising children with disabilities.

6. What age group do you primarily serve? (Select all that apply)

☒ Youth

☒ 19-54

☒ 55+

7. How do you ensure that residents are aware of your services? What type of outreach is done?

PHP has a mailing of 40,000 people that receive our monthly enews in English , Spanish and Vietnamese. We also attend over 100 community events per year.

8. How are individuals referred to your programs?

schools, doctors, other parents, county programs, other CBO's

9. What specific programs/services do you offer? (Please check all that apply)

- ☐ Transportation Services
- ☐ Housing/Sheltering Services
- ☐ Food & Nutrition Services
- ☐ Recreation & Social Activities
- ☒ Education
- ☐ Health & Wellness
- ☒ Mental Health
- ☐ Addiction Support
- ☐ Legal Aid
- ☐ Youth Services
- ☐ Older Adult Services: Case Management
- ☐ Older Adult Services: Adult Day Care
- ☐ Older Adult Services: Caregiver Support
- ☐ Older Adult Services: Recreation & Social Activities
- ☐ Older Adult Services: Educational
- ☐ Older Adult Services: Health & Wellness
- ☐ Older Adult Services: Transportation
- ☐ Older Adult Services: Food & Nutrition
- ☐ Older Adult Services: Housing/Sheltering
- ☐ Unhoused Services & Support: Case Management
- ☐ Unhoused Services & Support: Basic Care Needs
- ☐ Unhoused Services & Support: Housing/Sheltering
- ☐ Other

10. How does your organization measure the impact of your programs?

pre and post workshops surveys, plus biannual surveys that are widely disseminated.

11. How many individuals have you served in the past month? Of these, how many were residents of Los Gatos?

~600 per month, 5 of whom live in Los Gatos,

12. How many individuals have you served in the past year? Of these, how many were residents of Los Gatos?

~7,000 per year, 63 of whom live in Los Gatos

13. How many of the individuals served in the past month/year were older adults (55+)?

less than 10 but if you count parents of the children with disabilities it's considerably more. We only track the age of the person with a disability though.

14. What other organizations/government agencies in Santa Clara County do you collaborate with, if any?

County SSA, Valley Medical Center, Stanford Children's Hospital, Santa Clara County Office of Education, San Andreas Regional Center

15. Do you have any metrics you can share about client satisfaction? If so, please share them here.
(If you have annual reports or other documents with this data that you would like to share, please provide a link or indicate that you would like to provide other documents and we will reach out to you.)

97% report PHP treats them with respect and 95% report that PHP met their needs.

16. What are your biggest challenges in administering services?

the amount of time devoted to advocacy work because of the impacts of federal cuts.

17. In the last 12 months, did anything occur that has or will impact the services that you provide? If so, please provide in detail.

the medi-cal cuts and cuts to the US Department of Education have a negative impact on our clients.,

18. What are your primary sources of funding? (i.e. government grants, private sector grants, individual donations, etc.)

Govt 53%, Individuals 24%, Foundations/Corporations 23%

19. Are there opportunities for individuals to support your work through volunteering? If so, how do you recruit volunteers?

we have some volunteer opportunities that are handled by our volunteer coordinator.

Town-wide Service Provision Observations

20. In terms of community health and senior services provided to the Los Gatos community, what is working well from your perspective?

families are able to find PHP to utilize our services, all of which are free and we are receiving high marks from our clients.

21. In terms of community health and senior services provided to the Los Gatos community, what challenges, if any, are you currently seeing/experiencing?

22. In terms of community health and senior services provided to the Los Gatos community, what new ideas or priorities would you suggest?

23. In terms of community health and senior services provided to the Los Gatos community, what are the service gaps that you see, if any?

Past Interactions with the Town of Los Gatos

24. Has your organization partnered/coordinated with the Town of Los Gatos, including commissions, on any programs, projects, or events?

25. Do you have comments/suggestions, either constructive or positive, related to your partnership between your organization and the Town of Los Gatos?

Additional Comments

26. Thank you for your participation. Do you have any additional comments to share with the Town of Los Gatos?

[View results](#)

Respondent

7

Anonymous

09:29

Time to complete

About Your Organization

1. What is the name of your organization?

Rebuilding Together Silicon Valley

2. Please provide the name, email and phone number of the best contact for your organization. (For the purpose of any follow up questions or clarifications.)

3. What is your organization's vision and mission?

Repairing homes, revitalizing communities, rebuilding lives

4. What geographic area does your organization serve? (i.e. Santa Clara County, Los Gatos, etc?)

Santa Clara County, Southern Alameda County

5. Please describe your target population (not necessarily geographic location)?

Low-income homeowners, primarily older adults and people with disabilities

6. What age group do you primarily serve? (Select all that apply)

☐ Youth

☐ 19-54

☒ 55+

7. How do you ensure that residents are aware of your services? What type of outreach is done?

Senior Center outreach, social service provider connections, tabling events

8. How are individuals referred to your programs?

Self-referred or social service providers

9. What specific programs/services do you offer? (Please check all that apply)

- ☐ Transportation Services
- ☒ Housing/Sheltering Services
- ☐ Food & Nutrition Services
- ☐ Recreation & Social Activities
- ☐ Education
- ☐ Health & Wellness
- ☐ Mental Health
- ☐ Addiction Support
- ☐ Legal Aid
- ☐ Youth Services
- ☐ Older Adult Services: Case Management
- ☐ Older Adult Services: Adult Day Care
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- ☐ Older Adult Services: Recreation & Social Activities
- ☐ Older Adult Services: Educational
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- ☐ Older Adult Services: Transportation
- ☐ Older Adult Services: Food & Nutrition
- ☒ Older Adult Services: Housing/Sheltering
- ☐ Unhoused Services & Support: Case Management
- ☐ Unhoused Services & Support: Basic Care Needs
- ☐ Unhoused Services & Support: Housing/Sheltering
- ☐ Other

10. How does your organization measure the impact of your programs?

We measure whether the client has improved health and safety and accessibility and mobility improvements.

11. How many individuals have you served in the past month? Of these, how many were residents of Los Gatos?

300 households per year/usually 1-3 from Los Gatos.

12. How many individuals have you served in the past year? Of these, how many were residents of Los Gatos?

300 households per year/usually 1-3 from Los Gatos.

13. How many of the individuals served in the past month/year were older adults (55+)?

65%

14. What other organizations/government agencies in Santa Clara County do you collaborate with, if any?

County of Santa Clara, Cities of San Jose, Santa Clara, Cupertino, Milpitas, and Gilroy.

15. Do you have any metrics you can share about client satisfaction? If so, please share them here.

(If you have annual reports or other documents with this data that you would like to share, please provide a link or indicate that you would like to provide other documents and we will reach out to you.)

<https://rebuildingtogethersv.org/2025-spring-newsletter-and-annual-report/>

16. What are your biggest challenges in administering services?

Funding the needed repairs and finding subcontractors to work with us.

17. In the last 12 months, did anything occur that has or will impact the services that you provide? If so, please provide in detail.

All of our government funding is currently unstable.

18. What are your primary sources of funding? (i.e. government grants, private sector grants, individual donations, etc.)

Government funding, then local foundations, corporations, civic and faith groups, and local contributors.

19. Are there opportunities for individuals to support your work through volunteering? If so, how do you recruit volunteers?

Yes, we have volunteer opportunities year-round.

Town-wide Service Provision Observations

20. In terms of community health and senior services provided to the Los Gatos community, what is working well from your perspective?

21. In terms of community health and senior services provided to the Los Gatos community, what challenges, if any, are you currently seeing/experiencing?

22. In terms of community health and senior services provided to the Los Gatos community, what new ideas or priorities would you suggest?

23. In terms of community health and senior services provided to the Los Gatos community, what are the service gaps that you see, if any?

Past Interactions with the Town of Los Gatos

24. Has your organization partnered/coordinated with the Town of Los Gatos, including commissions, on any programs, projects, or events?

Yes, we have received funding and served clients in the Town of Los Gatos.

25. Do you have comments/suggestions, either constructive or positive, related to your partnership between your organization and the Town of Los Gatos?

We are always looking for low income homeowners in need in Los Gatos to help keep them safely housed by addressing their overdue home repairs and safety modifications.

Additional Comments

26. Thank you for your participation. Do you have any additional comments to share with the Town of Los Gatos?

[View results](#)

Respondent

1

Anonymous

26:06

Time to complete

About Your Organization

1. What is the name of your organization?

st Lukes Pantry

2. Please provide the name, email and phone number of the best contact for your organization. (For the purpose of any follow up questions or clarifications.)

3. What is your organization's vision and mission?

To provide food ,outdoor living supplies, liand fellowship to our unhoused community

4. What geographic area does your organization serve? (i.e. Santa Clara County, Los Gatos, etc?)

Los Gatos: 18 clients

5. Please describe your target population (not necessarily geographic location)?

Unhoused serious

6. What age group do you primarily serve? (Select all that apply)

☐ Youth

☐ 19-54

☒ 55+

7. How do you ensure that residents are aware of your services? What type of outreach is done?

Faith Community and Town Council

8. How are individuals referred to your programs?

Word of mouth in our unhoused community as well as faith community

9. What specific programs/services do you offer? (Please check all that apply)

- ☐ Transportation Services
- ☐ Housing/Sheltering Services
- ☐ Food & Nutrition Services
- ☐ Recreation & Social Activities
- ☐ Education
- ☐ Health & Wellness
- ☐ Mental Health
- ☐ Addiction Support
- ☐ Legal Aid
- ☐ Youth Services
- ☐ Older Adult Services: Case Management
- ☐ Older Adult Services: Adult Day Care
- ☐ Older Adult Services: Caregiver Support
- ☐ Older Adult Services: Recreation & Social Activities
- ☐ Older Adult Services: Educational
- ☐ Older Adult Services: Health & Wellness
- ☐ Older Adult Services: Transportation
- ☐ Older Adult Services: Food & Nutrition
- ☐ Older Adult Services: Housing/Sheltering
- ☐ Unhoused Services & Support: Case Management
- ☒ Unhoused Services & Support: Basic Care Needs
- ☐ Unhoused Services & Support: Housing/Sheltering
- ☒ Primarily serving food to our LG. unhoused

10. How does your organization measure the impact of your programs?

11. How many individuals have you served in the past month? Of these, how many were residents of Los Gatos?

12. How many individuals have you served in the past year? Of these, how many were residents of Los Gatos?

22. (18 are LG residents =unhoused_

13. How many of the individuals served in the past month/year were older adults (55+)?

All except three

14. What other organizations/government agencies in Santa Clara County do you collaborate with, if any?

Abode

15. Do you have any metrics you can share about client satisfaction? If so, please share them here.

(If you have annual reports or other documents with this data that you would like to share, please provide a link or indicate that you would like to provide other documents and we will reach out to you.)

Our clients come weekly and are very grateful for our meals and supplies. They thank us.

16. What are your biggest challenges in administering services?

We do not have the funds to serve more than 20 individuals. We are small but relatively deep.

17. In the last 12 months, did anything occur that has or will impact the services that you provide? If so, please provide in detail.

Some of our donors have given less due to present political climate.

18. What are your primary sources of funding? (i.e. government grants, private sector grants, individual donations, etc.)

Private Sector and Town Council Grants

19. Are there opportunities for individuals to support your work through volunteering? If so, how do you recruit volunteers?

We have plenty of volunteers, including LGHS students. For these, we are very grateful

Town-wide Service Provision Observations

20. In terms of community health and senior services provided to the Los Gatos community, what is working well from your perspective?

Our relationship with some members of our Town Council as well as a supportive Town Manager.

21. In terms of community health and senior services provided to the Los Gatos community, what challenges, if any, are you currently seeing/experiencing?

We would like a part time overall Case Manager but funding is a challenge.

22. In terms of community health and senior services provided to the Los Gatos community, what new ideas or priorities would you suggest?

Case Manager. Continue our Inclement Weather Motel Voucher Program.

23. In terms of community health and senior services provided to the Los Gatos community, what are the service gaps that you see, if any?

Case Manager

Past Interactions with the Town of Los Gatos

24. Has your organization partnered/coordinated with the Town of Los Gatos, including commissions, on any programs, projects, or events?

YES!

25. Do you have comments/suggestions, either constructive or positive, related to your partnership between your organization and the Town of Los Gatos?

Meet on a regular basis with T. Manager.

Additional Comments

26. Thank you for your participation. Do you have any additional comments to share with the Town of Los Gatos?

Thanks for Survey!

[View results](#)

Respondent

12

Anonymous

21:26

Time to complete

About Your Organization

1. What is the name of your organization?

Saint Vincent de Paul Los Gatos

2. Please provide the name, email and phone number of the best contact for your organization. (For the purpose of any follow up questions or clarifications.)

3. What is your organization's vision and mission?

Serve the poor

4. What geographic area does your organization serve? (i.e. Santa Clara County, Los Gatos, etc?)

Los Gatos area zip codes

5. Please describe your target population (not necessarily geographic location)?

Anyone with a need

6. What age group do you primarily serve? (Select all that apply)

☐ Youth

☒ 19-54

☒ 55+

7. How do you ensure that residents are aware of your services? What type of outreach is done?

All the Santa Clara Emergency Network Agencies have our contact information

8. How are individuals referred to your programs?

Word of mouth

9. What specific programs/services do you offer? (Please check all that apply)

- ☐ Transportation Services
- ☐ Housing/Sheltering Services
- ☐ Food & Nutrition Services
- ☐ Recreation & Social Activities
- ☐ Education
- ☐ Health & Wellness
- ☐ Mental Health
- ☐ Addiction Support
- ☐ Legal Aid
- ☐ Youth Services
- ☐ Older Adult Services: Case Management
- ☐ Older Adult Services: Adult Day Care
- ☐ Older Adult Services: Caregiver Support
- ☐ Older Adult Services: Recreation & Social Activities
- ☐ Older Adult Services: Educational
- ☐ Older Adult Services: Health & Wellness
- ☐ Older Adult Services: Transportation
- ☐ Older Adult Services: Food & Nutrition
- ☐ Older Adult Services: Housing/Sheltering
- ☐ Unhoused Services & Support: Case Management
- ☐ Unhoused Services & Support: Basic Care Needs
- ☐ Unhoused Services & Support: Housing/Sheltering
- ☒ rental, utilities, financial support

10. How does your organization measure the impact of your programs?

By the number of smiles I see at our meetings

11. How many individuals have you served in the past month? Of these, how many were residents of Los Gatos?

12

12. How many individuals have you served in the past year? Of these, how many were residents of Los Gatos?

80

13. How many of the individuals served in the past month/year were older adults (55+)?

about half

14. What other organizations/government agencies in Santa Clara County do you collaborate with, if any?

Saint Vincent de Paul Council that covers all SvDP conferences in the Diocese of San Jose

15. Do you have any metrics you can share about client satisfaction? If so, please share them here.

(If you have annual reports or other documents with this data that you would like to share, please provide a link or indicate that you would like to provide other documents and we will reach out to you.)

no

16. What are your biggest challenges in administering services?

We can not help everyone

17. In the last 12 months, did anything occur that has or will impact the services that you provide? If so, please provide in detail.

no

18. What are your primary sources of funding? (i.e. government grants, private sector grants, individual donations, etc.)

Once a year annual collection from St Mary Parishioners

19. Are there opportunities for individuals to support your work through volunteering? If so, how do you recruit volunteers?

Come to our monthly meeting. St Mary parish. Second Sunday of the month. 10 am in the School library.

Town-wide Service Provision Observations

20. In terms of community health and senior services provided to the Los Gatos community, what is working well from your perspective?

Live Oak nutrition Center

21. In terms of community health and senior services provided to the Los Gatos community, what challenges, if any, are you currently seeing/experiencing?

Find a way to build a new community center

22. In terms of community health and senior services provided to the Los Gatos community, what new ideas or priorities would you suggest?

Our reach. Go to our older adults. Don't wait for them to come to you.

23. In terms of community health and senior services provided to the Los Gatos community, what are the service gaps that you see, if any?

Senior isolation exists in our Los Gatos community

Past Interactions with the Town of Los Gatos

24. Has your organization partnered/coordinated with the Town of Los Gatos, including commissions, on any programs, projects, or events?

Yes. We love the Los Gatos town Council! They have been very supportive of SVdP funding requests for our unhoused neighbors. God bless them.

25. Do you have comments/suggestions, either constructive or positive, related to your partnership between your organization and the Town of Los Gatos?

Long may it last, please God.

Additional Comments

26. Thank you for your participation. Do you have any additional comments to share with the Town of Los Gatos?

We - SVdP - are here for you. Contact us if you are in need. Thank you for serving the needs of our older adults. Blessings.

[View results](#)

Respondent

15

Anonymous

09:24

Time to complete

About Your Organization

1. What is the name of your organization?

Sustainable Waze

2. Please provide the name, email and phone number of the best contact for your organization. (For the purpose of any follow up questions or clarifications.)

3. What is your organization's vision and mission?

Music in the Park for the community

4. What geographic area does your organization serve? (i.e. Santa Clara County, Los Gatos, etc?)

Los Gatos

5. Please describe your target population (not necessarily geographic location)?

Los Gatos residents

6. What age group do you primarily serve? (Select all that apply)

☒ Youth

☒ 19-54

☒ 55+

7. How do you ensure that residents are aware of your services? What type of outreach is done?

town website, posters, flyers, banners

8. How are individuals referred to your programs?

word of mouth

9. What specific programs/services do you offer? (Please check all that apply)

- ☐ Transportation Services
- ☐ Housing/Sheltering Services
- ☐ Food & Nutrition Services
- ☒ Recreation & Social Activities
- ☐ Education
- ☐ Health & Wellness
- ☐ Mental Health
- ☐ Addiction Support
- ☐ Legal Aid
- ☐ Youth Services
- ☐ Older Adult Services: Case Management
- ☐ Older Adult Services: Adult Day Care
- ☐ Older Adult Services: Caregiver Support
- ☒ Older Adult Services: Recreation & Social Activities
- ☐ Older Adult Services: Educational
- ☐ Older Adult Services: Health & Wellness
- ☐ Older Adult Services: Transportation
- ☐ Older Adult Services: Food & Nutrition
- ☐ Older Adult Services: Housing/Sheltering
- ☐ Unhoused Services & Support: Case Management
- ☐ Unhoused Services & Support: Basic Care Needs
- ☐ Unhoused Services & Support: Housing/Sheltering
- ☐ Other

10. How does your organization measure the impact of your programs?

by height

11. How many individuals have you served in the past month? Of these, how many were residents of Los Gatos?

2000 for 6 weeks

12. How many individuals have you served in the past year? Of these, how many were residents of Los Gatos?

12000

13. How many of the individuals served in the past month/year were older adults (55+)?

6000

14. What other organizations/government agencies in Santa Clara County do you collaborate with, if any?

Town of Los Gatos

15. Do you have any metrics you can share about client satisfaction? If so, please share them here.

(If you have annual reports or other documents with this data that you would like to share, please provide a link or indicate that you would like to provide other documents and we will reach out to you.)

16. What are your biggest challenges in administering services?

non profit government agencies.....it takes more time, effort and money to tell the government that we are not making any money than anything else I do. It's cost me over \$8000 in legal and other fees to just have a non profit in good standing....that loses money

17. In the last 12 months, did anything occur that has or will impact the services that you provide? If so, please provide in detail.

no

18. What are your primary sources of funding? (i.e. government grants, private sector grants, individual donations, etc.)

Town of Los Gatos and other local business sponsors

19. Are there opportunities for individuals to support your work through volunteering? If so, how do you recruit volunteers?

Everyone gets paid....volunteers are not sustainable

Town-wide Service Provision Observations

20. In terms of community health and senior services provided to the Los Gatos community, what is working well from your perspective?

lot's of people come out each week with great big smiles and picnic set ups

21. In terms of community health and senior services provided to the Los Gatos community, what challenges, if any, are you currently seeing/experiencing?

seniors have a hard time getting to the park....parking, walking can be a challenge for some people

22. In terms of community health and senior services provided to the Los Gatos community, what new ideas or priorities would you suggest?

transportation for people to the park....a 6-8 seat street legal golf cart would be great

23. In terms of community health and senior services provided to the Los Gatos community, what are the service gaps that you see, if any?

Past Interactions with the Town of Los Gatos

24. Has your organization partnered/coordinated with the Town of Los Gatos, including commissions, on any programs, projects, or events?

25. Do you have comments/suggestions, either constructive or positive, related to your partnership between your organization and the Town of Los Gatos?

Additional Comments

26. Thank you for your participation. Do you have any additional comments to share with the Town of Los Gatos?

Town of Los Gatos Service Provider Survey - 2025

20 Responses 36:25 Average time to complete Closed Status

1. What is the name of your organization?

20
Responses

Latest Responses

"Next Door Solutions to Domestic Violence"

"Girls On The Run (Silicon Valley)"

"LG/MS ARES-RACES"

2. Please provide the name, email and phone number of the best contact for your organization. (For the purpose of any follow up questions or clarifications.)

20
Responses

Latest Responses

"Erica Villa evilla@nextdoor.org 408-501-7567"

"Rowena Chiu | Development Coordinator | Cell: (202) 378..."

"Patrick Dirks pwd@mac.com 408-718-8983"

3. What is your organization's vision and mission?

20
Responses

Latest Responses

"Our Mission Our mission is to end domestic violence in th..."

"Girls on the Run has fun, evidence-based programs that in..."

"Town staff & residents have access to emergency support ..."

4. What geographic area does your organization serve? (i.e. Santa Clara County, Los Gatos, etc?)

20
Responses

Latest Responses

"We provide services or benefits to all persons, including pe..."

"Santa Clara County & Monterey County"

"Los Gatos & Monte Sereno"

5. Please describe your target population (not necessarily geographic location)?

20
Responses

Latest Responses

"domestic violence victims/survivors"

"Elementary School Girls (Grades 3-8)"

"Residents of LG/MS and organizations/entities operating i..."

6. What age group do you primarily serve? (Select all that apply)

Youth	13
19-54	11
55+	16



7. How do you ensure that residents are aware of your services? What type of outreach is done?

20
Responses

Latest Responses

"We participate in resource fairs, tabling events, and collab..."

"Social Media"

"Media & LG EOP"

8. How are individuals referred to your programs?

20
Responses

Latest Responses

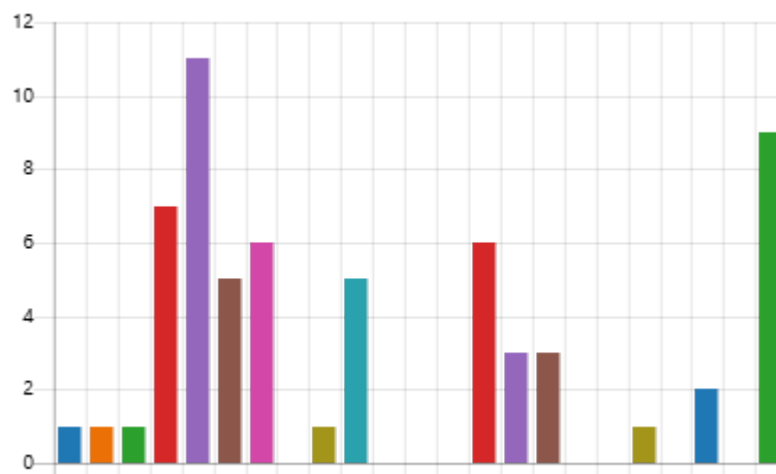
"self, friends, family, social worker, medical office, law enfor..."

"Schools"

"SCC CERT academy classes, and media"

9. What specific programs/services do you offer? (Please check all that apply)

Transportation Services	1
Housing/Sheltering Services	1
Food & Nutrition Services	1
Recreation & Social Activities	7
Education	11
Health & Wellness	5
Mental Health	6
Addiction Support	0
Legal Aid	1
Youth Services	5
Older Adult Services: Case Ma...	0
Older Adult Services: Adult Da...	0
Older Adult Services: Caregive...	0
Older Adult Services: Recreati...	6
Older Adult Services: Educatio...	3
Older Adult Services: Health &...	3
Older Adult Services: Transpor...	0
Older Adult Services: Food & ...	0
Older Adult Services: Housing...	1
Unhoused Services & Support...	0
Unhoused Services & Support...	2
Unhoused Services & Support...	0
Other	9



10. How does your organization measure the impact of your programs?

19
Responses

Latest Responses

"Surveys, client input, and partnership surveys"

"Surveys"

"tbd"

11. How many individuals have you served in the past month? Of these, how many were residents of Los Gatos?

19
Responses

Latest Responses

"During October we served 338 clients of which 3 were Los ..."

"30"

12. How many individuals have you served in the past year? Of these, how many were residents of Los Gatos?

20
Responses

Latest Responses

"FY 24-25 we served 1949 clients out of which 14 were Los ..."

"1,500 (33% Los Gatos Residents)"

"100"

13. How many of the individuals served in the past month/year were older adults (55+)?

20
Responses

Latest Responses

"In October 41 clients were 55+ In September also 41 clien..."

"None"

"1/2"

14. What other organizations/government agencies in Santa Clara County do you collaborate with, if any?

20
Responses

Latest Responses

"Abode Services Asian Americans for Community Involvem..."

"County Of Santa Clara (District 002) - Budget Inventory G..."

"SCC ARES-RACES SCC Fire "

15. Do you have any metrics you can share about client satisfaction? If so, please share them here.

(If you have annual reports or other documents with this data that you would like to share, please provide a link or indicate that you would like to provide other documents and we will reach out to you.)

16
Responses

Latest Responses

"[https://www.nextdoorsolutions.org/wp-content/uploads/20...](https://www.nextdoorsolutions.org/wp-content/uploads/2019/03/NextDoorsolutions-2018-2019-Annual-Report.pdf)

"<https://www.gotrsv.org/impact>"

"tbd"

16. What are your biggest challenges in administering services?

20
Responses

Latest Responses

"The need for domestic violence services continues to grow,...

"Coach Recruitment"

"recruiting volunteers"

17. In the last 12 months, did anything occur that has or will impact the services that you provide? If so, please provide in detail.

20
Responses

Latest Responses

"Staffing and Capacity Changes Like many human service ...

"Budget Cuts To Gender Justice Organizations"

"Funding by the LG Town Coubcil"

18. What are your primary sources of funding? (i.e. government grants, private sector grants, individual donations, etc.)

20
Responses

Latest Responses

"government grants"

"Private / Public Sector Grants & Program Fees"

"LG Town"

19. Are there opportunities for individuals to support your work through volunteering? If so, how do you recruit volunteers?

19
Responses

Latest Responses

"Yes, we attend events to promote, as well as we hold volu...

"Yes! We often reach out to donor organizations to recruit ...

"tbd"

20. In terms of community health and senior services provided to the Los Gatos community, what is working well from your perspective?

14
Responses

Latest Responses

"There is strong collaboration among local agencies, allowi...

"tbd"

21. In terms of community health and senior services provided to the Los Gatos community, what challenges, if any, are you currently seeing/experiencing?

13
Responses

Latest Responses

"Not too familiar with the topic, but one ongoing issue is li...

"tbd"

22. In terms of community health and senior services provided to the Los Gatos community, what new ideas or priorities would you suggest?

13
Responses

Latest Responses

"Maybe strengthening outreach and engagement to ensure...

"tbd"

23. In terms of community health and senior services provided to the Los Gatos community, what are the service gaps that you see, if any?

12
Responses

Latest Responses

"NA"

"tbd"

24. Has your organization partnered/coordinated with the Town of Los Gatos, including commissions, on any programs, projects, or events?

19
Responses

Latest Responses

"No, we attend outreach events and are part of the West V..."
"LG CERT"

25. Do you have comments/suggestions, either constructive or positive, related to your partnership between your organization and the Town of Los Gatos?

17
Responses

Latest Responses

"NA"
"Need more time to respond"

26. Thank you for your participation. Do you have any additional comments to share with the Town of Los Gatos?

13
Responses

Latest Responses

"NA"
"Not today"



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TOWN OF LOS GATOS
COMMUNITY HEALTH AND SENIOR
SERVICES COMMISSION AGENDA REPORT

MEETING DATE: 12/11/2025

ITEM NO: 3

DATE: December 11, 2025
TO: Community Health and Senior Services Commission
FROM: Jen Fosco, Senior Service Coordinator
SUBJECT: Senior Services Roadmap Update

RECOMMENDATION:

Receive an update on the review of the Senior Services Roadmap.

REMARKS:

In 2023, the Senior Services Roadmap was prepared by the Senior Services Committee, which consisted of Council members, CHSSC commissioners, and various other service providers and volunteers from the Los Gatos Community. The report was endorsed by the Town Council in 2023.

With grant funding from the County of Santa Clara, a Senior Services Coordinator was hired by the Town of Los Gatos to assist with the goals of the Roadmap, including assessment of programs and gaps, Town capabilities and limitations, and other factors.

The Senior Service Coordinator(s) have spent months working with the Town, members of the community, and the CHSSC to assess the goals of the Senior Roadmap. As the term of the Senior Service Coordinator ends in December 2025, this report is coming forward as the culmination of their work, outlining progress and next steps for the Senior Roadmap based on their assessment, particularly in terms of what is feasible for the Town.

ATTACHMENTS:

1. Proposed Senior Services Roadmap Update and Next Steps

PREPARED BY: Jen Fosco
Senior Service Coordinator



Senior Services Roadmap

Update and Next Steps

Prepared by
Jen Fosco, Senior Services Coordinator
December 2025

ATTACHMENT 1

Introduction

In 2023 Senior Services Roadmap was prepared by the Senior Services Committee, which consisted of Council members, CHSSC commissioners, and various other service providers and volunteers from the Los Gatos Community. The report was endorsed by Town Council in 2023.

Goal 1: Appealing & Inviting Facility

F1: Needs Analysis

- Completed by Los Gatos Thrives Foundation (LGTF)

F2: Fundraising

- Ongoing Project of LGTF

F3: Optimize Existing Space

- Conducted by Town and Los Gatos Saratoga Recreation (LGSR): Rotational partner space, large hall divider, and safety lighting improvements implemented.

Other improvements are still underway. Los Gatos Saratoga Recreation (LGSR) is currently providing a variety of programming in the current Adult Recreation Center (ARC) for over 1000 members.

Projects on hold until F2 is complete or other funding is identified:

F4: Community Facility Direction

F5: Community Facility Design

F6: Community Facility Construction

F7: Community Facility Operations

Next Steps for the Town:

- Maintain and optimize the existing facility as a warm and inviting location.
- Continue lease agreement between the Town and LGSR to ensure continuation of 55+ Program programming at the ARC.
- Other next steps would be pending completion of F2.

Goal 2: Core Senior Services

S1: Support the Continuation of Social, Educational, Healthy Living & Meal Services for Older Adults

- LGSR continues to run the 55+ Program and offers a full calendar of diverse programming.
- The CHSSC has provided input to the Town regarding the 55+ Program and the lease agreement.
- The Live Oak Nutrition program continues to operate.

- West Valley Community Services has its Park-It Market (grocery pick up) twice a month at the Library.
- LGSR continues to manage the HUB, making it a user-friendly online resource for Seniors. Community members can make recommendations to changes or improvements through an easy form linked on the main page.
- The Town would like to promote the HUB as the central location for senior information and is looking for partners to cross-promote this resource so the community and clients of all providers can be better connected and informed.

S2: Support Re-establishment of Adult Day Services (Complete)

- Live Oak Adult Day Services continues to operate, supporting seniors, caregivers, and families. They consistently have no waiting list, and do not have a need for expansion at the Los Gatos location at this time.

S3: Support Continuation of Other core Services in Los Gatos by Community Organizations

- The community and service providers can continue to advocate for senior services, unhoused services, and senior case management.
- The Town is currently supporting West Valley Community Services (WVCS) in a request through Congressman Liccardo's Office to fund a mobile navigation center van that would provide case management and other support to West Valley Cities.
- The Senior Services Coordinator, LGSR, and the CHSSC have worked on the HUB to provide information on Senior Services including medical, housing, education, mental health, caregiver support, legal services, tech support, fall prevention programs, transportation and many other community resources.
- Any mentorship program coordinating seniors would need to be run by a community group or service provider.

S4: Support CHSS Commission Objectives to Establish a West Valley Health Clinic with Mental Health Services

- The County of Santa Clara Behavioral Health Services (BHS) is the lead agency to support the establishment of mental health clinics. The County also contracts with local non-profit organizations that provide mental health services and serves as the Mental Health Plan for County Medi-Cal recipients.
<https://bhsd.santaclaracounty.gov/services-group/adult-and-older-adult>
- The Town is unable to dedicate resources to pursuing a new West Valley Health Clinic or to monitor initiatives/grant opportunities. Interested community members and service providers should connect directly with the County.
- The County has a Behavioral Health Board composed of community members at large, clients and family members of clients using the behavioral health system. Any member of the community or the CHSSC could attend these meetings and report on relevant updates to the CHSSC. <https://bhsd.santaclaracounty.gov/behavioral-health/behavioral-health-board>
- BHS has an Outpatient Provider Directory (Mental Health) that includes service-providers (AACI, Gardner, etc.), doctors., etc., that offer treatment and support. Additionally, Care Solace contracts with Los Gatos Union School District to assist

students and their families in connecting to mental health services in Santa Clara County. <https://bhdservices.sccgov.org/>

- BHS continues to have drop-in navigation hours at the Los Gatos Library every Tuesday.

S5: Expand the Use of Parks, Community Gardens and other Facilities

- LGSR continues to provide recreation in local parks. In order to implement exercise programs in parks or Town Plaza, LGSR would require a subsidy or no-cost model for parks/Town Plaza use.
- Any new community gardens, cluster seating or park improvements are subject to the CIP process and are not in the current budget.
 - Currently, due to budget constraints the Pinehurst Community Garden is a Tier 2 project that is currently not funded this year. Should the project be funded in the future, staff will engage the CHSSC for input as appropriate.

S6: Health and Welfare Assessment

- Assessment of senior services is described further in Goal 7.
- The County Department of Aging and Adult Services is responsible for reviewing the welfare safety net status for older adults and is the best source for this information. <https://ssa.santaclaracounty.gov/departments/departments-aging-and-adult-services>

Next Steps for the Town:

- Continue to engage community service providers to meet the needs of older adults.
- Continue to receive input from community service agencies and the CHSSC regarding core senior services.
- At such a time that the community garden becomes funded, staff will engage the CHSSC for input as appropriate.
- The CHSSC can support these efforts by staying informed on Behavioral Health Board meetings and sharing the information they learn with staff and each other.
- CHSSC members, in their personal capacity, could explore and participate in existing programs and report back on their experiences and needs identified. (This would be done as a participant or observer, not as an auditor or person with authority over these programs.)

Goal 3: Communications and Engagement

C1: Information HUB Development and Deployment

- The HUB is up and running, administered by LGSR, including a feedback option for the community to suggest edits/updates.
https://forms.office.com/pages/responsepage.aspx?id=8kdqvOqRkOHLmwikcE4JLjvdLYww_BJhaUeO2pLX5IURDhRMkZIODFBuZVXMFRT1VSUKExVFRGNi4u

- Other major updates, redesigns or mobile apps are not contemplated at this time due to bandwidth/expertise constraints. The HUB is a successful tool, demonstrated by data, over 5,500 times this calendar year. Links to video tutorials can be included on the HUB if provided by the service provider.
- The HUB is promoted through the LGSR 55+ Program as a Senior resource guide. HUB information cards are distributed to service providers in the community, and the Town provides HUB cards at the ARC, Library, Town Hall, and CHSSC meetings in Town Chambers.
Any merchant or service provider who would like to be listed on The HUB can reach out to LGSR 55+ at the above link.
- The Town would like to promote the HUB as the central location for senior information and is looking for partners to cross-promote this resource so the community and clients of all providers can be better connected and informed. Staff is communicating this to partners and providing additional Hub Cards. The CHSSC's continued support by promoting the HUB to providers and community members is invaluable.
- The Library currently provides one-on-one Tech Tutoring to help with laptops, phones, tables, and technology issues every Tuesday from 3:00 to 4:30 p.m. The Library also provides monthly Tech Workshops on a wide variety of technology topics. Past topics have included topics such as tips and tricks for booking travel online, how to save and share photos with family members, how to use AI tools, how to recognize online scams, how to use a 3D printer, and more. Please check the library event calendar for times and topics:
<https://losgatosca.libcal.com/calendar?cid=11830&t=g&d=0000-00-00&cal=11830&inc=0>.

C2: Promotion of Community Awareness and Engagement in Services

- The Town is actively promoting the HUB and will be working with service providers to cross-promote as described in C1. The West Valley Service Provider Network is a key way for providers to engage/cross-promote/collaborate.
- The Town joined AARP Network of Age-Friendly Communities.
- The Town will continue to promote Town related events and LGSR promotes their events. A broader community calendar/promotions would need to be taken up by a third party or the service providers directly.

C3: Events Calendar

- The Town has an Events Calendar on the home page of its website that highlights meetings and local events.
- LGSR prepares a monthly newsletter, The PRINT, which promotes future events, and highlights past events by telling stories and summarizing the activity.
- APIs and a mobile app are not feasible for the Town but a community group or service provider could develop such a tool/resource.

C4: Provide and Engage Older Adults in Social, Healthy Living, and Life Learning Skills Activities

- LGSR will continue to promote its monthly activities via The Print, their website and in-person to members when they visit the ARC.
- LGSR is constantly assessing their program and working on ways to increase engagement and adjusting programming to ensure relevance.
- Los Gatos Thrives Foundation currently promotes and manages well-attended Monday Movies on the first Monday of the month at the Los Gatos Theatre.
- West Valley College's Senior Guided Pathways program provides support to older adults (50+) in the areas of education, aging and job training.
<https://www.westvalley.edu/schools/continuing-education/sascc/index.html>
- The Town and other agencies publicize their services, programs and events through their websites and social media, advertising and newsletters. The HUB is also a resource for this.
- West Valley College's Senior Guided Pathways program provides support to older adults (50+) in the areas of education (including technology), aging and job training.
<https://www.westvalley.edu/schools/continuing-education/sascc/index.html>
- Nutrition and food services are provided by providers such as Live Oak Nutrition and West Valley Community Services.
- LGSR and the Jewish Community Center offer nutrition/food classes.
<https://apjcc.org/fitness1/services/>
- Multigenerational programs and additional training classes can be added to the HUB if they are available in the community.
- A Distinguished Guest Lecture program would need to be put on by a service provider.

C5: Transition to In-person Services at New Community Center (On hold pending Goal 1)

- LGSR provides robust programming which includes social, educational, emotional support, recreation and field trips. Offering up to seven different activities per day, recreation and socialization programming at the ARC is successful and has a membership of over 1,000. LGSR is also continuing the Town's pilot of dedicating at least one room to service providers for direct service provision.

Next Steps for the Town:

- Continue to communicate with seniors to promote services, resources and events to feel a sense of belonging.
- Continue to promote the HUB, including providing resource cards.
- Continue to publicize Town and official 55+ events as appropriate through the official Town of Los Gatos channels.
- The CHSSC can support these efforts by continuing to promote the HUB in the community and identifying additional resources to suggest for the HUB.

Goal 4: Volunteer Support and Engagement

V1: Establish Volunteering Task Force

- The CHSSC created a Goal 4 Task Force, currently led by Vice Chair Sterne.

V2: Recruit and Build a Volunteer Community

- The Goal 4 Task Force, through LGTF/WVSP and a community volunteer (Volunteer Coordinator), are planning to prepare a volunteer interest/contact list – and will prepare periodic (i.e., monthly, every other month, etc.) announcements/email notifications to promote local volunteer opportunities. Potential volunteers would then reach out to the service provider directly to engage. This will initiate an organized system to recruit volunteers in local, volunteer roles and a link to join the contact list can be provided on the HUB. Once volunteers are placed, they can discuss other opportunities, like specialized roles based on unique skill sets.
- While the LGTF/WVSP volunteer coordination could expand and evolve, attending events to recruit volunteers would be dependent on the service providers conducting this activity.
- The type of volunteer opportunities would be dependent on the service providers providing the opportunity.

V3: Establish a Volunteer Corps - Refer to V2.

- The current focus is to establish the volunteer coordination system in V2 and future management/tracking of volunteers/referral process/ambassador volunteer program (C2)/technology solutions/volunteer social events would be up to the discretion of LGTF/WVSP or other service providers if it is feasible.
- A senior mentorship service would need to be run by a community group or service provider.

Next Steps for the Town:

- Once a volunteer coordination newsletter is created through LGTF/WVSP, the Town will work with LGSR to get a link on the HUB so interested parties can sign up to receive the notifications.
- The CHSSC can continue to support by promoting the volunteer coordination newsletter and encouraging volunteers to support the administration of the newsletter.

Goal 5: Enhanced Transportation Options for Older Adults

T1: Implement and Promote Transportation Awareness and Use

- The CHSSC Goal 5 task force regularly attends the Complete Streets and Transportation Commission (CSTC) meetings.

- The 2024/2025 Age Friendly Survey and the 2022 CASOA survey were completed by hundreds of Los Gatos residents who gave feedback and ideas related to public transit. Stakeholders can stay engaged through the Age Friendly Survey and Action Plan process to share ideas on how to further promote transportation programs in the west valley area.
<https://ssa.santaclaracounty.gov/departments/departments-aging-and-adult-services/seniors-agenda>
- Parks and Public Works staff pursue grants as appropriate and as bandwidth allows. There is not enough bandwidth to assess all County, state, and federal master plans and grants but staff stays connected regionally to stay updated on the relevant aspects.
- Individuals can visit the Town of Los Gatos website to use the Interactive General Plan website to review Chapter/Section 5 (Mobility Element) to review the various implementation programs and timelines.
<https://www.losgatosca.gov/2138/General-Plan>.
- VTA has an open data portal which can inform on historical ridership, congestion management, active transportation, etc.: <https://data.vta.org/>
- Community members, including the CHSSC Goal 5 Task Force, can stay informed on VTA activities by viewing meetings and agendas.
<https://www.vta.org/about/board-and-committees>.
- The VTA Senior Mobility Guide, and other transportation information, is currently available on the HUB. <https://www.vta.org/sites/default/files/2022-03/Senior%20Mobility%20Guide%202022.pdf>
- The Town of LG assesses ADA needs in parking lots on an ongoing basis. If there is a compliance need it is addressed either by maintenance or through the annual concrete process. Feedback regarding this issue can be submitted to the Town Public Works department.
<https://www.losgatosca.gov/FormCenter/PPW-15/Report-a-Parks-Public-Works-Concern-87>.
- Silicon Valley Bicycle Coalition promotes bicycle safety, training, and repair. Community groups can connect with the Silicon Valley Bicycle Coalition to learn about bicycle safety, repair, commuting, etc. <https://bikesiliconvalley.org/learn-ride/learn>.
- Developing “Transportation Los Gatos” software given bandwidth and expertise; this may be more appropriate as a regional initiative.

T2: Advocate for an Age-Friendly Walking Plan

- The CHSSC can continue to coordinate with CSTC as the lead advisory Commission. Projects will be subject to the CIP process. The Bicycle & Pedestrian Master Plan may be a useful resource. <https://www.losgatosca.gov/2347/Bicycle-and-Pedestrian-Master-Plan>
- An Age-Friendly Accessible walking track or any other walking paths would be subject to the CIP process. The Los Gatos High School track is open for walking on weekday mornings from 6:00am-8:00am and evenings when school activities are not taking place. LGHSD is working on ways to open the track to the public on weekends.
- Town staff actively evaluates signs and markings, in collaboration with the LGMSPD, to make sure our public areas are safe and accommodating to all users.

- It is not currently feasible to conduct a “senior safety zone study”, but the Town cares about safe walking routes for all citizens, including Seniors. Feedback regarding walking safety can be addressed with Parks and Public Works department at <https://www.losgatosca.gov/FormCenter/PPW-15/Report-a-Parks-Public-Works-Concern-87>.

T3: Expand Mobility Options – Including Evenings and Weekends

- The RYDE program is currently operating per the schedule it has capacity for, and the Town does not have the resources to operate its own Town shuttle.
- The VTA Mobility Assistance program is designed to address transportation gaps/barriers for priority communities like older adults, individuals with disabilities, etc. The program partners with programs like Catholic Charities and Silicon Valley Independent Living Center to support residents through the application process. <https://www.vta.org/programs/access/mobility-assistance-program>. The VTA collaborates with LGSR to offer the Ride and Taste Los Gatos, and the Daycation programs, which encourage seniors to try public transit.
- The VTA Access program provides ride/shuttle service to eligible individuals with disabilities who cannot use conventional public transit (i.e., bus, light rail, etc.) <https://www.vta.org/programs/access>
- Heart of the Valley Services for Seniors offers door-to-door rides. <https://www.servicesforseniors.org/services-programs>

Next Steps for the Town:

- Continue to promote safe transportation for seniors and all community members.
- Continue to receive feedback regarding transportation needs and issues from residents and area agencies. Participate in VTA discussions related to bus routes as needed.
- The Town will be updating its Bike/Ped Master Plan in the next 5 years and will put an emphasis on senior walking.
- The CHSSC can support these efforts by continuing to attend CSTC meetings to stay informed and engaged.
- The CHSSC can support these efforts by attending VTA meetings or viewing agendas/minutes and sharing the information they learn with staff and each other.

Goal 6 – Senior Housing – Information on Approaches and Options

H1: Identify and Inventory Residential Options for Older Adults

- SV@Home focuses on addressing Santa Clara County’s urgent need for affordable housing. Annually, in May (affordable housing month) – SV@Home brings together local advocacy groups, non-profit organizations, governments, etc., to raise awareness/drive action around housing issues in SCC. <https://siliconvalleyathome.org/>
- The Housing Programs page on the Town website includes a Housing Resources Guide, information on the BMR administrator (Housekeys), and information about residential options for older adults. The Goal 6 task force completed a

review and suggested edits for the Housing Resources Guide.

<https://www.losgatosca.gov/345/Housing-Programs>.

- The Town adopted its Housing Element (HE) in 2024, and it includes policies like HE-2.7 & HE-2.8, etc., related to senior/special needs housing programs. The Town is implementing the HE as fast as they are able.

<https://www.losgatosca.gov/1735/General-Plan---Housing-Element>.

H2: Enable Development of Affordable Housing for Older Adults

- The Town adopted its Housing Element (HE) in 2024, and it includes a Senior Housing Resources program. The Town is implementing the HE as fast as they are able. <https://www.losgatosca.gov/1735/General-Plan---Housing-Element>.
- Any programs and funding for housing income support or home modification and repairs would be done by a third party.

H3: Establish Aging in Place Programs (Including a Los Gatos Village)

- Heart of the Valley Senior Services offers handywork for low income seniors. <https://www.servicesforseniors.org/services-programs>.
- The Town's Community Grants Program, within its capacity, provides a limited amount of funding to service providers offering rental assistance and other services. For example, Rebuilding Together Silicon Valley, an organization that coordinates home accessibility modifications and repairs has received funding through past grants. <https://rebuildingtogethersv.org/programs/>
- A Los Gatos Village program would need to be organized by a third party.

H4: Facilitate Crisis Housing

- In the event of a disaster, the Town will coordinate with the American Red Cross, Santa Clara County Office of Emergency Management, and other partners to provide emergency sheltering. The Town does not maintain separate senior-specific shelters; however, the County's Functional Assessment Service Team (FAST) program will be integrated into shelter operations to identify and address access and functional needs for older adults. All residents are encouraged to maintain personal emergency plans, including alternative places to stay, so that emergency resources can be prioritized for those with the highest need.
- Care facilities and other providers are required to have safety plans per CA code. The Town does not provide direct oversight over these facilities.
- The Town will share and amplify preparedness information relevant to older adults through existing outreach efforts, such as wildfire, earthquake, and PSPS information. Preparedness resources will reference materials from Santa Clara County OEM, Ready.gov, and other established sources.

H5: Monitor and Evaluate Needs & Stock

- The Town is required to provide annual reporting on Housing Element implementation progress.

Next Steps for the Town:

- Continue to provide required annual reporting on Housing Element implementation progress.

- Continue to keep the Town website updated with current housing options such as the Housing Resource Guide.
- Continue to accept community feedback on senior housing needs through the Planning Commission and Town Council meetings.

Goal 7: Integrated Governance, Funding & Accountability for Senior Services

The Town of Los Gatos is in a unique position because it cares about its senior residents and wants their needs met, however the Town does not provide or have oversight over direct services. It is for this reason that the idea of the integrated governance model is challenging. While the Town is not currently in a position to implement this from an oversight, bandwidth, and funding perspective, the Town can focus on assessing older adult services by implementing an annual survey to service providers and providing the data to the CHSSC.

The Senior Services Coordinator has assessed programs available to Town seniors, including needs and gaps. A service provider survey was distributed by the Town with results provided to the CHSSC.

Next Steps for the Town:

- Continue to issue the service provider survey to gather information from service providers.
- The CHSSC can continue to monitor the state of senior services and suggest improvements and collaboration.