



**TOWN OF LOS GATOS
COMMUNITY HEALTH AND SENIOR SERVICES COMMISSION
SPECIAL MEETING
MAY 23, 2024
110 EAST MAIN STREET
TOWN COUNCIL CHAMBERS
4:30 PM**

*Eleanor Yick, Chair
Jeffrey P. Blum, Vice Chair
Dick Konrad, Commissioner
George Rossmann, Commissioner
Pradeep Khanal, Commissioner
Martha Sterne, Commissioner
Lincoln Withrow, Youth Commissioner
Matthew Hudes, Council Liaison*

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: 11:00 a.m. the Friday before the Commission meeting.

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.

Persons wishing to make an audio/visual presentation on any agenda item must submit the presentation electronically, either in person or via email to clerk@losgatosca.gov by 3:00 p.m. the day of the meeting.

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.](#) Approval of the Minutes of the March 28, 2024 Meeting
- [2.](#) Approval of the Minutes of the April 25, 2024 Meeting

VERBAL COMMUNICATIONS *(Members of the public are welcome to address the Community Health and Senior Services Commission on any matter that is not listed on the agenda and is within the subject matter jurisdiction of the Commission. 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.)*

- [3.](#) Receive Presentations by Local Service Providers
- [4.](#) Approve Annual Report to Submit to Council, or Amend Date of Presentation
- [5.](#) Receive a Policy on Commission Expenditures and Approve Allocation of Increased Funds for Tablecloth

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]



DRAFT
Minutes of the Community Health and Senior Services Meeting
March 28, 2024

The Community Health and Senior Services Commission conducted a regular meeting in person on Thursday, March 28, 2024, at 5:00 p.m.

MEETING CALLED TO ORDER 5:04 P.M.

ROLL CALL

Present: Chair Yick, Vice Chair Blum, Commissioner Khanal, Commissioner Konrad, Commissioner Rossmann, Commissioner Sterne

Absent: Youth Commissioner Withrow, Council Liaison Hudes

Staff Present: Assistant Town Manager Nomura

CONSENT

1. Approve the Minutes of the February 15, 2024 Special Meeting
2. Approve the Minutes of the February 22, 2024 Meeting

MOTION: Motion by Vice Chair Blum to approve the minutes of February 15 with changes as mentioned. **Seconded by Commissioner Konrad.**

VOTE: Motion passed 6-0.

MOTION: Motion by Vice Chair Blum to approve the minutes of February 22 with the changes mentioned. **Seconded by Commissioner Sterne.**

VOTE: Motion passed 6-0.

VERBAL COMMUNICATIONS

Opened public comment.

Tom Picroux spoke representing Los Gatos Thrives Foundation's upcoming presentation to Council.

Ali Milano spoke regarding initiatives of the Complete Streets and Transportation Commission as they relate to senior issues.

Closed public comment.

OTHER BUSINESS

Chair Yick moved Item 6 before Item 3.

6. Commissioner Updates

Commissioner Khanal attended DEI Commission meetings.

Commissioner Khanal left the meeting 5:31 p.m.

Vice Chair Blum wrote an article for the Los Gatan, and attended events and meetings at Live Oak Nutrition, Live Oak Day Services, Redcross blood drive, Thrive Foundation, and goal 7 task force.

Commissioner Konrad attended events and meetings with the governance task force, Live Oak Day Services, an interfaith council, Sourcewise, community garden advocacy, and Jewish Family Services.

Commissioner Sterne reviewed volunteer logistics for neighboring cities and local organizations.

Chair Yick attended events and meetings with West Valley Community services, Thrive Foundation, community centers, and the presentation of a distinction award.

Opened public comment.

Closed public comment.

3. Review and Update Task Force Assignments

The Commission received updates to Task Force Assignments as identified in the staff report.

Opened public comment.

Closed public comment.

4. Report out from Task Forces regarding goal area work.

The Commission discussed their recent task force work.

Opened public comment.

Closed public comment.

5. Discuss possible formats and sections for the CHSSC Annual Report.

The Commission discussed possible approaches to writing and presenting the report.

Opened public comment.

Closed public comment.

7. Anticipated future agenda items.

The Commission suggested the following topics: Service Provider reports, use of Commission funds, workshop for community center, grants committee, youth commissioner role, service services coordinator position, and CHSSC report.

ADJOURNMENT

The meeting adjourned at 7:01 p.m.

Respectfully Submitted:

Ryan Baker, Library Director



DRAFT
Minutes of the Community Health and Senior Services Meeting
April 25, 2024

The Community Health and Senior Services Commission conducted a special meeting in person on Thursday, April 25, 2024, at 5:00 p.m.

MEETING CALLED TO ORDER 5:00 P.M.

ROLL CALL

Present: Chair Yick, Vice Chair Blum, Commissioner Konrad, Commissioner Khanal, Commissioner Rossmann, Commissioner Sterne, Council Liaison Hudes

Absent: Youth Commissioner Withrow

Staff Present: Library Director Baker

PRESENTATIONS

- i. Presentation by Los Gatos Foundation for Older Adults to Thrive

The Foundation presented on their work and goals.

VERBAL COMMUNICATIONS

Opened public comment.

Closed public comment.

OTHER BUSINESS

- 1. Receive Presentations by Local Service Providers

Representatives from Live Oak Adult Day Services presented on their work, goals, and challenges.

Opened public comment.

Closed public comment.

Representatives from Live Oak Nutrition presented on their work, goals, and challenges.

Opened public comment.

Closed public comment.

Chair Yick tabled the KCAT presentation and the LGSRec report to the May meeting.

2. Discuss Organization and Content of CHSSC Annual Report.

The commission briefly discussed logistics and deadlines for compiling the report.

Opened public comment.

Closed public comment.

3. Receive a Policy on Commission Expenditures and Approve Allocation of Increased Funds for Tablecloth.

Item tabled to the May meeting.

4. Commissioner Reports (If Time Allows).

Item not heard.

ADJOURNMENT

The meeting adjourned at 6:31 p.m.

Respectfully Submitted:

Ryan Baker, Library Director



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

MEETING DATE:
05/23/2024
ITEM NO: 3

DATE: May 23, 2024
TO: Community Health and Senior Services Commission
FROM: Ryan Baker, Library Director
SUBJECT: Receive Presentations by Local Service Providers

RECOMMENDATION:

Receive Presentations by Local Service Providers

BACKGROUND:

The CHSSC has requested four (4) of our local service providers to provide an update on their program so that this information can be incorporated into CHSSC's Annual Report to the Town of Los Gatos. These four (4) programs provide "core, essential" services to our senior residents and address many goals set in the Senior Roadmap.

In addition to data related to enrollment numbers, budget allocations, program and sustainability needs and other special highlights, Chair Yick asked the service providers directly to address these 4 questions in their reports:

1. How can the CHSSC better support and assist your program?
2. How does your program help to addresses the goals in the Senior Roadmap?
3. What are your funding needs/wishes for the next two fiscal years?*
4. What changes, if any, to the Town's budgeting process would be helpful for your budget planning?*

The CHSSC is most concerned that these "core, essential programs" receive the support needed for their continued sustainability and accessibility for our Los Gatos seniors.

PREPARED BY: Ryan Baker
Library Director

PAGE 2 OF 2

SUBJECT: Presentations by Local Service Providers

DATE: May 23, 2024

BACKGROUND (continued)

Two service providers presented at the April meeting:

1. Live Oak Adult Daycare Program: Lisa Lenoci, Director
2. Live Oak Adult Nutrition Program: Kathy Mlinarich, Director

One service providers will make their presentation at the May meeting:

3. KCAT Director's Program: Melissa Toren

Our fourth service provider (LGSRecreation 55+ Program) has submitted a written report. The Commissioners will review and discuss this report.

Attachments:

1. KCAT Director Program Report
3. LGSRec 55+ Program Report



KCAT PUBLIC MEDIA
LOS GATOS | MONTE SERENO | SILICON VALLEY



REPORT FOR CHSSC
5/15/24



Thank you CHSSC for your continual encouragement and participation in this innovative program!

The Town of Los Gatos and CHSSC have clearly made a commitment to prioritize our senior community. We are proud of what has been accomplished and excited about the future of The Producers Network. TPN has been transformative for our seniors and goes well beyond typical 55+ activities by combining storytelling, media education, volunteering, and socializing into a creative, immersive, and impactful experience.

In addition, KCAT and The Producers Network have been supporting the Senior Roadmap by providing media services as needed. Most recently, we filmed a video and promoted the Los Gatos Seniors Thrive Foundation's Monday movie event.





Giving a voice...

One of the most endearing and meaningful aspects of the pilot program is that we have created a warm and welcoming environment enabling people (from 55-98 years young!!) to give their time and talent, get involved, learn unique skills, enjoy socialization and find new paths of fulfillment by combining media and storytelling.

The Producers Network has become a very special place to support the mental health and wellness of a wide variety of 55+ individuals while helping them grow and thrive in new adventures. With our ability to pivot quickly to meet the needs of the community, KCAT has successfully developed an engagement program and philosophy which contributes to the vitality of the Town and the well-being of our seniors.

The Producers Network Pilot

2nd year Achievements

We have successfully executed our plan to **create from scratch an impactful and innovative program, The Producers Network (TPN), serving adults 55+.**

- ✓ Exceeded goal of 50 participants to 200+ with 85% unique to local senior programs
- ✓ Produced 30 new show and podcast episodes
- ✓ Continue to offer well-attended monthly meetings with expert speakers, hands-on learning, brainstorming in a warm, social setting
- ✓ Create better infrastructure, website registration, and participant engagement via surveys; promote TPN in newspapers, friend-bring-a friend, and word-of-mouth; and design the TPN brand for ads, shirts, signage, etc.
- ✓ Welcome new participants with 1:1 meetings to ascertain interests
- ✓ Promote a cross generational environment of students continually working with adults 55+ in a variety of fun and creative projects
- ✓ Ongoing expansion of technical trainings to produce and film more shows as The Producers Network grows
- ✓ Ongoing purchases of user-friendly equipment to accommodate and better serve seniors so they excel in their roles as producers, directors, filmmakers and editors
- ✓ Continually provide the Producers Network with volunteer opportunities in the community and at KCAT, such as Jazz on the Plazz, Oktoberfest, Music in the Park, Town, Veteran and service club events
- ✓ Calendar red carpet premiere events to showcase all of the work and new shows created by The Producers Network
- ✓ Embark on new and exciting adventures to add to the menu of opportunities at KCAT: documentaries, murder mystery movie, pop-up podcasts, and more!

FY24 Goals for The Producers Network

- **Hire a full-time manager position** to implement a revenue generating program model which will include events, classes, podcasts, donations
- Increase number of participants to ~250+ by expanding marketing outreach in local newspapers and targeted social media platforms, broaden “friend-bring-a-friend” program, and schedule speaking engagements to the retirement community, service groups and other organizations to recruit new people
- Add 5 new TV and podcasting shows with 8 episodes each
- Offer video production services to create Legacy videos for families
- Continue to increase volunteerism in the community and at KCAT
- **KCAT will launch a multi-faceted funding campaign to sustain The Producers Network based on metrics, achievements, and growth opportunities.**

Sources include:

- Local, regional, state and federal foundations and philanthropy groups
- Community fundraising events and programs (Friends of the Producers)
- Sponsorship opportunities for businesses and donors (shows, podcasts)
- Create KCAT Society/Endowment designed to encourage 55+ volunteers and friends to consider KCAT in their planned giving

ARPA Financial Report as of 4/30/24

| ARPA Grant 2024 | | | | | | | |
|------------------------|-------------|--|--|-------------------------|--------------------------|----------------------------|----------------------|
| | REVENUE | | Program Engagement & Marketing Manager | Tech Support & Training | Marketing and Engagement | Program Specific Equipment | Net Operating Income |
| Balance - as of 1/1/24 | \$65,318.64 | | | | | | \$65,318.64 |
| | | | | | | | |
| ACTUAL | | | | | | | |
| January | | | \$3,301.25 | \$1,133.25 | | \$19.46 | \$60,864.68 |
| February | \$1,000.00 | | \$3,223.75 | \$68.75 | | \$19.50 | \$58,552.68 |
| March | | | \$3,365.00 | \$258.50 | \$133.72 | \$19.50 | \$54,775.96 |
| April | | | \$2,990.00 | \$193.75 | \$51.34 | \$19.50 | \$51,521.37 |
| May | | | | | | | |
| June | | | | | | | |
| July | | | | | | | |
| August | | | | | | | |
| September | | | | | | | |
| October | | | | | | | |
| November | | | | | | | |
| December | | | | | | | |
| YTD | \$66,318.64 | | \$12,880.00 | \$1,654.25 | \$185.06 | \$77.96 | \$51,521.37 |
| | | | | | | \$14,797.27 | |

During this pilot program period, we have acquired valuable insights, patterns, and metrics that we can now leverage to secure grants, sponsorships, and other forms of sustainable financial support for years to come. Next year The Producers Network will be self-sustainable and boast a business model that is fundable to sponsors and grantors.



**The
Producers
Network**

Local Creators & Reporters

Thank you CHSSC for your support!

On behalf of the Board of Directors of KCAT PUBLIC TV & RADIO, we thank the council and commissioners for your belief in us to launch a pilot senior program from scratch.

Your support has enabled KCAT to implement this proof of concept which serves as a vital program in our community.



KCAT PUBLIC TV & RADIO

LOS GATOS | MONTE SERENO | SILICON VALLEY



Los Gatos-Saratoga Community Education & Recreation
208 East Main Street, Los Gatos, CA 95030
Phone: (408)354-8700 www.lgsrecreation.org

Prepared For: Town of Los Gatos Community Health and Senior Services Commission
Prepared By: Lisanne Kennedy, Recreation Coordinator, lkennedy@lgsrecreation.org
Prepared On: 4/15/2024

This document provides an update about 55 Plus Program activity as requested by the CHSSC.

Program Update

LGS Recreation 55 Plus Program provides comprehensive free or low-cost programs for people ages 55 and over. For a full listing of programs visit The PRINT archive www.lgsrecreation.org/55-plus/the-print/. Office hours are Monday through Friday from 9am-5pm for drop-in and calls to 55 Plus Office.

From July 2023-April 12th:

- 55 Plus phone line received 2381 calls which is an average of 238 calls/month *this does not include calls that go to the front office, or directly to staff extensions.
- The HUB resource page was visited 3503 times which is an average of 350 visits/month
- The APRIL Print had 800 online visits and physical copies printed and picked up from our center.
- We also receive and respond to emails sent to 55plus@lgsrecreation.org

55 Plus Annual Membership

- 2023 Membership - 806 *record high year
 - 40% ages 70-79, 32% ages 80-89, 5% ages 90+
- 2024 Membership as of 4/15/2024 - 681 *great start to 2024

| | |
|------------------------------------|---|
| Membership Historical Data: | Membership is annual and expires in December, typically the largest growth in membership is within the first quarter. |
| 2017- 395 | *LGS membership numbers were 372 at onset of the SASSC outsourcing agreement in 2019, at the conclusion of the SASSC contract membership numbers were 270 as reflected in Q1 of year 2020. The onset of COVID 19 Pandemic in March 2020 prevented rebuilding of membership. |
| 2018 - 394 | **Town of Los Gatos ARPA Grant Funding Year |
| 2019- 372 * | |
| 2020 – 270 | |
| 2021 – 277 | |
| 2022- 652** | |

Participation and Programs

- From July 2023-December 2023
 - **572 programs** with **7389 participants**.
 - Special Events Included: July Picnic (200 Participants), July Social Dance (47), Halloween Hula (25), Thanksgiving Lunch (150), November Social Dance (29), Holiday Morning Social (50), Swinging into the Holidays Dance with live music (53)
 - Guest Speakers included: Brain Health, and Cellphone Training Courses
 - Not included in these statistics 143 participants attend Great Getaway Bus Trips
- From January 2024 – April 12
 - **371 programs** have been offered with **4623 participants**
 - Special Events Included: February Dance (36), March Dance (51), April “Pi”e Day Social (30), and Mah Jong Tournament (20)
 - Guest Speakers Included: Identify/Avoid Scams, Sleep, Dementia Panel, and Healthy Eating
 - Added low-cost 55+ Yoga class and Zumba Toning classes and are now offer exercise classes 5 times a week
- Upcoming April-June 30
 - April Celebration of Arts theme with additional Hands-on Art Classes (materials provided), Free Zumba Dance Party, Author Talk, and Drumming Circle
 - Upcoming Special Events: Mother's Day High Tea, Resource Fair, Vasona Boats & BBQ

Feedback from Members (Quotes Collected at the end of 2023)

- Really appreciate all the fun and creative activities you and your team put together for the community. We are very lucky.
- Helps with isolation to socialize.
- We look forward to continuing meeting new, fun people from our community.
- My social circle has broadened significantly. I look forward to further enjoyment of senior life.
- I thoroughly enjoy the activities Los Gatos Senior center offers and always look forward to your newsletters and information.
- I can't say enough good things about this program from the number of offerings to the wonderful people that work there, it's just great. Also, the newsletter that is put out is great.
- I have improved my balance, and I am very grateful for the fitness classes. Getting older is not easy and any help is appreciated. The group is always supportive of each other. We have created a community within these classes. I love that the classes are held at the Los Gatos Rec center.
- My experience joining 55+ has been very positive. I have never been able to enjoy exercise until I enrolled in Zumba Gold and met (the instructor). She is the reason I am always excited to go to Zumba. It is what I look forward to each week.

- I love this organization and what it provides for seniors.

Fiscal Update

The 55 Plus program is nearly non-revenue generating. Historically, our Agency subsidized the 55 Plus program from the profits of fee-based programming from other departments within our Agency and this approach is no longer sustainable. In 2022, LGS Recreation was allocated a \$328,500 ARPA grant from the Town of Los Gatos to restore services to pre-pandemic levels. With support, we demonstrated we were able to grow our community in both membership and program expansion. The funds highlighted that the program can be successful and impactful when in partnership with the Town, but to be sustainable, financial support is required. From January 2023-June 2023, LGS Recreation assumed the full financial burden of the 55 Plus program. LGS Recreation was proactive in supporting program sustainability by creating donation opportunities, seeking additional grant opportunities, and advocating to Town Council for continued support. In July 2023, the Town appropriated \$225,000 to LGS Recreation to provide Senior Services.

LGS Recreation continues to seek long term sustainability for the 55 Plus Program. The Agency continues to do our part to seek grants to fund the 55+ program. While State funding has been awarded for \$250,000/year over the next 4 years, it is to be used for adult enrichment (age 18+) with a focus on mental wellness and decreasing social isolation for adults of all ages. The awarded funding certainly supports components of the 55+ roadmap and aligns with both agency goals and those of the 55+ roadmap; it is not exclusive to that program area and does not cover all goals and objects.

CHSSC Support

The Commission can support the 55 Plus Program by continuing to promote to seniors and other service providers and advocating for an equitable partnership between the Town and LGS Recreation to deliver the 55 Plus program through ongoing funding and lease abatement. LGS Recreation and the 55 Plus Program are in a unique position to support and implement many of the projects outlined as priorities in the roadmap because it greatly aligns with the goal of our program. The purpose of our 55 Plus Program is to offer recreation programs and services to Older Adults to increase connectedness and improve physical, cognitive, and psychological health. Our goal is to use recreation and leisure activities to improve the behavioral wellbeing of seniors in our community. Crossover between 55 Plus and Roadmap was outlined in detail in our report showing High, Medium and Low plans for Senior Services to the Town Council when we asked for financial support for FY23/24. The Town allocated an amount below the Low plan request and with great effort and funding to subsidize the differential, we anticipate our good work to continue. The Agency is anticipating Adult Recreation Center and Youth Recreation Center lease negotiations and seeks free use of space, as is customary in all other aligned programs and communities. 55 Plus Programs have an impactful presence and hub at the ARC and over 50% of programs at the YRC are for 55+/Adult Enrichment. Below are a few examples of how we are currently addressing the goals outlined in the roadmap.

- Core Senior Services:
 - Providing social opportunities for seniors through events and programs
 - Providing a variety of engaging guest speakers
 - Promote other local service providers to members, connecting seniors to resources
 - Maintain HUB Resource Page
 - Expanded fitness options for members (ex. addition of Yoga, Zumba Toning)
- Communication & Engagement
 - Monthly publication of the PRINT with a community board highlighting other programs/events
 - HUB Web Resource
 - Annual Resource Fair (planned for 5/16) *networking for providers and seniors!
 - Volunteer engagement and development with a vetting process and Agency best practices

Our Agency is passionate about offering a 55 Plus Program and continuing to build a community of active and engaged older adults!



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

MEETING DATE:
05/23/2024
ITEM NO: 4

DATE: May 23, 2024
TO: Community Health and Senior Services Commission
FROM: Ryan Baker, Library Director
SUBJECT: Approve Annual Report to Submit to Council, or Amend Date of Presentation

RECOMMENDATION:

Approve Annual Report to submit to Council, or amend date of presentation.

BACKGROUND:

The CHSSC is slated to present their annual report on Senior Road Map progress at the June 4th meeting of the Town Council. To confirm this item on the June 4th Council agenda, staff must submit the final approved report for Council agenda routing on May 23, 2024 after the conclusion of the CHSSC meeting.

DISCUSSION:

Attached is the draft annual report that was provided by the CHSSC Chairperson for the Commission's consideration.

The Commission may approve the attached report with or without editorial changes for the item to remain on the June 4th Council agenda.

The Commission may alternatively opt to push the date of the presentation to the August 7th Council meeting, which would allow the Commission additional time to work on the report. Should the Commission decide to exercise this option, the Commission may continue to work on the report until June 20th, and approve the report at the Commission's June 27th meeting.

Attachments:

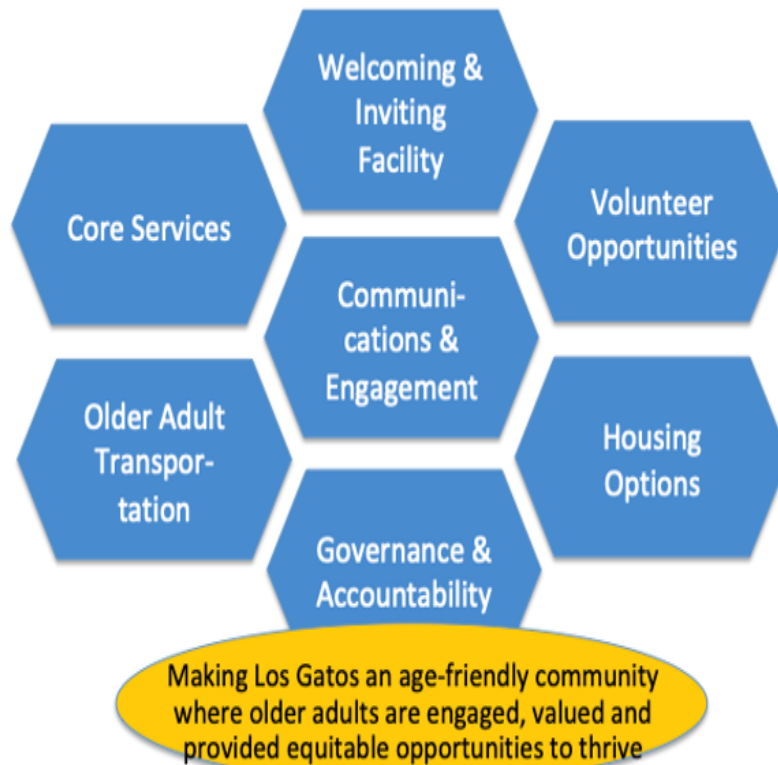
1. Draft Annual Report (Complete)

PREPARED BY: Ryan Baker
Library Director

COMMUNITY HEALTH & SENIOR SERVICES COMMISSION

COMMUNITY HEALTH AND SENIOR SERVICES COMMISSION (CHSSC) ANNUAL REPORT JUNE 2024

Goals for Senior Services in Los Gatos



1

ANNUAL REPORT July 1, 2023-June 30, 2024

INTRODUCTION/OVERVIEW:

The major accomplishment of the CHSSC in Fiscal Year 2023-2004 has been the implementation of the Year One goals of the Senior Service Committee Roadmap endorsed by the Los Gatos Town Council on February 7, 2023.

This attached report includes some individual reports from Goal Chairs, updated specific goal areas 1-7 with specific activities undertaken to attain those goals, participation in outreach activities and suggestions and/or recommendations for moving the implementation of the Senior Road Map to the next level. These reports supplement the Annual Report Highlights to be presented to the Los Gatos Town Council on June 4, 2024.

- Intro Powerpoint presentation to LG Town Council pages
- Goal 1 – Welcoming & Inviting Facility pages
 - Report prepared by Commissioner Blum
- Goal 2 – Core Senior Services- Goals 1-7 pages
- Goal 3 – Communications and Engagement pages
- Goal 4 – Volunteer Support and Engagement pages
- Goal 5 – Enhanced Transportation Options pages
- Goal 6 – Senior Housing Options and Information pages
- Goal 7 – Integrated Governance, Funding, and Accountability pages
 - Report prepared by Commissioner Rossmann
- Suggestions/Recommendations pages
- Service Providers Reports pages
 - Live Oak Daycare Program
 - Live Oak Senior Nutrition Program
 - Los Gatos 55+ Program
 - KCAT

COMMUNITY HEALTH AND SENIOR SERVICES COMMISSION (CHSSC) ANNUAL REPORT JUNE 2024

Goals for Senior Services in Los Gatos



Making Los Gatos an age-friendly community where older adults are engaged, valued and provided equitable opportunities to thrive

CHSSC 2023-2024 ANNUAL REPORT: GOAL 1

***AN APPEALING AND INVITING FACILITY:**

- CHSSC actively supports the work of the newly formed Los Gatos Thrives Foundation for Older Adults by serving on sub-committees.
- One Commissioner serves on the Community Center Sub Committee; another commissioner serves on the Initiative and Public Relations Sub Committee
- CHSSC Chair serves as the liaison to the Los Gatos Thrives Foundation's Board
- CHSSC co-sponsored with the Town a community input meeting on repairs to the current interim Community Center and helped to identify the top two recommendations.
- The attached "Annual 2023-2024 Report" on Goal 1 provides additional detail.

CHSSC 2023-2024 ANNUAL REPORT: GOAL 2

*CORE SENIOR SERVICES: (social, emotional, physical, mental health needs of seniors)

- Continued outreach to our 4 local services providers plus others that serve our Los Gatos community. The Live Oak Adult Daycare, the Live Oak Adult Nutrition, and the Los Gatos Rec 55+ program are members of the Goals 2-4 Task Force.
- Members of the Goals 2-4 Task Force volunteered to be “*Points of Contact*” for support for ____ of our Service Providers:
- 4 Service Providers presented their 2024 Program Updates at CHSSC meetings (attached)
- Service Providers have expressed interest in being located on-site to provide more access for seniors. The *Navigator Program*, currently available in the library, is a model for this kind of access.
- LGRec 55+ Program continues to offer an extensive, ever evolving senior program, including day trips, for seniors. 55+ enrollment continues to grow – as of April 2024, it equals 681!!
- Outdoor spaces for cluster seating and other sports venues continue to be explored. Neighborhood concerns have delayed projects.
- Sustainability concerns:** funding, community awareness, and additional access for low income residents to all senior programs

CHSSC 2023-2024 ANNUAL REPORT: GOAL 3

***COMMUNICATION & ENGAGEMENT:**

- The overarching goal of this committee is implementing on-going efforts that develop more awareness in the community about the many Senior Services that are available and ensure access to seniors. The HUB is advertised monthly in the PRINT, has been featured in The Outlook and The Gatan, and distributed widely in the community.
- One Commissioner writes a weekly column that is published in The Gatan. These articles feature information about various Senior Services.
- The HUB card, a major source of senior services information, has been distributed widely throughout the community and is also distributed at any local, community-wide events sponsored by the Town, LG Rec 55+ and the newly formed Los Gatos Thrives Foundation.
- LG Rec's 55+ program's increasing membership numbers speak to the high engagement of our seniors in the programs offered:

*Record high enrollment in 2023 of **806**; and, enrollment as of April 2024 =**691**.

CHSSC 2023-2024 ANNUAL REPORT: GOAL 4

- **VOLUNTEER SUPPORT AND ENGAGEMENT:**

- Chair surveyed surrounding communities to learn how they provide information about volunteering and how they organize their volunteer menu. (Campbell, Cupertino, Saratoga, Los Altos, Mountain View, Palo Alto, Palo Alto Avenidas, Sunnyvale)
- The proposed, interactive model in the Senior Services Roadmap is the most robust and might not to be modified, due to legal/liability issues.
- Software permitting, the Volunteer link on HUB is being expanded to include more organizations, such as Communities of Faith with streaming services and other non-profits, with additional drop down menus to ensure better and easier access for seniors.
- Much discussion has been held re: establishment of an Ad-Hoc Volunteer group. The Goal Areas 2-4 Task Force has many concerns about the potential organizational needs, manageability, and sustainability of such a group.
- **CHSSC requests clarification** from the Council on how to proceed with the development scope of the Volunteer Program.
- **The CHSSC Task Force also recommends** that in order for this Volunteer Goal to be as fully developed as possible, an Age-Friendly/Senior Services Coordinator position needs to be created and funded.

CHSSC 2023-2024 ANNUAL REPORT: GOAL 5

*ENHANCED TRANSPORTATION OPTIONS:

- This goal area was assigned to the Complete Streets and Transportation Commission.
- Two Commissioners attend Commission meetings and have highlighted the goals of the Senior Roadmap.
- A successful information and outreach program, called *“Ride and Taste Los Gatos,”* has been launched.
- The liaisons to the Complete Street and Transportation Commission report the following CHALLENGES for older adults:
 - *No standard options focused for senior adults*
 - *First mode of transportation is still through personal vehicles or walking when feasible. Town shuttle or even ride-sharing options should be explored.*
 - *Decent walkway options available but lack of clear signage, instructions for both walking older adults and others, including others drivers, is concerning, especially to connect east and west sides of Los Gatos (across Highway 17).*

CHSSC 2023-2024 ANNUAL REPORT GOAL 6

***SENIOR HOUSING: Information on Approaches and Options**

- The Town Council determined that this area will be addressed after Los Gatos' Housing Element is approved by the state of California, which just happened in May 2024.
- The Los Gatos Town's Report on Senior Housing, published in _____ and accessible via the Town's website and the HUB, will be reviewed and edited in Q3/Q4 of 2024

CHSSC 2023-2024 ANNUAL REPORT: GOAL 7

***INTEGRATED GOVERNANCE, FUNDING, AND ACCOUNTABILITY FOR SENIOR SERVICES:**

- This comprehensive and synthesizing goal area is the heart of the Roadmap!
- It includes a description of the benefits and proposed elements that will be needed to achieve an integrated model for governance and accountability for senior services.
- It proposes four recommended Town Council Actions for the first year to achieve this model.
 - *One-Three-Ten-year fiscal planning*
 - *Measurement and accountability tracking*
 - *Roles and responsibilities decisions*
 - *Roadmap maintenance and update process*
- And, Goal 7 also includes a proposed approach to sustain progress on the Roadmap in subsequent years.
- The **CHSSC** requests that the Council clarify what next steps might be taken in terms of the recommended 4 Action Steps.

CHSSC 2023-2024 ANNUAL REPORT: GOAL 7

***INTEGRATED GOVERNANCE, FUNDING, AND ACCOUNTABILITY FOR SENIOR SERVICES:**

- Goal 7 also listed First Steps for **CHSSC** to take:

1. Establish a measurement and tracking process based on the above recommendations;
2. Review examples of annual senior services reports by other cities and the state to provide a starting point for an Annual Los Gatos Report;
3. Collect metrics from other communities and service providers on what data and rate of collection is most useful for an efficient accountability tracking process.

- The Goal Area 7 Task Force addressed the first step in 2023.

CHSSC 2023-2024 ANNUAL REPORT: GOAL 7

***INTEGRATED GOVERNANCE, FUNDING, AND ACCOUNTABILITY FOR SENIOR SERVICES:**

1. During the fiscal year 2023-2024, the Goal 7 Task Force worked on “establishing a measurement and tracking process” based on the Goal 7 recommendations:

- In 2023, 7 Service Providers were interviewed and reports were generated. The process followed is detailed in the attached report. The reports were used to determine performance of Roadmap goals and identified critical areas in need of attention.

- However, since the publication of the Road Map, there has been pushback of that model by the independent senior service providers (SVPs), whose participation is voluntary. Further, the SVPs are governed by independent boards of directors who were not likely to go along with an integrated governance model.

- It was proposed that CHSSC continue to provide encouragement and support to the SVPs and asked to further assess and report on the quality of their services to the Town Council. In 2024, Service Providers were asked to respond to these questions:

1. How can the CHSSC better support and assist your program?

2. How does your program help to addresses the goals in the Senior Roadmap

3. What are your funding needs/wishes for the next two fiscal years?

4. What changes, if any, to the town's budgeting processes would be helpful for your budget planning?

- Five Service Providers responded and 4 presented their updates to or at a CHSSC meeting

- The **CHSSC** asks the Town Council to clarify if the attached reports are adequate and for the Task Force proceed in this manner.

CHSSC 2023-2024 ANNUAL REPORT: GOAL 7

***INTEGRATED GOVERNANCE, FUNDING, AND ACCOUNTABILITY FOR SENIOR SERVICES:**

The Roadmap recommends that an integrated budget process for senior services be adopted (page 41). An integrated budget would include :

- All entities providing services for older adults in Los Gatos.
- A comprehensive process for fiscal analysis and budget planning.
- Annual budgets that would include: services provided and residents served; capital and operating budgets; planned and actual budgets; and, sources, including grants and fundraising.
- Timing would be coordinated with Town, area, and third-party budgets.

Recommended Next Steps:

- Set schedules for subcommittees to provide resource estimates ;
- Provide template and assistance in developing pro-forma financial estimates for key initiatives;
- Involved Town staff in financial estimates and budgeting;
- Create a budget model.

CHSSC 2023-2024 ANNUAL REPORT: GOAL 7

*INTEGRATED GOVERNANCE, FUNDING, AND ACCOUNTABILITY FOR SENIOR SERVICES:

- The CHSSC 's scope of authority in terms of budgeting/funding is limited.
- Thus, our work has been limited to asking questions about the sustainability of the service providers as an entity, doing an overview of their budget (when given access), and asking them these two specific questions:
 - What are your funding needs/wishes for the next two years?*
 - What changes, if any, to the Town's budgeting processes would be helpful for your budget planning?*
- The CHSSC **recommends** that Service Providers be given more information about the funding timelines and more information about the process of applying for grants.
- The CHSSC also **recommends** that the Town should let Service Providers know which boards/commissions/town council subcommittees are responsible for reviewing funding requests.

CHSSC 2023-2024 ANNUAL REPORT

***SUGGESTIONS:**

- Software used to create & maintain the HUB should be updated to provide more drop down options and, thus, offer easier navigating for seniors.
- A budget timeline should be developed and published so Service Providers can give input re: funding requests and/or decisions.

***REQUESTS:**

- Service Providers request assistance and better access to grant opportunities.
- Service providers have expressed interest in free use of an on-site location in the community center to provide better access for serving seniors.
- **CHSSC** requests direction from Council on next steps to be taken re: integrated governance model and adequacy of service provider reports as modified.
- **CHSSC** requests guidance from the Council if they want CHSSC's work vis a vis the Roadmap to cover other issues than what we are doing re: implementation of the Roadmap.

CHSSC 2023-2024 ANNUAL REPORT

*RECOMMENDATION:

- **CHSSC recommends that** an Age-Friendly/Senior Services Coordinator be hired/appointed so that the integration and full coordination of senior services can move ahead as envisioned in the Senior Services Roadmap. .
- **Funding** for such a position could possibly be achieved via the Town of Los Gatos Grant Process, Los Gatos 55+ Program Community Grant, Los Gatos Thrives Foundation, and/or county/local grants.

(Attached document details some suggested responsibilities of such a coordinator.)

May 10, 2024

To: Los Gatos Town Council

Fr: CHSSC Commissioners 2024

Re: 2023-2024 CHSSC Annual Report: Detailed Report on Goal Areas 1-7

| GOAL AREAS | UPDATE AS OF OCTOBER 2023 | UPDATE FOR ANNUAL REPORT JULY 1, 2023 - JUNE 30, 2024 |
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| GOAL AREA 1: | | |
| •An appealing and inviting facility | | See attached report |
| GOAL AREA 2: CORE SENIOR SERVICES | UPDATE AS OF OCTOBER 2023 | UPDATE FOR ANNUAL REPORT JULY 1, 2023 - JUNE 30, 2024 |
| <u>Goal 2. First Steps</u> | | |
| -Negotiate an agreement for continuation of 55 Plus social, educational, and healthy living program. | Completed | IN-PLACE. The Town signed a new lease and program agreement for the 23-24 fiscal year. Reduced funding resulted in some reduction of services but many new programs continue to be offered and supported. (See LG55+ Program Report dated April 15, 2024).. |
| -Re-establish adult day care services. | Completed | The Adult Day Care Program is operating close to capacity. Additional funding was provided for another full time staff member. (See report prepared by former Director Lisa Lenoci and presented to the CHSSC in April '24.) |
| - Continue support of community essential core services by non-profits. | Support is provided by having CHSSC members serve as reps on some non-profits. | Support continues to be provided by having CHSSC and Task Force members serve as liaisons to core service providers. |
| DETAILS ON EACH PROJECT: | | |
| PROJECT S1 Support Continuation of Social, Educational, Healthy Living and Meal Services for Older Adults - Ensure continuation of senior adult recreation, social, educational and healthy living provided by the 55 Plus program. Q1/23 | The Town of Los Gatos has negotiated an agreement with the LGS Rec/55 Plus program to continue providing social, emotional, educational, and healthy living service. The LG Rec successfully obtained a one million dollar grant over 4 years to sustain the program through mid-2028. The Town also received \$125,000 in funding from the county to support a .2 | The Town of Los Gatos has negotiated an agreement with the LGS Rec/55 Plus program to continue providing social, emotional, educational, and healthy living services for the fiscal year July 1, 2023-June 30, 2024. Since there was less funding allocated, there has been some reduction in services. (For more details, see the attached report from LG Recreation 55+ Program that was discussed at the May 23, 2024 CHSSC meeting.) Although LG Recreation successfully obtained a one |

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| <p>- Ensure continuation of the Live Oak Nutrition Program and funding to provide food security for older adults. Q1/23</p> <p>-Promote and enhance food security and healthy options for older adults, including supplemental food collection and distribution, local food bank services, etc. Q3/23</p> <p>PROJECT S2 Support Re-establishment of Adult Day Care Services</p> <p>- Promote establishment, support, and use of adult day care services in Los Gatos <u>Q3/23</u></p> <p>- Establish facilitated caregiver support programs for families and family caregivers. <u>Q2/24</u></p> <p>- Promote caregiver respite programs. Q4/26</p> <p>- Facilitate an expanded adult day care program with more space and a controlled-access outdoor area to provide services for future growth. <u>Q4/27</u></p> | <p>case manager position & Adult Day Care</p> <p>Director Kathy Mlinarch has the program up and running. She is funded to serve approximately 53 seniors but is serving an average of 80 per day. There is a need for additional funding. See a full report on the program prepared by Dick Konrad and Kathy Mlinarch. .</p> <p>Donated food is collected 3 days a week from local stores (Safeway and Trader Joes) and distributed on Fridays. There is a need for a pick up truck and volunteer drivers.</p> <p>The LG Adult Daycare Program has reopened in a remodeled space on the Los Gatos Methodist Church. Campus. Under the direction of Director Lisa Leoni, the program is currently serving approximately 20 adults. There is a goal to expand to 30. See the full report on the program prepared by George Rossmann and Lisa Leoni.</p> <p>Provided through the Adult Daycare Program.</p> <p>Future planning.</p> <p>Future planning!!!</p> | <p>million dollar grant over 4 years, that money is not solely for the 55+ program.</p> <p>Director Kathy Miliarich continues to manage, grow, and promote the Live Oak Nutrition Program. A hot nutritious meal is served 5 days a week.. Despite a grant from the county and a generous donation of \$35,000 from SASCC, the current program is running at a deficit. Current and projected funding shortages remain a concern for sustainability. <i>(For more details, please see the attached update that was presented to the CHSSC at its April 25, 2024 Meeting.)</i></p> <p>Donated food is picked up 3x a week and distributed. The recent donation of a refrigerated van from Second Harvest Food Bank has enhanced the program's ability to store donated food items</p> <p>The Los Gatos Adult Daycare Program has continued to grow and thrive. Under the direction of former Director Lisa Lenoci, the program is currently at capacity. Recent funding for an additional full time staff member has provided for further expansion and/or creation of a wait list. The physical plant does need some additional upgrades, i.e. third room – floor and painting; need for a private space for consultation with potential enrollees and their families.</p> <p>Limited but offered through the Adult Daycare Program.</p> <p>Limited respite programs offered thru the county.</p> <p>Funding for an additional staff member will allow for expansion but limited space also impacts this ability.</p> |
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| <p>PROJECT S3 Support Continuation of Other Core Services in Los Gatos by Community Organizations</p> <ul style="list-style-type: none"> - Advocate for support of community nonprofits that provide services and assistance to older adults in Los Gatos (WVCS, SASCC, Next Door Domestic Violence, Jewish Family Services, House of Hope, local hospitals, etc.). <u>Q1/23</u> - Promote and advocate on behalf of services for older unhoused people and for those in danger of becoming unhoused. <u>Q3/23</u> - Advocate for and seek to expand the availability of case management workers serving older adults in Los Gatos. <u>Q4/24</u> - Establish an ongoing mentor program to enlist local organizations and seniors with special skills to provide social, educational & healthy living enrichment courses. <u>Q2/24</u> - Promote County fall prevention programs. <u>Q3/23</u> - Promote programs that provide information on personal safety devices, scam/fraud avoidance, and legal assistance. <u>Q3/24</u> <p>PROJECT S4 Support CHSS Commission Objectives to Establish a West Valley Health Clinic with Mental Health Services</p> <ul style="list-style-type: none"> - Support the Community Health and Senior Services Commission | <p>Awareness of these services is provided thru The Outlook, the Print, the HUB, The Gatan, and postings in the 55 Plus program lobby. Access to HUB cards has been provided by placement of the HUB cards in 10+ locations throughout LG.</p> <p>The Town of Los Gatos allocated \$100,000 to support services for older unhoused adults. This allocation supports weekly showers, free lunches, and temporary housing during extremely hot or cold weather.</p> <p>Dedicated funding is desired. The Town has received funding that could be used support such a position.</p> <p>Future planning; need for a coordinator to establish and track such a program.</p> <p>Periodic programs are offered by LGRec/55 Plus program and the Library.</p> <p>Periodic programs are offered by LGRec/55 Plus program and the Library.</p> <p>In process through the efforts of Supervisor Joe Simitian's office</p> | <p>Awareness of these services continues to be provided thru The Outlook, the Print, the HUB, The Gatan, and postings in the 55 Plus program lobby. Access to HUB cards has been provided by placement of the HUB cards in 10+ locations throughout LG. Our newly created CHSSC brochure is also widely distributed. St. Luke's and House of Hope have been added to core Service Providers.</p> <p>The Town of Los Gatos allocated \$100,000 to support services for older unhoused adults. This allocation supports weekly showers, free lunches, and temporary housing during extremely hot or cold weather.</p> <p>Dedicated funding is needed for this to occur.</p> <p>There is a need for advertising and organizing for such a program. There is a need for a coordinator to establish and track such a program.</p> <p>Periodic programs continue to be offered by LGRec/55 Plus program and the Library.</p> <p>Periodic programs continue to be offered by LGRec/55 Plus program and the Library.</p> <p>The clinic has _____</p> |
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| <p>efforts, as well as those by community groups and the County to establish a health clinic in the West Valley. <u>Q2/23</u></p> <p>- Monitor and promote County initiatives and government grant opportunities to provide mental health services in the West Valley.</p> <p>-Promote establishment of a mental health task force in the West Valley. <u>Q4/23</u></p> <p>- Create a mental health information directory. <u>Q4/24</u></p> <p>PROJECT 55 Expand Use of Parks, Community Gardens, and Other Facilities</p> <p>- Support the efforts of the Parks Commission as they relate to senior use of parks, community gardens and related facilities.</p> <p>- Establish exercise programs in parks and on Town plaza. <u>Q4/23</u></p> <p>- Initiate a program to enhance cluster seating in parks for meet u areas. <u>Q2/24</u></p> | <p>in conjunction with De Anza College.</p> <p>In process through the efforts of Supervisor Joe Simitian . Set up of the 988 call center has been established.</p> <p>See the initial Needs Analysis of Mental Health Services prepared by Commissioners Jeff Blum and George Rossmann. The report calls for the establishment of a Task Force to develop a Roadmap similar to the Senior Services Roadmpa.</p> <p>Future planning. Currently, LGS created the LGS Connect resource for youth, collaborated on the HUB for 55 Plus, and information is available in both The Print and the Outlook. Navigator program also provides information.</p> <p>Efforts are supported by attendance at Park Commission meetings and contacts with the Director of Parks and Public Works. Spoke at Town Council meeting requesting a Senior Friendly Community Garden.</p> <p>Los Gatos Rec and the Parks Commission need to work out a program.</p> <p>Cluster seating was discussed with the Parks Commission and the Director of Parks and Public Works.</p> | <p>Thru the efforts of former Supervisor Joe Simitian, a 988 call center has been established and the TRUST program has been expanded to cover Los Gatos.</p> <p>See the initial Needs Analysis of Mental Health Services prepared by Commissioners Jeff Blum and George Rossmann in 2023. The report calls for the establishment of a Task Force to develop a Roadmap similar to the Senior Services Roadmap but this is subject and staff resources.</p> <p>Currently, LGS created the LGS Connect resource for youth, collaborated on the HUB for 55 Plus, and information is available in both The Print and the Outlook. The Navigator program also provides information.</p> <p>Efforts are supported by attendance at Park Commission meetings and contacts with the Director of Parks and Public Works. Spoke at Town Council meeting requesting a Senior Friendly Community Garden. Neighborhood opposition has delayed progress. Requested that the Parks Commission agendize the Senior Roadmap for discussion.</p> <p>Los Gatos Rec and the Parks Commission need to collaborate and work out a program.</p> <p>Cluster seating continues to be discussed with the Parks Commission and the Director of Parks and Public Works. Little progress is being made.</p> |
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| <p>- Support and promote establishment and multigenerational use of community gardens (volunteer planning, landscape design, site plot layout). <u>Q4/24</u></p> <p>- Expand recreational use of existing parks and facilities (e.g., pickleball by striping to selected Town tennis courts, bocce ball facility renovation at Oak Meadow Park, establish lawn bowling site, etc.). <u>Q1/26</u></p> <p>PROJECT S6 Health and Welfare Assessment</p> <p>- Provide a continuing assessment of community essential services for older adults in Los Gatos. Q1/24</p> | <p>Attended Town Council meeting and recommended speeding up the establishment of the Community Garden. Chair is in regular contact with Kevin Arroyo who has been the lead on garden planning by the public.</p> <p>Pickleball expansion is being investigated by the Parks Commission and Town Staff. LG Rec/55Plus Program has already expanded their program to include pickleball.</p> <p>The HUB has been substantially expanded and a HUB card has been distributed throughout the community. The 55 Plus program tracks membership and the number of calls received re: senior services. The 55 Plus program is increasing membership; currently there are 804 members.</p> <p>We are working with Sourcewise and selected providers. Community members serve on county wide task forces and/or organization to keep us in the loop. Recently, ADRCs (Aging and Disability Resource Connection) funding has been allocated and will be awarded to a local organization to implement.</p> | <p>Chair attended Town Council meeting and recommended speeding up the establishment of the Community Garden. Chair is in regular contact with Kevin Arroyo who has been the lead on garden planning by the public. Negotiations with neighbors is holding up the project.</p> <p>LG Rec/55Plus Program has expanded their program to include many opportunities to participate in pickleball. Discussions about additional locations for pickleball courts have Generated neighborhood opposition.</p> <p>The HUB is continually being expanded and edited to ensure accuracy. A HUB card has been distributed throughout the community, along with a newly created CHSSC brochure. The 55 Plus program tracks membership and the number of calls received re: senior services .</p> <p>Community members serve on county wide task forces and/or organization to keep us in the loop. We are working with Sourcewise and selected providers. The West Valley Service Providers Network meets in Los Gatos and highlights various programs' availability.</p> |
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| GOAL 3: COMMUNICATION & ENGAGEMENT | STATUS UPDATE AS OF OCTOBER 2023 | UPDATE FOR ANNUAL REPORT JULY 1, 2023 - JUNE 30, 2024 |
| FIRST STEPS: | | |
| *Expand & promote information HUB | The HUB has been substantially expanded and a HUB card has been distributed throughout the community. The 55Plus program tracks membership and the | The HUB continues to expand and is updated periodically. A HUB card has been distributed throughout the community and is available at all public events. The 55Plus program tracks membership and the number of calls received |

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| <p>•Expand engagement of the senior community by increasing participation in social, educational & healthy living activities.</p> <p>•Engage volunteers to implement programs</p> | <p>number of calls received re: senior services. The 55 Plus program is increasing membership: currently has 804 members.</p> <p>Volunteers have implemented First Fridays Happy Hours for Seniors and have helped the Adult Day Care Program and the Live Oak Nutrition program.</p> | <p>re: senior services. From July 2023-April 2024, 55+ line received 2381 calls = average of 238 calls per month; HUB resource page was visited 3503 times with an average of 350 visits per month; April Print had 800 online visits in addition to the PRINY copies picked up at Rec Center.</p> <p>CHSSC and Task Force volunteers have publicized and assisted with the Los Gatos Thrives Foundations' new monthly movie program for seniors and families as well as Special Events for Seniors. The LG Rec's 55+ Program has continued to offer many day trips for seniors in addition to its in-house special activities for seniors. . The 55 Plus program shows continued growth:</p> <ul style="list-style-type: none"> •2023: Membership = 806 (record high) 40% ages =70-79; 32% ages 80-89; 5% ages 90+ •2024: Membership as of April: 681 = great start |
| DETAILS ON EACH PROJECT: | | |
| <p>PROJECT C1: Information HUB Development and Deployment</p> <p>-- Refine, edit, and broaden HUB 2.0 to make access to senior services much more intuitive and broaden HUB coverage to include other senior services in the local community: Q4/23</p> <p>- Recruit and sustain a volunteer Hub advisory group to collect information on what's not available, help maintain the accuracy of the HUB information and promote HUB. Q2/23</p> | <p>The HUB is intuitive and has been expanded significantly. This is an on-going process. As new requests come in, additional information is added to the HUB. The Volunteer link is working on incorporating other senior services in the community and broaden the HUB's coverage. Liability and risk must be reviewed, as well as redundancy. .</p> <p>Early planning. 55 Plus has a small group of volunteers to edit the HUB for accuracy. A small group of seniors is needed to work with the CHSSC to assess the HUB and determine what is needed, missing, etc. LG Recreation staff edits and updates the HUB as needed.</p> | <p>The HUB is intuitive and continues to grow and expand. As new requests come in, additional information is added to the HUB. The Volunteer link is working on incorporating other senior services in the community, such as Communities of Faith, and broaden the HUB's coverage. The HUB will be able to provide links only to non-profit organizations needing volunteers!</p> <p>The 55 Plus Program has a small group of volunteers to edit the HUB for accuracy. LG Recreation staff edit and update the HUB as needed. A small group of seniors is needed to work with the CHSSC to review the HUB and determine what is needed, missing, etc. Planning is in place for this to occur in Q3/Q4 of 2024.</p> |

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| <ul style="list-style-type: none"> - Develop a program with merchants to help promote Hub. Q2/23 | <p>The HUB card has been distributed to 10+ locations in the community. The Chamber has agreed to have a CHSSC member speak at the meeting of the local businesses about the HUB.</p> | <p>The HUB card has been distributed to 10+ locations in the community and more locations are planned in Q4/2024. The Chamber has agreed to have a CHSSC member speak at the meeting of the local businesses about the HUB.</p> <p>Outreach is in the plans for contacting local places of worship and senior living communities for presentations and distributions of HUB cards and CHSSC brochures.</p> |
| <ul style="list-style-type: none"> - Identify a HUB administrator with technical skills to incorporate identified missing services and maintain the HUB advisory group. Q2/24 | <p>LG Recreation staff serves as the primary developer/administrator. Edits and updates of the HUB are on-going.</p> | <p>LG Recreation staff serves as the primary developer/administrator. Edits and updates of the HUB are on-going and changes made if software permits.</p> |
| <ul style="list-style-type: none"> - Create conceptual design including master release schedule e.g., 2.0, 3.0, 4.0. Q2/24 | <p>In discussion</p> | <p>Under discussion</p> |
| <ul style="list-style-type: none"> - Evaluate the benefits of developing a mobile app. Q4/24 | <p>In discussion</p> | <p>Task Force determined not feasible at this time.</p> |
| <ul style="list-style-type: none"> - Invite the creator of Cupertino Senior Services website to review and make suggestions. Q4/23 | <p>Completed; the Cupertino Senior Services manager visited the LGS site and provided positive feedback on the design.</p> | <p>Completed in 2023.</p> |
| <ul style="list-style-type: none"> - Coordinate with government agencies to take advantage of resources. Q2/24 | <p>Coordination has been established with local, county, and state officials.</p> | <p>CHSSC Commissioners attend monthly meetings of various government agencies. The West Valley Service Providers Network meets in Los Gatos in our local Chamber of Commerce .</p> |
| <ul style="list-style-type: none"> - Partner with District 5 County Supervisor to benefit other cities and offset costs. Q2/24 | <p>In discussion</p> | <p>Contact will be made with the newly elected SCC Supervisor for District 5.</p> |
| <ul style="list-style-type: none"> - Incorporate video tutorials into HUB (e.g., how to sign up for RYDE etc.) and explore and utilize evolving technology tools Q4/24 | <p>In discussion</p> | <p>CHSSC would like to have KCAT work with high school students to develop these short videos.</p> |
| <ul style="list-style-type: none"> - Use digital inclusion initiatives to teach people how to access information on the HUB, use QR codes, etc. Q4/23 | <p>In discussion. LG Rec has covered these topics in the Tech with Teens program and Resource Fair, but additional opportunities may be made available.</p> | <p>LG Rec has continued to cover these topics in the Tech with Teens program and Resource Fair, but additional opportunities may be made available. Short videos would be very helpful, too.</p> |

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| <ul style="list-style-type: none"> - Utilize KCAT to advertise and to help develop videos for HUB. Q2/24 - Continue tracking HUB clicks and identify the most popular areas. Q1/23 - Continue tracking the number of calls that come into the office for older adult information from all sources (55 Plus; Chamber; Others). Q1/23 - Require Town participation and promotion to ensure success of objectives. Q1/23 | <p>55Plus and CHSSC need to work with KCAT to accomplish this goal</p> <p>55 Plus program does this continually but is unable to identify most popular areas due to software limitations.</p> <p>On-going</p> <p>The Town has not yet identified a .2 person to do this.</p> | <p>55Plus and CHSSC need to start work with KCAT to accomplish this goal</p> <p>55 Plus program does this continually but is unable to identify most popular areas due to software limitations. Currently, LG Rec reports that they receive an average of 238 calls per month and the HUB pages is visited an average of 350 visits per month.</p> <p>LG Rec 55+ Program reports an average of 238 calls per month re: information for seniors.</p> <p>The Town did allocate funding for a .2FTE position which was absorbed by Town staff to assist with prep work for CHSSC. There is a need for a dedicated Age-Friendly/Senior Services Coordinator position. The Town does include info about the 55+ Program and Senior Events in its community newsletter.</p> |
| <p>PROJECT C2: Promotion of Community Awareness and Engagement in Services</p> <ul style="list-style-type: none"> •Publicize senior services available in LG: <ul style="list-style-type: none"> -nutrition; - adult day services; -recreation and socialization opportunities; -educational opportunities and health fairs. Q1/24 •Collaborate with other local organizations to promote Town and community events and services. Q3/24 •Join the AARP Network of Age-Friendly Communities Q3/23 •Promote on-going awareness of HUB and Town senior events in Town in social media, website, | <p>Articles have been written in The Gatan and The Outlook, which publicize the CHSSC and the 55Plus Program. The Print is available online. There was community participation in the 55 Plus Health Services Fair and the SSAC Health Fair.</p> <p>The PRINT promotes Town and Community events. Local service organizations participated in the Health Services Fair. The Chamber of Commerce also publicizes our events.</p> <p>In process</p> <p>The HUB has been promoted in The Gatan, The Print and The Outlook. A HUB info card is</p> | <p>Articles have been written The Outlook and Town Newsletter, which publicize the CHSSC and the 55Plus Program. The Print is available online. There was community participation in the 55 Plus Health Services Fair and the SSAC Health Fair. One CHSSC Commissioner write an almost weekly article that is published in The Gatan. These articles highlight senior activities. The 55+ Program, the HUB, and the CHSSC.</p> <p>The PRINT, The Gatan, and the LG Weekly promote Town and Community events. Local service organizations participated in the Health Services Fair and will do up in the upcoming Resource Fair. The Chamber of Commerce also publicizes our events.</p> <p>Completed</p> <p>The HUB has been promoted in The Gatan, The Print and The Outlook. A HUB info card is</p> |

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| <p>and newsletter in local newspapers, with articles and ads. Q4/23</p> <ul style="list-style-type: none"> •Increase participation in Town events. Q2/23 •Establish an outreach ambassador volunteer program (go to where older adults live to promote awareness and participation. Q2/23 •Promote use of faith-based community services (e.g. Jewish Family Services of Silicon Valley's Aging with Dignity and Healthy aging Programs. Q3/23 | <p>available at 10+ locations in the community.</p> <p>LGRec and CHSSC members are participating in the Christmas parade and discussing participation in Spring into Green.</p> <p>55 Plus is investigating utilizing senior members, who also belong to local adult communities, as ambassadors.</p> <p>CHSSC has requested an invite to address the Interfaith Council to promote the Roadmap and the HUB; we are also in contact with JFS to promote their activities.</p> | <p>available at 10+ locations in the community along with CHSSC brochures.</p> <p>LGRec55+ Program and CHSSC members participate in all the special events that take place in Town: Spring into Green, etc.</p> <p>55 Plus is investigating utilizing senior members, who also belong to local adult communities, as ambassadors.</p> <p>CHSSC continues to ask to address the Interfaith Council to promote the Roadmap and the HUB; letters are being sent to Communities of Faith and Senior Housing to inform them of the HUB and other Senior Programs and Activities.</p> |
| <p>PROJECT C3: Events Calendar</p> <ul style="list-style-type: none"> •Initiate an events calendar website that includes Town meetings and special events. Q2/24 •Establish connectors (APIs) to various organizations information Q2/24 •Include monthly events summary in the monthly older adult newsletters. Q3/23 •Assist with community holiday events and promotion Q2/24 •Develop a mobile app for smart phones to sign up for local events. Q4/24 | <p>In discussion</p> <p>Contact information is available through the HUB.</p> <p>The Print includes monthly events and The Outlook has basic information.</p> <p>Volunteers are available through the Service Clubs.</p> <p>In discussion</p> | <p>In discussion – suggest integrating with LGRec 55+ program website and Town's website</p> <p>Contact information is available through the HUB.</p> <p>The Print includes monthly events and The Outlook has basic information.</p> <p>Volunteers are available through the Service Clubs, CHSSC members, and Task Force members.</p> <p>In discussion</p> |
| <p>PROJECT C4: Provide and Engage Older Adults in Social, Healthy Living, and Life Learning Skills.</p> | <p>55Plus and LGS already address the majority of these items in C4 on an ongoing basis</p> | <p>55Plus and LG Rec 55+ already address the majority of these items in C4 on an ongoing basis</p> |

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| <ul style="list-style-type: none"> •Promote monthly special social activities Q1/23 •Organize First Friday monthly event Q1/23 •Greatly increase engagement in ongoing LGS Rec activities and classes (exercise, swimming, etc.) senior club activities and other programs. Q1/23 •Promote programs with emphasis on multigenerational activities Q1/23 •Establish diet, nutrition, & healthy living classes and programs. Q3/23 •Promote technology training programs (including library programs, etc.)Q1/24 •Promote personal safety and cyber security presentations and classes. Q1/24 •Develop training classes to enhance marketable skills Q4/24 •Partnership with West Valley CC to deliver local life-learning courses oriented to older adults. Q3/24 | <p>The Print promotes Senior Social activities</p> <p>First Friday events have occurred; currently, looking for a new venue.</p> <p>LGS publishes a seasonal brochure of available activities and distributes to all households in Los Gatos.</p> <p>55 Plus used youth volunteers to help with the Annual Picnic. Youth volunteers help with the Live Oak Nutrition and Adult Day Care programs. Youth volunteers help with local programs on digital inclusion.</p> <p>Periodic programs have been made available through 55 Plus program and the Library.</p> <p>The 55 Plus and the Library have provided periodic programs.</p> <p>55Plus and the Library have had speakers on these topics.</p> <p>SASAC has partnered with West Valley College to offer classes.</p> <p>LGS has programs that increase skills. SASCC has just established a partnership with West Valley College to enroll seniors and provide free classes.</p> | <p>The Print, the Outlook and The Gatan all promote Senior Social activities</p> <p>CHSSC actively supports the activities being promoted by the LG Thrives Foundation, as well as the 55+ Program, for seniors and their families.</p> <p>LGS publishes a seasonal brochure of available activities and distributes to all households in Los Gatos.</p> <p>55 Plus used youth volunteers to help with the Annual Picnic. Youth volunteers help with the Live Oak Nutrition and Adult Day Care programs. Youth volunteers help with local programs on digital inclusion and assist at special events, such as the Mother's Day Luncheon.</p> <p>Periodic programs have been made available through 55 Plus program and the Library.</p> <p>The 55 Plus and the Library have provided periodic programs. KCAT will be approached about developing short videos for seniors to better utilize the HUB.</p> <p>55Plus and the Library have had speakers on these topics.</p> <p>SASAC has partnered with West Valley College to offer classes. Once people join the 55+ Program, they will be automatically enrolled in West Valley and able to take free classes.</p> <p>LGS has programs that increase skills. SASCC has just established a partnership with West Valley College to enroll seniors and provide free, short terms skills based classes.</p> |
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| <ul style="list-style-type: none"> •Develop Distinguished Guest Lecture program Q3/30 | In process | In process |
| <p>Project C5: Transition to In-Person Services at New Community Center.</p> <ul style="list-style-type: none"> •Publicize new dedicated senior facility space for senior programs. Q1/32 •Have an information kiosk near the entrance to verbal, posted and printed materials, including volunteer information Q2/32 •Central point of coordination for Senior Services including tech support Q3/32 •Large room exercise classes and weekly dance in new community center. Q2/32 •Host local community theater, music, and dance group programs. Q3/32 •Promote engagement by organizing regional large group meetings (SCC Cities Association, SSC Seniors Agenda, Caregiver Conference, Aging Wisely Conference, etc.) Q4/32 | <p>All projects listed under Project C5 await the opening of a new, inter-generational, Los Gatos Community Center!</p> <p>But, it should be noted that the current LGS Recreation space provides some of these items.</p> | <p>All projects listed under Project C5 await the opening of a new, multi-generational, Los Gatos Community Center!</p> <ul style="list-style-type: none"> • A community input meeting was held to determine some immediate repairs to the interim community center. •LGTF is hosting another community meeting to determine “must haves” for a new multi-generational community center. <p>But, it should be noted again that the current LGS Recreation space provides some of these items.</p> |
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| GOAL 4: VOLUNTEER SUPPORT & ENGAGEMENT | | UPDATE FOR ANNUAL REPORT JULY 1, 2023 - JUNE 30, 2024 |
| Goal 4. First Steps | | |

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| <ul style="list-style-type: none"> ● Establish an ad hoc volunteer task force. ● Create a listing of organizations needing volunteers. ● Engage service clubs in the initiative. <p>PROJECT V1: Establish Volunteering Task Force</p> <p>- Collaborate with the Community Health & Senior Services Commission and/or other commissions to form an ad hoc task force with Town liaison identified. Consider adding guest members. Q1/23</p> <p>-</p> <p>Develop a list of groups needing volunteers for programs, events, and activities. Q2/23</p> <p>- Establish a joint alliance of service clubs for volunteering composed of a designated person from each organization</p> | <p>In process</p> <p>In process</p> <p>In process</p> <p>Many conversations have been held regarding this first goal to form an ad hoc task force with the Town Liaison. Currently, the Goal Area committees, which consist of CHSSC members and representatives from Los Gatos Recreation, Kiwanis, Rotary, the Episcopal Church and a few other community members, constitute our Volunteer Task Force. As we continue to seek other members, there is a need for volunteers to serve as ambassadors to our local senior communities and provide feedback on the content of the HUB.</p> <p>IN process</p> <p>Nancy Pearson has volunteered to be the point person for setting up at least one meeting per year to discuss goals.</p> | <p>On hold; members of the Goal Area 4 currently serve as the Volunteer Task Force. It is scheduled to meet once a month on the 3rd Wednesday at 3:00pm @ the LG Methodist Church.</p> <p>The HUB was launched on the Los Gatos 55 Plus Program website in 2023. This page provides a comprehensive list of information and services that support older adults living in the Los Gatos community. Included on The HUB is a Volunteer Engagement link whereby organizations, that need volunteers to support their respective missions, can be listed.</p> <p>Q3/Q4/24</p> <p>On hold Conversations have continued regarding this first goal to form an ad hoc task force with the Town Liaison. Currently, the Goal Area committees, which consist of CHSSC members and representatives from Los Gatos Recreation, Kiwanis, Rotary, the Episcopal Church and a few other community members, constitute our Volunteer Task Force. Furthermore, the CHSSC is unable to coordinate a project of this magnitude. It requires a full-time, paid, resource coordinator to manage a pool of volunteers and coordinate their assignment into specific volunteer opportunities. This goes beyond the reasonable scope of a Commission staffed with part-time volunteers alone.</p> <p>On-going process, for example ST. Luke's and House of Hope have been recently added.</p> <p>Under discussion</p> |
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| <p>with an alliance representative on the ad hoc task force. Q4/23</p> <p>PROJECT V2: Recruit and Build a Volunteer Community with the Ad Hoc Task Force</p> <ul style="list-style-type: none"> - Establish a process to coordinate between organizations needing volunteers. Q4/23 - Provide links on The HUB to organizations needing volunteers. Q2/24 - Establish methods for volunteers to connect to opportunities via print and electronic communications. Q2/24 - Include volunteer opportunities in local event calendars. Q3/24 - Publicize opportunities and recruit volunteers at community events (First Fridays, etc.). Q3/24 - Issue volunteer opportunity alerts. Q4/24 - Promote volunteerism and explore new ways to marshal the expertise of older adults in Los Gatos. | <p>Currently, the HUB does have a link for volunteers. The information found there are links to the Los Gatos Recreation 55 Plus program, membership in 501 © 3 non profit service volunteer clubs such as, AAUW, Kiwanis Club, LWV SWSCV, Lions Club, Rotary Club AM & PM, and the Town of Los Gatos. Conversations have been held regarding some redesign and additions such as, Religious/Spiritual Communities, etc. There is also an extensive list of 501©3 non profits operating in Los Gatos that is being vetted to determine who can, who wants or who should be listed. A major area of concern relates to liability issues. A decision has been made that the LG Recreation and/or the Town of Los Gatos will list these opportunities but those who wish to volunteer must deal directly with the organization regarding volunteer activities, location, etc. The LGRec and the Town of Los Gatos assume no responsibility.</p> <p>The Goal Area 4 Committee has determined that in order for this area to become a vital part of our Senior Services Program, a coordinator is needed to establish, coordinate and oversee such a program. Without such a staff person, it will be impossible to get this Volunteer Program functional as envisioned.</p> | <p>Currently, the HUB does have a link for volunteers. The information found there are links to the Los Gatos Recreation 55 Plus program, membership in 501 © 3 non profit service volunteer clubs such as, AAUW, Kiwanis Club, LWV SWSCV, Lions Club, Rotary Club AM & PM, and the Town of Los Gatos. Conversations have been held regarding some redesign and additions such as, Communities of Faith, etc.</p> <p>Chair of Goal 7, Commissioner Sterne, surveyed surrounding communities (Campbell, Cupertino, Saratoga,) to learn how they list their Volunteer Links.</p> <p>There is also an extensive list of 501©3 non profits operating in Los Gatos that is being vetted to determine who can, who wants or who should be listed. Due to liability issues, it has been determined that the LG Recreation and/or the Town of Los Gatos will list these opportunities but those who wish to volunteer must deal directly with the organization needing/wishing for support. etc. The LGRec and the Town of Los Gatos assume no liability.</p> <p>The Goal Area 4 Committee reiterates that in order for this area to become a fully functioning part of our Senior Services Program, an Age-Friendly/Senior Services coordinator is needed to establish, coordinate and oversee the program. Without such a staff person, it will be impossible to get this Volunteer Program functioning as envisioned.</p> |
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| <ul style="list-style-type: none"> - Ensure equitable and inclusive opportunities to increase engagement of older adult volunteers. (continuing) <p>PROJECT V3 Establish a Volunteer Corps</p> <ul style="list-style-type: none"> - Obtain part time staff support for coordinated volunteer intake and coordination of the Volunteer Core. Q1/25 - Establish a volunteer coordinating team with required service clubs representation. Q1/25 - Develop a method for volunteer tracking. Q3/25 - Provide periodic events for volunteers to socialize and exchange information on opportunities. Q3/25 <p>Establish a senior mentorship service that utilizes talents and skills that can be shared in a multigenerational setting. Q2/25</p> <ul style="list-style-type: none"> - Develop and coordinate volunteer opportunity exchanges (volunteer tables at Town events, bulletin boards, volunteer fair, etc.). Q4/25 - Develop an opportunities exchange site on The HUB. Q4/25 - Establish a referral process to support connections between those with needs for household chores and service providers, clubs (including high school and middle school), other groups interested in volunteering and local businesses. Q4/26 | <p>Future project</p> <p>Future project</p> <p>Future project</p> <p>Future project</p> <p>Future project</p> <p>Future project</p> <p>Future project</p> <p>Future project</p> <p>Future project</p> | <p>Future project</p> <p>Future project</p> <p>Future project</p> <p>Future project</p> <p>Future project</p> <p>Future project</p> <p>Future project although information has been gathered about the Avenidas program in Palo Alto as a model.</p> <p>Future project</p> <p>Future project</p> |
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| - Establish and support a volunteer information component to the welcome kiosk at the new community center. Q1/32 | Future project | Future project |
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| GOAL AREAS 5: Transportation Options | STATUS UPDATE AS OF OCTOBER 2023 | UPDATE FOR ANNUAL REPORT JULY 1, 2023 - JUNE 30, 2024 |
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| 1-Year <i>Form senior transportation advisory committee (tracking, input, advocacy). Promote availability of mobility options and information.</i> <i>Increase use of existing Bus 27 and advocate for expanded local transit services.</i> | Taskforce bringing reps from CHSSC and CTSC has been formed. Focusing on bringing awareness around existing public transportation options. Planned an event (hopefully recurring) utilizing bus 27 for the older adults | Taskforce still functioning. Richard Conrad, co-liaison, will also be part going forward. "Ride & Taste LG" program in full swing with 3 completed events. Bi-monthly event bringing together 20 seniors, with VTA providing transportation overview, riding on 27, having sponsored lunch in Los Gatos establishment, then shopping. Goal - bringing seniors together, highlighting public transportation options and challenges, supporting local businesses. |
| 3-Year <i>Implement a Town shuttle.</i> <i>Expand mobility services - auto, bicycle, walking, & public transportation. Add Age-Friendly accessible walking paths.</i> | | Explore options, research existing services in nearby cities, and possible collaborations. Explore grants |
| 10-Year <i>Create Age-Friendly accessible walking track. Develop a door to door shuttle service.</i> | | |
| FIRST STEPS: <i>Establish collaboration with Commissions and form a Senior Transportation Advisory Committee</i> | Completed (functioning) | Completed (functioning) |

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| <p><i>Start exploring shuttle options.</i></p> <p><i>Expand community knowledge of available mobility options.</i></p> <p><i>Take action to create a more walkable Town.</i></p> <p>Goal 5: PROJECTS</p> <p>PROJECT T1: Implement and Promote Transportation Awareness and Use</p> <ul style="list-style-type: none"> - Collaborate with Complete Streets & Transportation Commission and Community Health & Senior Service Commission to form an ad hoc Senior Transportation Committee with Town liaison identified. Consider adding guest members. Q1/23 - Obtain community input on needs & concepts. Q3/23 - Seek grant opportunities in the transportation area. - Monitor General Plan 2040-Section 5- Mobility-Implementation Programs A-S. Q2/24 - Establish a mechanism for continuing assessment of Los Gatos, County, State and Federal master plans, laws and grants involving all forms of mobility impacting older adults for possible recommendation. Q4/24 | <p>In progress</p> <p>In progress</p> <p>Future planning</p> <p>Good progress has been made in creating transportation awareness in Los Gatos, primarily through "Ride and Taste LG" initiative. Details below.</p> <p>Collaboration started and on-going. Taskforce has been created with representatives from Complete Streets & Transportation Commission, Community Health & Senior Services Commission and community at large.</p> <p>Gathering of community input in progress. Not formally. Perhaps, a good idea to formalize the process in Q1'24</p> | <p>In progress</p> <p>In progress</p> <p>Future planning</p> <p>"Ride and Taste LG" initiative is in full execution mode. 3 events already happened. We have funding secured for next year. Need CHSSC support, too</p> <p>Collaboration on-going. Taskforce has been functioning with representatives from Complete Streets & Transportation Commission, Community Health & Senior Services Commission and community at large.</p> <p>Gathering of community input in progress, informally during community events and gatherings. Goal is to gather input on needs in Q2/Q3 2024.</p> |
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| <ul style="list-style-type: none"> - Explore wheelchair accessible parking needs. continuing - Track VTA bus actions. continuing - Enhance community knowledge and use of RYDE, VTA Access, and Santa Clara County Mobility Management Program (e.g., intro to use bus pass, low income senior passes, eligible registered dining participant passes). Q3/23 - Promote distribution and awareness of the VTA Senior Mobility Guide. continuing - Link transportation information and new options to The HUB. continuing - Promote use of bicycles through education, training and repair, safety programs and classes. Promote development and awareness of bike and pedestrian pathways, support for more bikeways, valet use for older adult events with secure bike parking facilities. – continuing - Achieve increased community use of existing Bus 27 and use data to advocate for expanded local VTA transit services. Q2/26 | <p>Held a few meetings with VTA reps. No major changes in the plan for Los Gatos.</p> <p>"Ride and Taste LG" - the taskforce has planned a first senior daycation event with the goal to share senior community with existing transportation options. The event will start at the LGS rec with knowledge sharing of transportation options for seniors. The VTA reps will attend in person. The event will continue by seniors riding the VTA bus (#27) to free sponsored lunch at Double D's then continuing shopping local in Los Gatos. Based on the success of the first event, the goal is to host these on a regular basis (ideally, monthly). Hope is that this event will bring seniors together and help them understand existing transportation options and identify needs.</p> <p>Future project</p> | <p>Held meetings with VTA reps. No major changes in the plan for Los Gatos.</p> <p>"Ride and Taste LG" - the taskforce has planned and executed on senior daycation event called "Ride & Taste LG" with the goal to share senior community with existing transportation options. 3 events have already been executed with great success. The event starts at the LGS rec with knowledge sharing of transportation options for seniors. The VTA reps attend in person. The event continues by seniors riding the VTA bus (#27) to free sponsored lunch at a local restaurant (Double D's, Los Gatos Cafe, Baja Fresh so far) then continuing shopping local in Los Gatos. Based on the success of these events, the goal is to host these on a bimonthly basis. Hope is that this event will bring seniors together and help them understand existing transportation options and also identify needs. We have funding secured for a year through SASSC (Saratoga Area Senior Coordinating Council). CHSSC should fund, too. (Flyer for second event on the side)</p> <p>Future project</p> |
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| <ul style="list-style-type: none"> - Develop “Transportation Los Gatos” software that links all forms of mobility (FlexDenmark Model). Q1/32 | Future project | Future project |
| <p>PROJECT T2: Advocate for an Age-Friendly Walking Plan</p> <ul style="list-style-type: none"> - Coordinate with existing commissions and the General Plan to advocate for an Age-Friendly walking plan. <p>Continuing</p> <ul style="list-style-type: none"> - Create a more walkable Town through signage, increased benches, safer and more accessible sidewalks and crosswalks. Q4/23 - Create an Age-Friendly accessible walking track (Campbell Community Center track as a possible model) accessible to public at fixed hours, suitable for people with mobility limitations. Q2/26 - Add new walking paths in Town parks. Q3/24 - Conduct a senior safety zone study. Q2/25 - Enhance signage, pavement markings, evaluate extended traffic signal timing, and participate in a Vision Zero collaboration. Q4/26 | <p>Community feedback collection in progress. No concrete progress yet on action items.</p> <p>Future project</p> <p>Future project</p> <p>Future project</p> <p>Future project</p> | <p>Will plan for community feedback collection in Q2/Q3 2024 and identify areas for action</p> <p>Future project</p> <p>Future project</p> |
| <p>PROJECT T3: Expand Mobility Options Including Evenings and Weekends</p> <ul style="list-style-type: none"> - Work with RYDE to extend weekday hours of service M: Q4/23 | <p>Initial discussion/exploration</p> | <p>Initial discussion/exploration continues</p> |

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| <ul style="list-style-type: none"> - Explore Town shuttle options and focus on the best option. Consider fixed+flexible Town shuttle: contract or volunteer based, collaboration with large scale developers and employers, cooperative programs with neighboring cities (e.g. Cupertino VIA shuttle), cooperative programs with new Town community developments, cooperative programs with local businesses or senior housing entities, and explore possible subsidies). M: Q4/24 - Launch a Town shuttle that provides or includes an evening and weekend older adult transportation service. Q4/26 - Promote ride voucher programs with health care providers. Q3/25 - Create or expand existing programs to include a door-to-door shuttle service. M: Q1/32 <p>Transportation challenges for older adults</p> | <p>Initial offline conversation has started. Extension of RYDE hours or exploration of other ride-sharing options focused on older adults</p> <p>Future project</p> <p>Future project</p> <p>Future project</p> | <p>Initial offline conversation has started. Extension of RYDE hours or exploration of other ride-sharing options focused on older adults.</p> <p>Future project</p> <p>Future project</p> <p>Future project</p> <p>-No standard options focused for senior adults</p> <p>-First mode of transportation is still through personal vehicles or walking when feasible. Town shuttle or even ride-sharing options should be explored.</p> <p>-Decent walkway options available but lack of clear signage, instructions for both walking older adults and other others including drivers concerning, especially to connect east and west sides of Los Gatos (across Highway 17). This should be a relatively low hanging fruit to ensure safety of walking older adults.</p> |
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| GOAL 6: SENIOR HOUSING- INFORMATION & APPROACHES | UPDATE AS OF OCTOBER 2023 | UPDATE FOR ANNUAL REPORT JULY 1, 2023 - JUNE 30, 2024 |
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| Goal 6 First Steps: | | |

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| <p><i>•Establish an older adult housing advisory committee for inventorying housing options and advocacy.</i></p> <p><i>*Promote development of affordable housing for older adults.</i></p> <p><i>*Advocate for older adults living independently in the community</i></p> | <p>It was decided by the Los Gatos Town Council that this goal area, except for an inventory of residential options, would be addressed after Los Gatos' Housing Element has been approved by the state of California</p> | <p>Los Gatos' Housing Element was approved by the state of California in May 2024.</p> <p>The Los Gatos Town's Report on Senior Housing, published in _____ and accessible via the Town's website and the HUB, will be reviewed and edited as needed in Q3/Q4 of 2024.</p> <p>This is an on-going goal that guides the CHSSC in their oral and written publications.</p> |
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| <p>GOAL AREA 7: INTEGRATED GOVERNANCE, FUNDING, AND ACCOUNTABILITY FOR SENIOR SERVICES</p> | <p>UPDATE AS OF OCTOBER 2023</p> | <p>UPDATE FOR ANNUAL REPORT JULY 1, 2023 - JUNE 30, 2024</p> |
| <p><i>Committee proposed four (4) recommended Town Council action the first year to achieve the:</i></p> <p><i>Proposed Integrated Governance Model</i></p> <p><i>•One-three-ten year fiscal planning</i></p> <p><i>•Measurement and accountability tracking</i></p> <p><i>•Roles and responsibilities decisions</i></p> <p><i>•Roadmap maintenance and update process</i></p> | <p>This is a comprehensive and culminating goal area developed to ensure governance, funding, and accountability measures are in place to ensure successful implementation of the Roadmap.</p> <p>The Proposed Integrated Governance Model has four recommended Town Council Actions to achieve this model.</p> | <p>2023: Outreach and reports generated with 7 service providers to assess alignment with the Senior Roadmap Goals and needs to accomplish that alignment.</p> <p>Service Providers, governed by their own Boards, resisted double reporting to the CHSSC.</p> |
| <p>Goal 7 Projects:</p> | | |
| <p>•Integrated governance model that includes : Distinct roles for non profits; Coordinated management model ; Sustainable financial planning; Methods for measurement, accountability, and maintaining transparency</p> | <p>During 2023, this Goal Area Team focused on outreach to our 4 main local service providers, plus others who serve the community, to gather information on needs, such as financial, enrollment, sustainability.</p> | <p>•2024: letters sent to extensive list of service providers to list their primary accomplishments and how CHSSC can better assist them in meeting goals. Few responded.</p> <p>•Service Providers, governed by their own Boards, resisted double reporting to the CHSSC.</p> <p>•Service Providers were asked to respond to 2 questions:</p> <p>1.</p> |

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| <ul style="list-style-type: none"> •One-Three-Ten Year Fiscal Planning •Measurement and Accountability Tracking •Roles and Responsibilities •Roadmap maintenance and update process | | <p>2.</p> <ul style="list-style-type: none"> •There will be an on-going assessment of the Core Services Providers through reports and newly identified Task Force members as point of contact n Goal 2. <p>Overarching concern for all Service Providers and the CHSC is sustainability</p> <ul style="list-style-type: none"> •Dedicated Age-Friendly/Senior Services Coordinator is needed to address this area. |
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May 2, 2024

To: CHSSC

Fr: Jeff Blum, Chair Goal 1

Re: Annual Report of Community Health and Senior Services Commission to Town Council

Goal One: Appealing and Inviting Facility

Projects: Needs analysis, fundraising, optimize existing space, community facility direction, community facility design, community facility construction, community facility operations

These projects are to occur over an anticipated period of up to ten years.

***Fund raising:** A 501(c)3 nonprofit organization was created, a **fund-raising committee** was recruited, and planning sessions were held.

*Liaisons from CHSSC were appointed to the Los Gatos Thrives Foundation for Older Adults, the nonprofit group founded to attain goal one. One member of CHSSC serves on the community center committee, which is intended to determine the size, scope of services, and needs of the community for a new center (**needs analysis**). The community center is also tasked with finding a suitable location for a center. The other CHSSC member is on the foundation's marketing/communications committee, which is intended to promote and educate the community about the needs for, and desirability of having, a new community center. This committee arranged for monthly Monday morning movie premieres at the Los Gatos Theatre. The goal is to promote the foundation and its goals. The first such movie (May 6th) allowed attendees to watch a first run movie (Fall Guy with Ryan Rosling) and receive a coffee and a pastry, for \$10. The liaisons also participated in a presentation to the town council to better inform council members about the progress the foundation is making in implementing goal one.

*With the assistance of CHSSC liaisons, the foundation has developed a timeline and other committees (in addition to those mentioned above) to implement goal one.

*One of the liaisons had an article published concerning the foundation and its goals. With the assistance of the liaisons, a website has been established for the foundation. The foundation has also developed a logo relating to the attainment of goal one.

*As a part of its **needs analysis** and for **optimization of existing space**: the foundation and CHSSC considered what upgrades are needed for the existing Los Gatos Recreation facility: CHSSC co-sponsored with the Town and held a community workshop to discuss upgrades. This well attended event (approximately 40-50 people participated) brainstormed ideas in answering questions about what types of improvements/upgrades should be made and what types of services should be offered. Following this workshop, in furtherance of goal one's project for **optimization of existing space**, CHSSC reviewed the results from it and made recommendations to the town council about the types of upgrades most appropriate and the criteria to be used in selecting service providers to utilize space in the upgraded facility.

***Further needs analysis:** Tours of other community centers: The CHSSC liaisons participated in tours of community centers in Los Altos, Mountain View, Morgan Hill, Saratoga, and Palo Alto, to gain ideas for a new/improved community center in Los Gatos. In addition, the tours aided in helping organize and prepare presentations for workshops, as additional **needs analysis**.

***Additional needs analysis:** The foundation is creating a survey to distribute to town residents, which will inform the community about the foundation, explain the need for a new center, and solicit information from town residents about what they consider as priorities for a new/improved community center.

*The foundation's survey will be followed by a workshop to obtain further input from the community and to further inform the community about the goals of the foundation and aid in **needs analysis**. This workshop ("Community Center Dreaming") will be held June 20th from 5-8:30 p.m. at the Masonic Lodge. It will ask attendees to focus on the question of what we, as a community, want in a community center.

*CHSSC will review the results of the survey and the Community Center Dreaming workshop in August or September and recommend next steps for the foundation vis a vis fulfillment of goal one project to do a **needs analysis**.

***Community facility direction/development of a design example/model:** The foundation has obtained commitments from architectural staff and students on a voluntary basis, to assist with possible design and construction plans for a new community center.

May 6, 2024

To: Los Gatos Town Council

Fr: George Rossman, Chair Goal 7

Re: Annual Report 2024: Goal 7 - Governance

In 2023 Reports were generated for the following core service providers:

55 Plus

Live Oak Nutrition

Live Oak Day Care

West Valley Community Services

SASCC

KCAT

Jewish Family Services

The following process was followed:

1. Provide each of the listed entities with the Road Map goals.
2. Ask them to outline their services of older adults and then discuss with them which of the seven goals epitomize what they are doing.
3. Determine to what extent these groups are fulfilling the Road Map goals.
4. Determine what services are most needed for the implementation of the goals and ask them how they might expand their services to cover those needs.
5. Let them know that we want to partner with them in providing those services that align their goals with the goals in the Road Map.
6. Ask them a number of questions:
 - a. How do they communicate with older adults?
 - b. What does their outreach to older adults entail?
 - c. How do they bring in new people?
 - d. How do older adults get to their events?
 - e. How can the town help their organization?
7. Ask them to provide us with a brief written summary of their responses to our inquiries.
8. Inform the groups we will be providing the town council with a report.
9. Consider creating additional inquiries to these service providers tailored towards their unique services.

The reports were used to determine performance of Road Map Goals and identified critical areas in need of attention.

This year (2024) letters were sent to the extensive list of providers in the Service Providers Network. We asked them about their primary accomplishments in 2023 and how CHSSC can help in achieving 2024 Goals. There was little to no response. Recently the House of Hope and St. Luke's were added to the core list and a liaison was assigned to each core provider.

The Road Map envisioned that an integrated governance model with accountability for senior services would yield significant benefits: increased efficiencies, enhanced services, additional sources of support, and greater long-term stability of programs. However, since the publication of the Road Map, there has been significant pushback of that model by the independent senior service providers (SVPs), whose participation would be voluntary. Further, the SVPs are governed by independent boards of directors who were not likely to go along with an integrated governance model. So instead of pursuing that model, it was proposed that CHSSC continue to provide encouragement and support to the SVPs and asked to further assess and report on the quality of their services to the Town Council.

Further analysis of the services provided in our community and their impact is necessary. Like the earlier assessment, much of the critical information would be obtained through collaboration with the SVPs, either in the form of reports or presentations. The objectives of this continuing analysis are to

1. Expand the number of SVPs interviewed,
2. Utilize both common (service quality, sustainable business plan) and unique (strategy, capacity, participation) metrics to provide a broad assessment of the capabilities of our SVPs.
3. Uncover weaknesses in service coverage and operations based on these metrics and external benchmarks,
4. Indicate to our SVPs how they might alter or expand their service operations to fulfill Road Map goals. Here are two specific questions that we would like answered.
 1. What are your funding needs/wishes for the next two fiscal years?
 2. What changes to the town's budgeting processes would be helpful for your budget planning?

There will be an ongoing assessment of the Core Services Providers through reports to the Commission.

•CHSSC Recommends: Appointment of a 0.5FTE (or part time) Age Friendly/Senior Services Coordinator

Vibrant communities provide opportunities for older members to become volunteers and/or to find needed assistance from volunteers. Promoting and supporting volunteerism allows the community to marshal the expertise of older adults and to increase engagement of older adults for the benefit of the entire community. Our Committee found that many older adults want to volunteer, and many others need volunteers for help. With volunteer time in California currently estimated at approximately \$30hr by the Independent Sector organization, the many 1000's of hours available locally represents an important resource for the Town to take advantage of as much as possible.

An Age-Friendly Coordinator could address many of these goals:

- Integrate the delivery of services to older adults
- Assist with implementing the Senior Services Committee's Road Map
- Report and make recommendations to the Town Council about his/her observations concerning the delivery of services and how best to streamline the services provided by service providers
- Act as the point of contact for the Commissions, Service Provider organizations, Los Gatos Foundation For Older Adults To Thrive, and regional nonprofits providing services for Los Gatos older adults
- Be the point of contact for the key provider of recreational services to older adults (currently LGS Recreation)
- Receive information from the three CHSSC activities coordinators involving Communication & Engagement, Roadmap Tracking, and Annual Assessments
- Serve as the point of contact for questions about volunteer opportunities as Roadmap projects advance in support of this goal
- Facilitate review and presentation to Town Council of the Annual Assessment of Senior Services provided by the CHSSC for receipt by the Town Council
- Provide information and support for the Town Council review of the Roadmap progress and governance on a semiannual basis

As the Roadmap successes accrue in future years and senior services delivery advances, there may be considerable leverage gained by increasing the fractional 0.5 FTE allocation to the Town's Age-Friendly Coordinator. This graded approach could facilitate the transition of Los Gatos senior services governance from a fragmented model to an integrated partnership model.

Next steps:

1. An 0.5FTE Age-Friendly Coordinator is hired
2. Funding: Town of Los Gatos, Los Gatos Thrives Foundation, Grants,
3. Purposed: Ensure the Coordinator is briefed on the senior services landscape. This position would provide an important step to realizing the Roadmap vision of a coordinated partnership for senior services between the Town, Town commissions and boards, the Los Gatos Foundation For Older Adult to Thrive, community service providers, and other nonprofits and regional providers.



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

MEETING DATE:
05/23/2024
ITEM NO: 5

DATE: May 23, 2024
TO: Community Health and Senior Services Commission
FROM: Ryan Baker, Library Director
SUBJECT: Receive a Policy on Commission Expenditures and Approve Allocation of Increased Funds for Tablecloth

RECOMMENDATION:

Receive a policy on Commission expenditures and approve allocation of increased funds for tablecloth.

BACKGROUND:

1. On April 16, 2024, the Town Council approved a policy on use of funds allocated to Town Commissions. The policy is attached for reference.
2. At the March meeting of the CHSSC, the Commission allocated funding to purchase a branded tablecloth for outreach events. Initial quotes for purchase of the tablecloth have exceeded the amount allocated by the Commission. The Commission will need to increase the allocation to \$400 if it wishes to pursue this item. Additionally, the Commission may wish to choose between the following two styles:



Attachments:

1. Town Policy on Use of Commission Funds

PREPARED BY: Ryan Baker
Library Director



TOWN OF
LOS GATOS
CALIFORNIA

COUNCIL POLICY MANUAL

Small Town Service

Community Stewardship

Future Focus

TITLE: COMMISSION BUDGETS

POLICY NUMBER: 5-03

EFFECTIVE DATE: 04/17/2024

PAGES: 2

ENABLING ACTIONS:

REVISED DATES:

APPROVED:

Mary Ladame

I. PURPOSE:

The Town Council may allocate funding to Town Boards, Commissions, and/or Committees (hereafter, Commissions) for the purpose of communicating the work of the Commission to the Los Gatos community. This Policy sets forth the criteria for the use of these funds, should they be allocated.

This Policy works in concert with the Town's Purchasing Policy and other procedures.

II. USE OF COMMISSION BUDGET

A. Appropriate Uses: Appropriate uses of a Commission's budget, include:

1. Purchasing supplies and materials for Commission activities
2. Printing flyers or other materials for distribution to the community
3. Purchasing give away items at Town events (e.g., the Youth Commission giving away succulents at Spring into Green)
4. Paying for the registration for a table or booth at a non-Town event in conformance with State law
5. Attending relevant workshops (registration only)

B. Inappropriate Uses: Inappropriate uses of a Commission's budget, include:

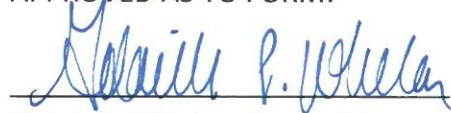
1. Hiring a vendor to perform services
2. Paying Town employees or other individuals
3. Granting or donating funds to a third-party organization(s), including being a sponsor or financially supporting a third-party organization's activities and/or events

C. Modification of Appropriate Uses: Should a Commission identify a new use for its Town funds, this Policy must be updated by the Town Council.

III. **PROCEDURE FOR EXPENDITURES**

- A. **Prior to Expenditure:** Prior to any expenditure that is an appropriate use, the following procedure must be followed:
1. The request for use of the Commission's budget must be agendized for Commission consideration.
 2. The staff liaison to the Commission would verify that the intended use of the funds meets this Policy.
 3. The staff liaison would verify available funds for the expenditure.
 4. If approved by the Commission, the staff liaison would explain how the purchase would occur.
- B. **Expenditure:** The staff liaison would be responsible for the expenditure, following the Town's Procurement Policy, State law, and local regulations.
- C. **Post-Expenditure:** The staff liaison would be responsible for submitting all receipts and documentation associated with the expenditure to the Finance Department, and retaining the documentation consistent with Town policies, procedures, and practices.

APPROVED AS TO FORM:



Gabrielle Whelan, Town Attorney