



**TOWN OF LOS GATOS
COMMUNITY HEALTH AND SENIOR SERVICES COMMISSION
MARCH 26, 2026
110 EAST MAIN STREET
TOWN COUNCIL CHAMBERS
4:00 PM**

*Martha Sterne, Chair
Gregory Gentile, Vice Chair
Dick Konrad, Commissioner
Patricia Uro-May, Commissioner
Stewart Brewster, Commissioner
Elenor Yick, Commissioner
Shailaja Venkatsubramanayan, Commissioner
Matthew Hudes, Council Liaison*

IMPORTANT NOTICE

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

CALL MEETING TO ORDER

ROLL CALL

CONSENT ITEMS *(Items appearing on the Consent are considered routine Town business and may be approved by one motion. Members of the public may provide input on any Consent Item(s) when the Chair asks for public comment on the Consent Items. Each speaker is limited to three minutes or such time as authorized by the Chair.)*

1. Approve Minutes of the February 26, 2026 CHSSC 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. During special meetings, members of the public are welcome to address the Commission only on items listed on the agenda. Town resources may not be used to facilitate audio or visual presentations. 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 *(Each speaker is limited to three minutes or such time as authorized by the Chair.)*

2. Discuss the Santa Clara County Age-Friendly Survey Findings Update.
3. Receive Approved CHSSC Work Plan.
4. Discuss any changes needed to the Town of Los Gatos Service Provider Survey.
5. Discuss Commissioner Updates, Including Updates on the Senior Services Roadmap.

ADJOURNMENT

ADA NOTICE - In compliance with the Americans with Disabilities Act, if you require special assistance to participate in this meeting, please contact the Clerk's Office at (408) 354-6834. Please notify the Clerk's Office at least two (2) business days prior to the meeting so that reasonable arrangements can be made to ensure accessibility in compliance with 28 CFR §35.102-35.104 and related provisions.

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

HOW TO PARTICIPATE

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

Public Comment During the Meeting:

When called to speak, please limit your comments to three (3) minutes, or such other time as the Chair may decide, consistent with the time limit for speakers at a Town meeting. Speakers at public meetings may be asked to provide their name and to state whether they are a resident of the Town of Los Gatos. Providing this information is not required.

Deadlines to Submit Written Comments:

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

For inclusion in an addendum: by 3:00 p.m. the day before the Commission meeting.

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



Minutes of the Community Health and Senior Services Meeting
February 26, 2026

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

ROLL CALL

Present: Commissioner Yick, Commissioner Sterne, Commissioner Gentile, Commissioner Konrad, Commissioner Venkatsubramanian, Commissioner Brewster, Council Liaison Hudes, Commissioner Uro-May (arrived at 4:06 p.m.).

Absent: Youth Commissioner Ivan Habib.

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

CONSENT ITEMS

1. Approve the Minutes of the January 22, 2026 Meeting.

The following changes to the minutes were noted:

In item #8, the motion was duplicated and should be removed.

MOTION: **Motion by Commissioner Yick** to approve the minutes of the January 22, 2026 meeting as amended. **Seconded by Commissioner Gentile.**

VOTE: **Motion passed 7-0.**

VERBAL COMMUNICATIONS

Opened public comment.

The Following people spoke on verbal communications:

- 1) Kearsten Shum
- 2) Member of the public

Closed public comment.

OTHER BUSINESS

2. Discuss CHSSC Work Plan to Identify Areas of Focus for the Year.

SUBJECT: Draft Minutes of the Community Health and Senior Services Commission
Meeting of February 26, 2026

DATE: March 26, 2026

Assistant Town Manager, Katy Nomura, provided a staff report.

The Commission discussed the item.

Opened public comment.

No one spoke.

Closed public comment.

MOTION: **Motion by Commissioner Yick** to accept revised 2026 commission workplan with amendments to include Goal 1 [with items to] continue to stay informed with activities of LG Thrives and discuss ways to maintain the existing Adult Recreation Center as warm and inviting location; relabel categories to match goal areas names and numbers with the ability to note that Goal 7 was relabeled to Collaboration and Coordination; and create a separate category for Community Health. **Seconded by Commissioner Venkatsubramayan.**

VOTE: **Motion passed 7-0.**

MOTION: **Motion by Chair Stern** to add an item 7 under B2 under Communication and Engagement to say social media resources. **Seconded by Commissioner Konrad.**

VOTE: **Motion passed 7-0.**

3. Discuss Commissioner Updates, Including Updates on the Senior Services Roadmap.

The Commission discussed the item.

Opened public comment.

The Following people spoke on verbal communications:

- 1) Lee Fagot

Closed public comment.

Commissioner personal updates.

PAGE 3 OF 3

SUBJECT: Draft Minutes of the Community Health and Senior Services Commission
Meeting of February 26, 2026

DATE: March 26, 2026

ADJOURNMENT:

The meeting adjourned at 5:54 p.m.

Respectfully Submitted

/s/ Jen Fosco, Senior Service Coordinator



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

MEETING DATE: 03/26/2026

ITEM NO: 2

DATE: March 26, 2026
TO: Community Health and Senior Services Commission
FROM: Jen Fosco, Senior Service Coordinator
SUBJECT: Discuss the Santa Clara County Age-Friendly Survey Findings Update

RECOMMENDATION:

Discuss the Santa Clara County Age-Friendly Community Survey Findings Update

REMARKS:

The County of Santa Clara Department of Aging and Adult Services (County), in partnership with the Town, other local jurisdictions, and service-providers, released the AARP Age-Friendly Community Survey on September 25, 2024 – and collected responses through March 31, 2025. Using the AARP’s standardized Age-Friendly Community Survey satisfies the Town’s requirement to conduct the AARP survey as part of the Age-Friendly network. The survey received 1,987 responses overall. Countywide results are included in Attachment 1. AARP survey results for Los Gatos can be found in Attachment 2 with 77 responses.

Staff is also including the April 2022 CASOA senior survey conducted in April 2022 for review.

ATTACHMENTS:

1. 2025 Age-Friendly Survey Findings
2. Los Gatos Survey Data
3. April 2022 CASOA Survey

PREPARED BY: Jen Fosco
Senior Service Coordinator



2025 Age-Friendly Survey Findings

SENIORS' AGENDA
OFFICE OF RESEARCH
AND EVALUATION

Agenda

Introduction

Methods

Survey Findings

Discussion



Office of Research & Evaluation



RESEARCH



EVALUATION



TECHNICAL ASSISTANCE



World Health Organization

Age Friendly Network Founded in 2005





Methods

- Open September 2024-March 2025
- Paper & online
- Paper surveys distributed in 35+ locations
- VTA bus banners



Timeline



Today's Goals



Transparency -
report back
survey results



Avoid
assumptions -
have
community
help interpret
data results



Broad voices -
hear voices
that might not
have been
captured

North County: Los Altos, Los Altos Hills, Mountain View, Palo Alto, Stanford, Sunnyvale, and Santa Clara

East County: Milpitas and East San Jose

South County: Gilroy, Morgan Hill, San Martin, and South San Jose

West County: Campbell, Los Gatos, Saratoga, Cupertino, and West San Jose

Central County: San Jose downtown and surrounding areas

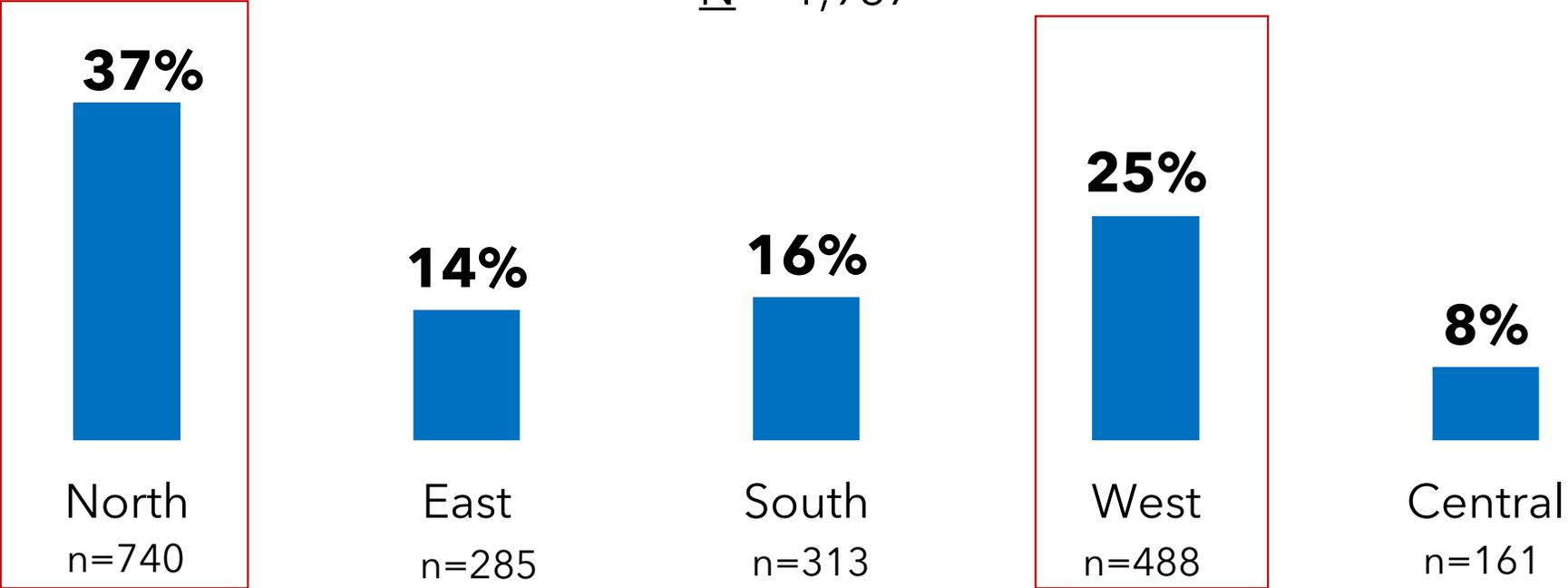
Demographics



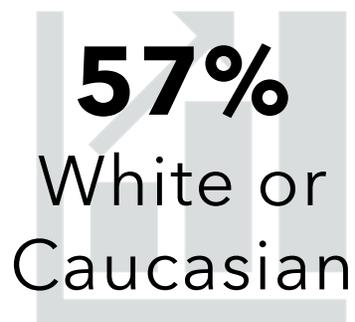
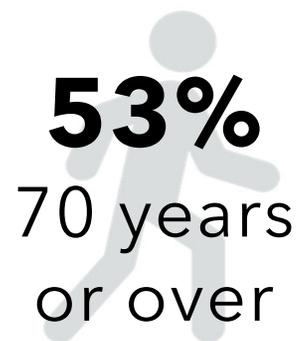
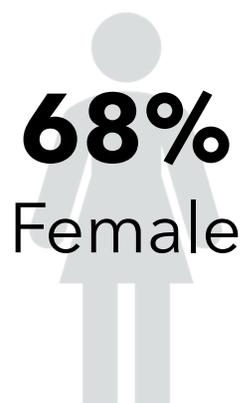
Q1a: The highest responses come from **North** and **West County**

Region

N = 1,987



D1-D16: This sample is over-represented by females, Whites or Caucasians, and respondents with a 4-year college degree or above



Home and Community

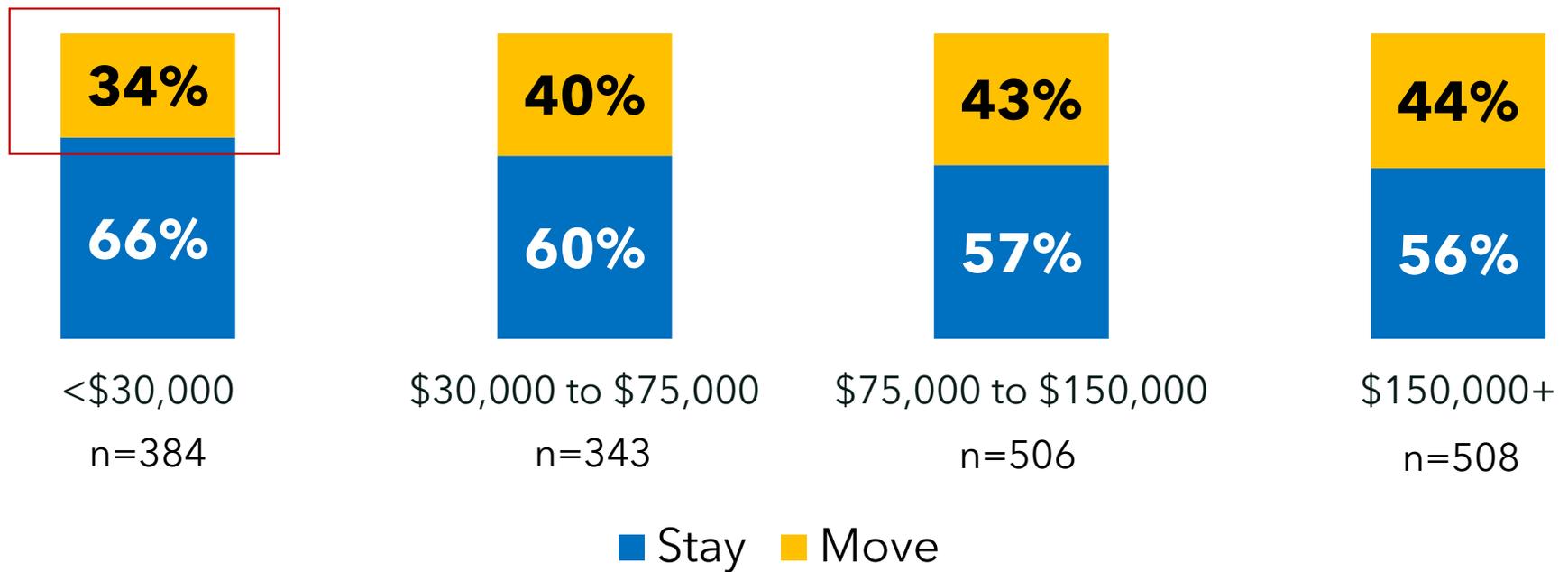
Most older adults want to “age in place” or reside in their home or community for as long as possible across all ages and stages. Factors such as income/wealth or safety impact how people view their community.



Q5: Low-income older adult respondents are less likely to move

Move Likelihood by Annual Income

N=1,741



Q7: Compared with Whites, other racial and ethnic groups are more likely to treat safety concerns as a major factor in moving

Safety Concerns by Racial Groups

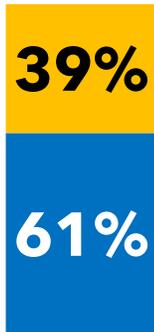
N=1,754



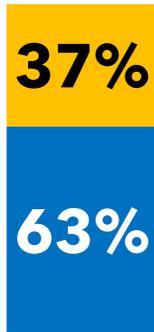
White
n=1,130



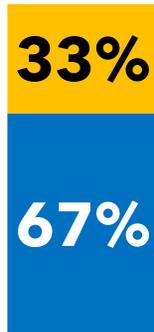
Asian/PI
n=383



Latino
n=141



African American
n=49



Other
n=51

■ Safety concern as a major factor ■ Safety concerns as a minor factor



Health and Well-Being

People can get hurt, become ill, or need help at any age. Care should be available at convenient locations throughout the community and be affordable.

Q20/Q21: The **top three areas** that need improvement in community health and well-being



Affordable home health care providers and home care services



Easily accessible health and supportive services information

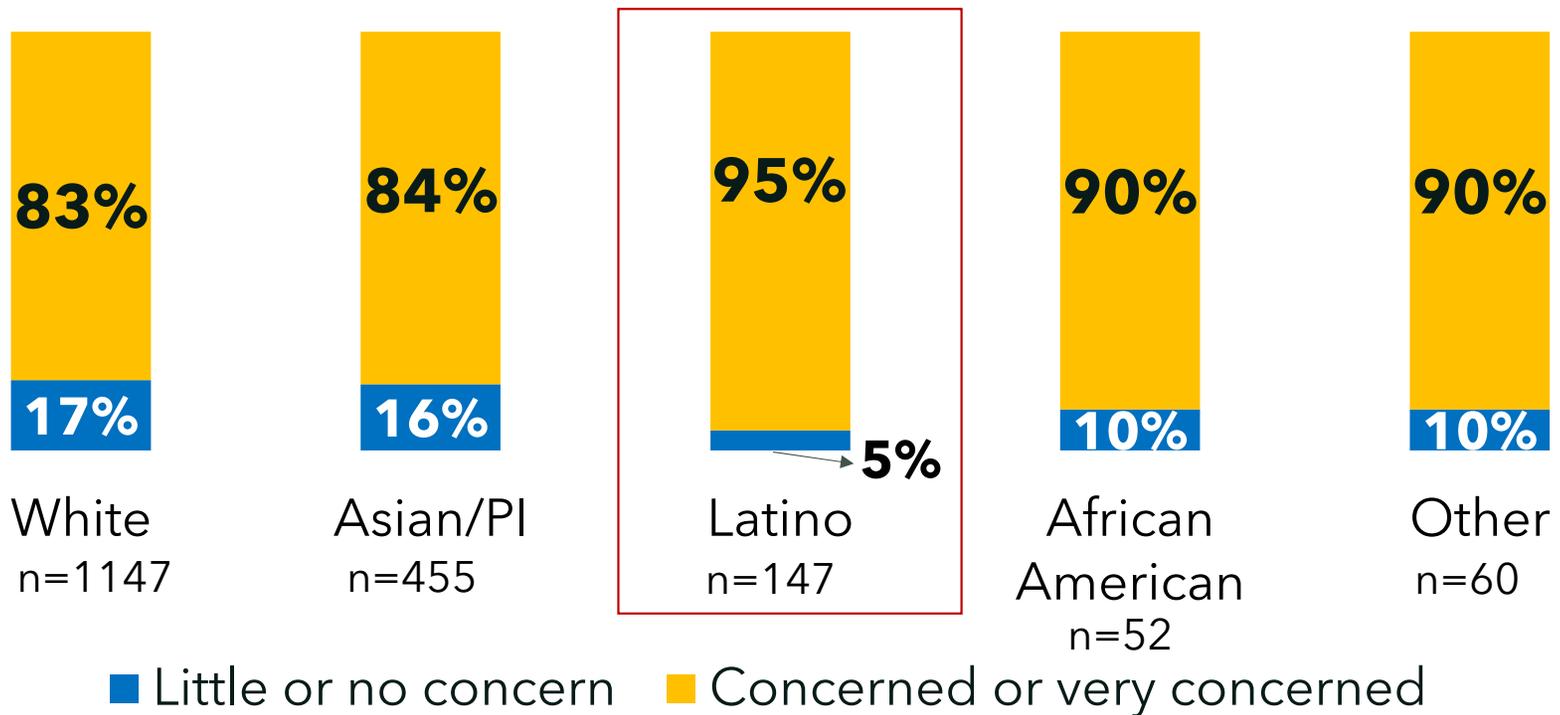


Affordable fitness activities geared towards older adults

Compared with Whites, Latinos are more likely to have concerns about the cost of living

Cost of Living Concern by Racial Groups

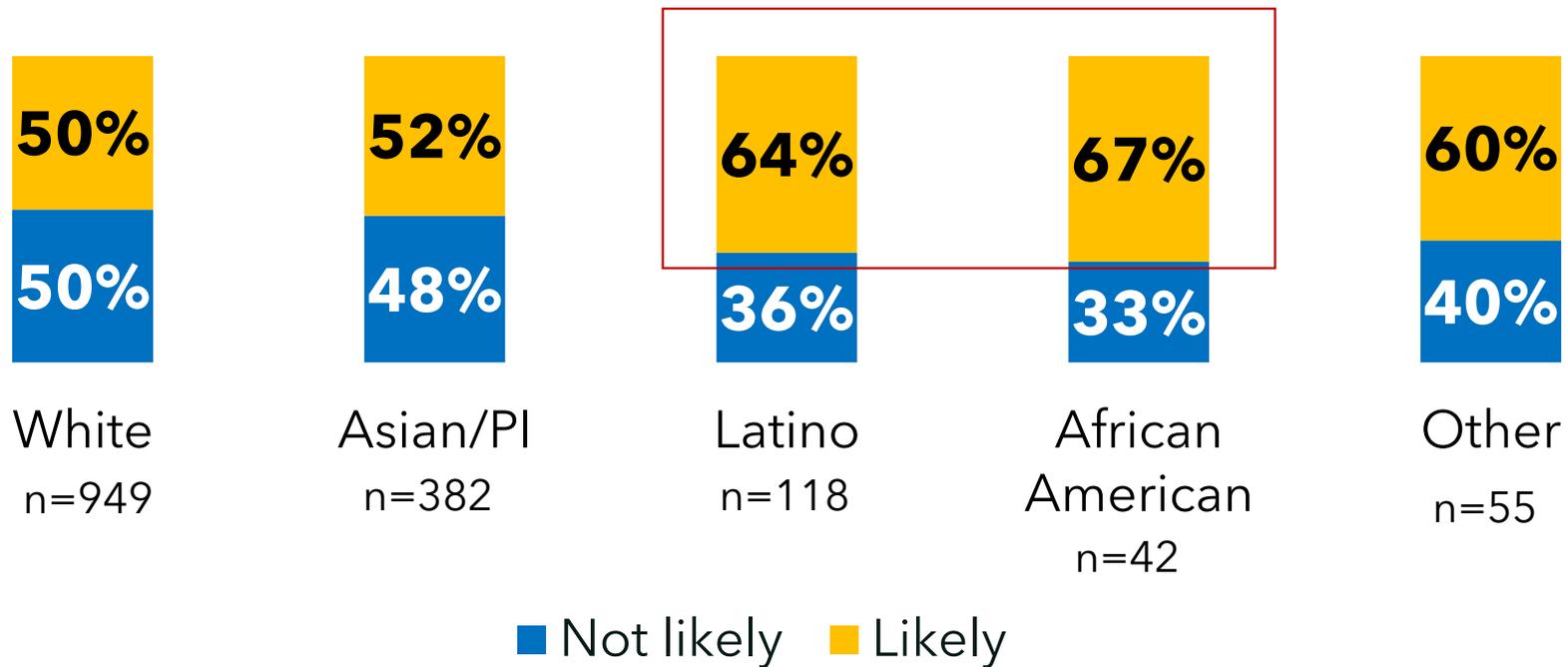
N=1,861



D10: Compared with Whites, Latinos and African Americans are more likely to provide unpaid care in the future

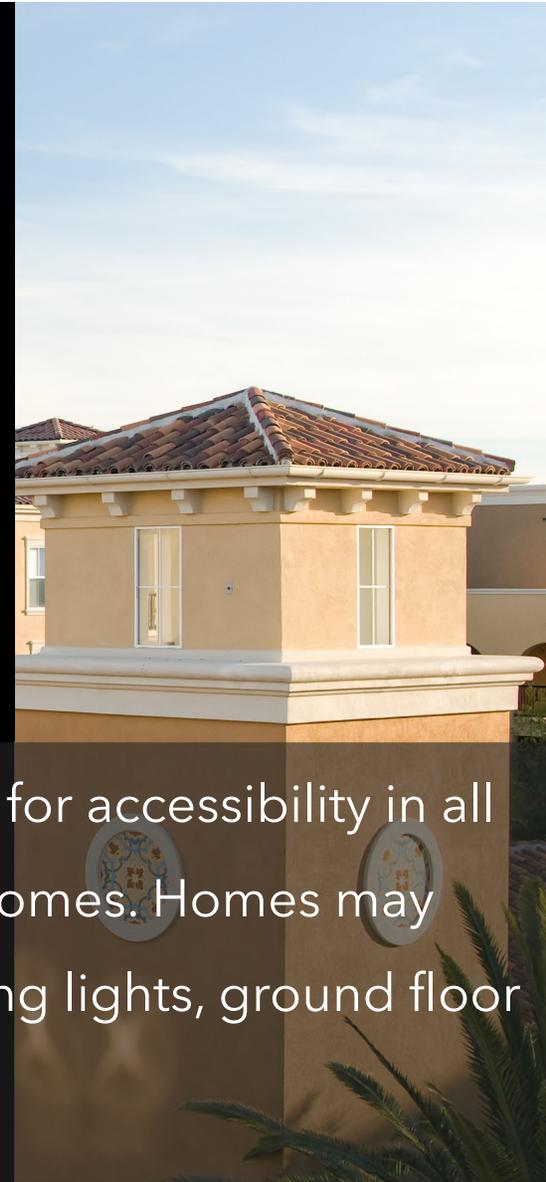
Future Unpaid Care by Racial Groups

N=1,546



Housing

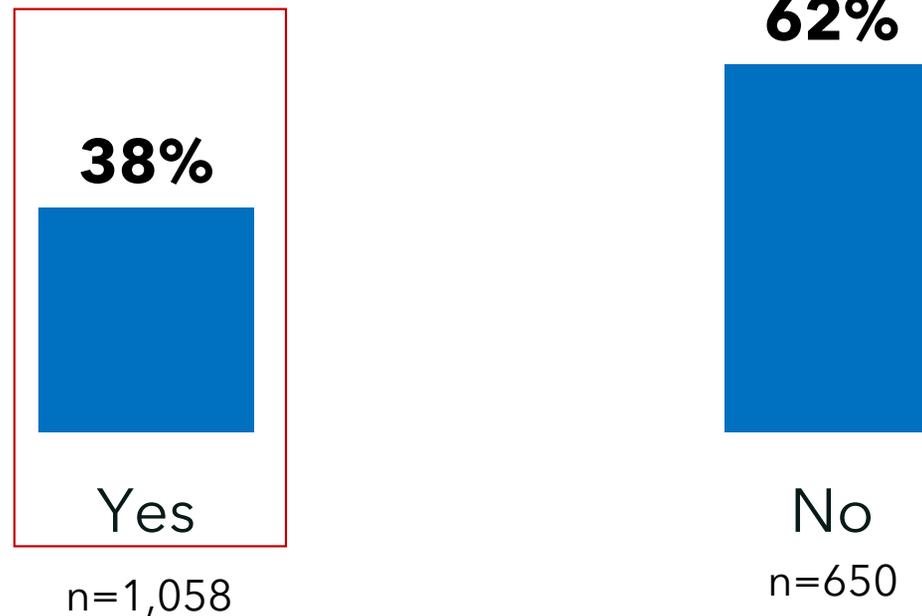
Aging in place is easier if a home is designed or modified for accessibility in all stages and when affordable housing is available for all incomes. Homes may have grab bars, wider doorways, smoke alarms with flashing lights, ground floor bedrooms, no-step entrances or entry ramps.



Q14: 38% reported major home repairs, modifications, or changes needed

Home Repair Needs

N=1,708



Home Sharing



57% of respondents would like to share with family, 30% with friends, and **4.5% with strangers.**



Older adult respondents are **less likely** to share a home with family other than their spouse.



LGBTQIA+ respondents are **more likely** to share with friends.



Respondents with a **low income** of 30k or less are **more likely** to share with strangers.

Outdoor Spaces & Building

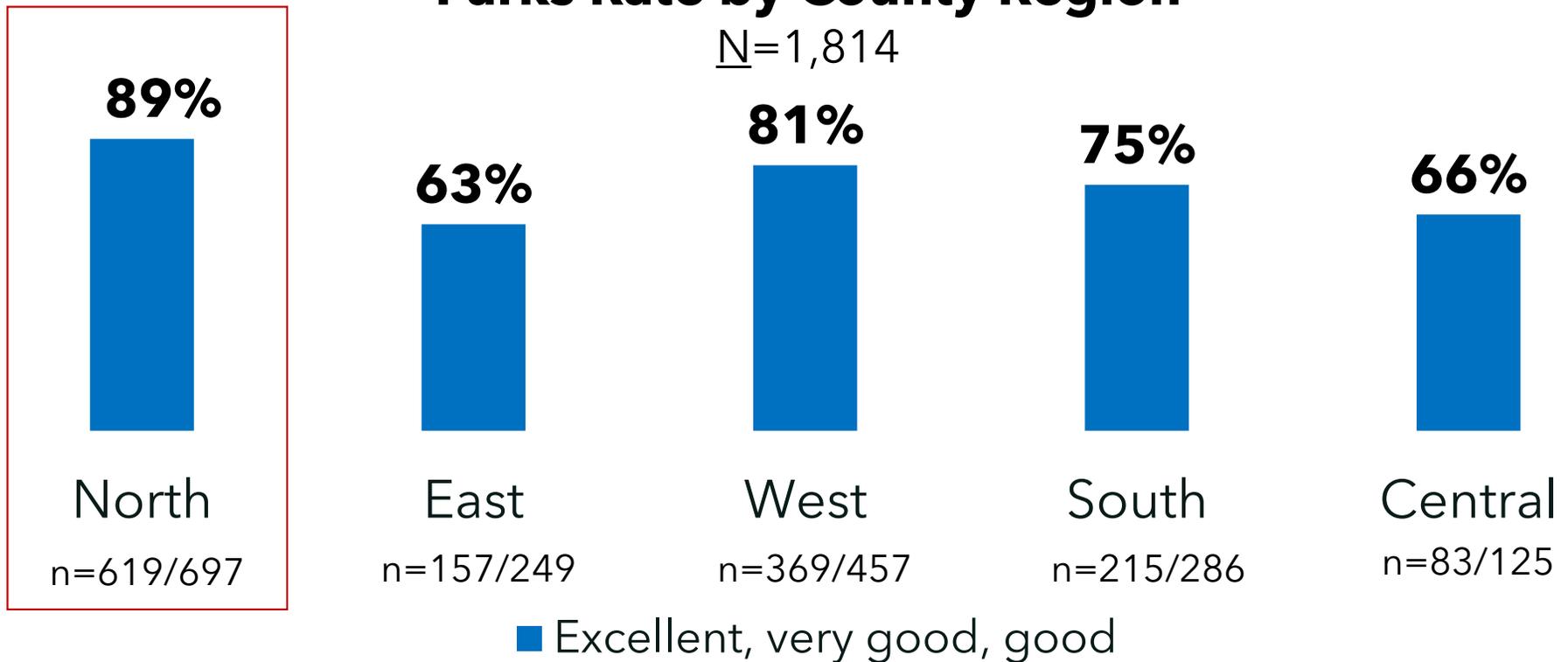
People need indoor and outdoor public places to spend time. Green spaces, shade, benches and accessible built spaces with elevators, zero-step entrances, or staircases with railings can benefit all.



Respondents from North County are more likely to rate parks as excellent, very good, or good

Parks Rate by County Region

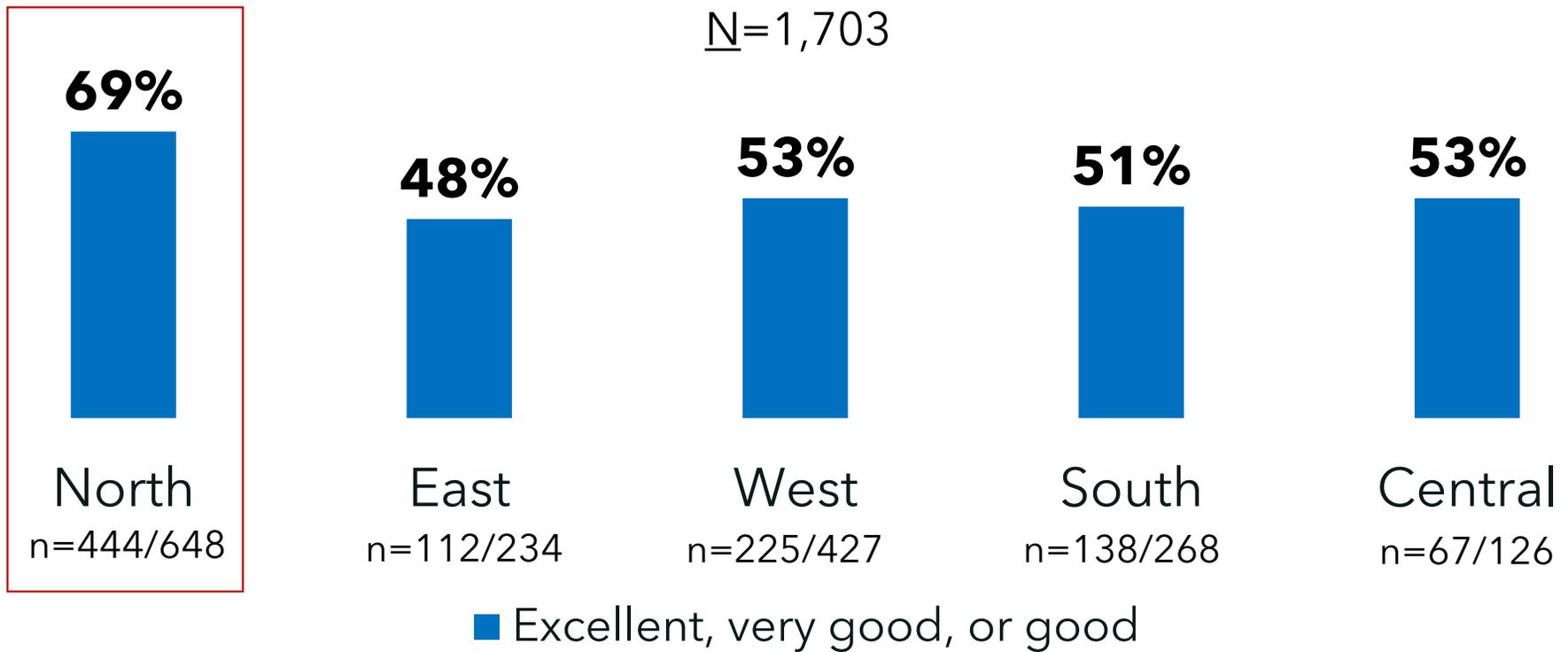
N=1,814



Respondents from the North County are more likely to rate enough benches as excellent, very good, or good

Enough Benches by Region

N=1,703



Transportation

People need ways to get around besides driving that are safe and affordable. Communities need sidewalks and safe streets, and protected bicycle lanes. Public transit options, can be trains, buses, light rail or even taxis, ride share services or volunteer driver programs.



Q18: The **top five** transportation choices of respondents

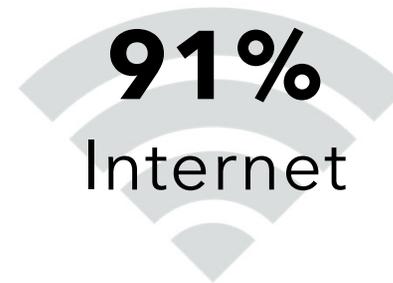




Community Information and Resources

Information needs to be shared through a variety of methods since not everyone is tech-savvy, and not everyone has a smartphone or home internet. Communicating with people through means they trust gets important information to people in a way that works for them.

Q31: The **top four** resources to get information about services for older adults



Q32: The **top three areas** that need improvement in community information



Clearly printed with large lettering



Delivered to home-bound older adults



Access to one central source

Social Participation and Inclusion

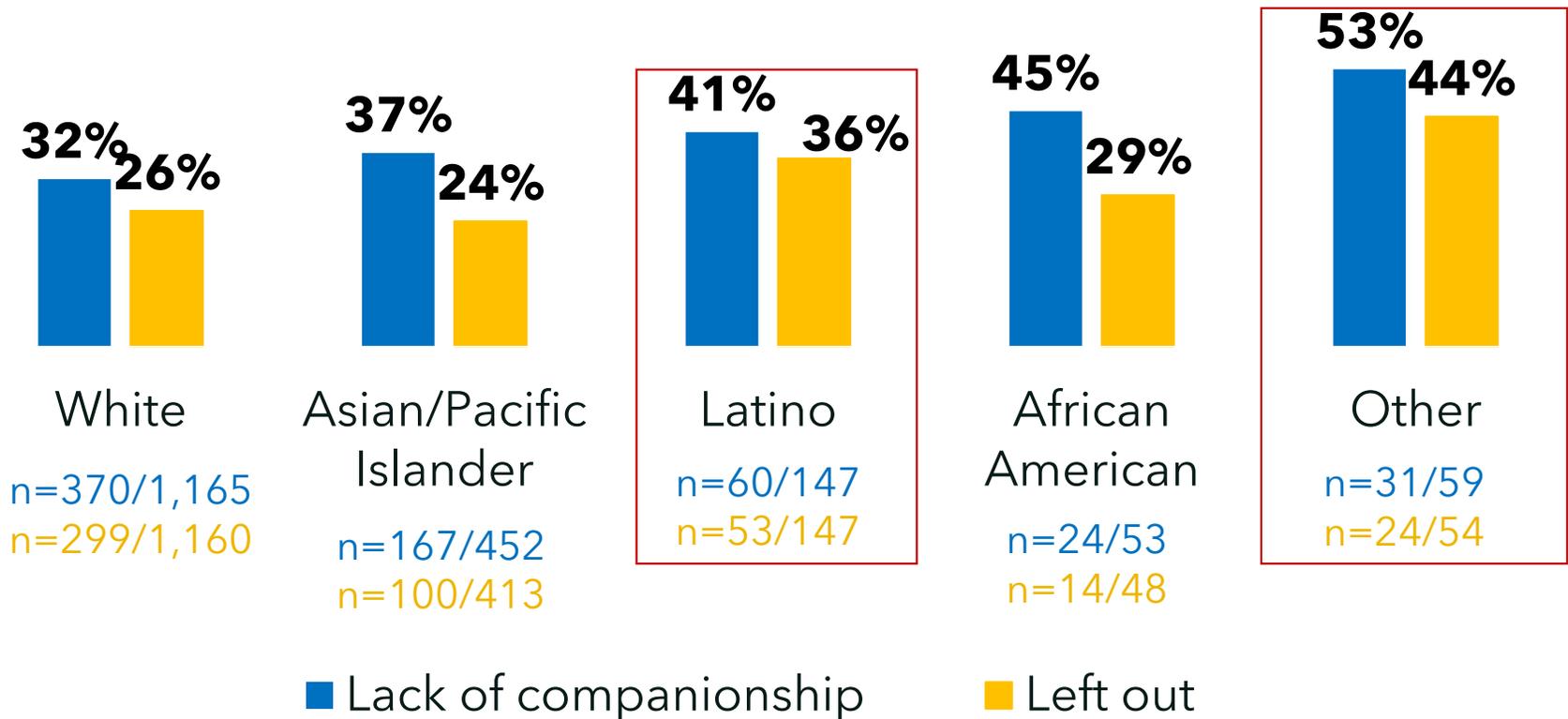
Across all ages, loneliness impacts health span as much as illness. Opportunities to socialize can combat isolation and loneliness, making fun, accessible, and affordable activities important. Intergenerational activities provide opportunities for younger and older community members to learn from each another and make people feel valuable. Everyone wants to feel respected and valued.

Latinos and “other” race are more likely to feel a lack of companionship and feel left out, compared with Whites

Feel a Lack of Companionship or Left Out

N=1,876

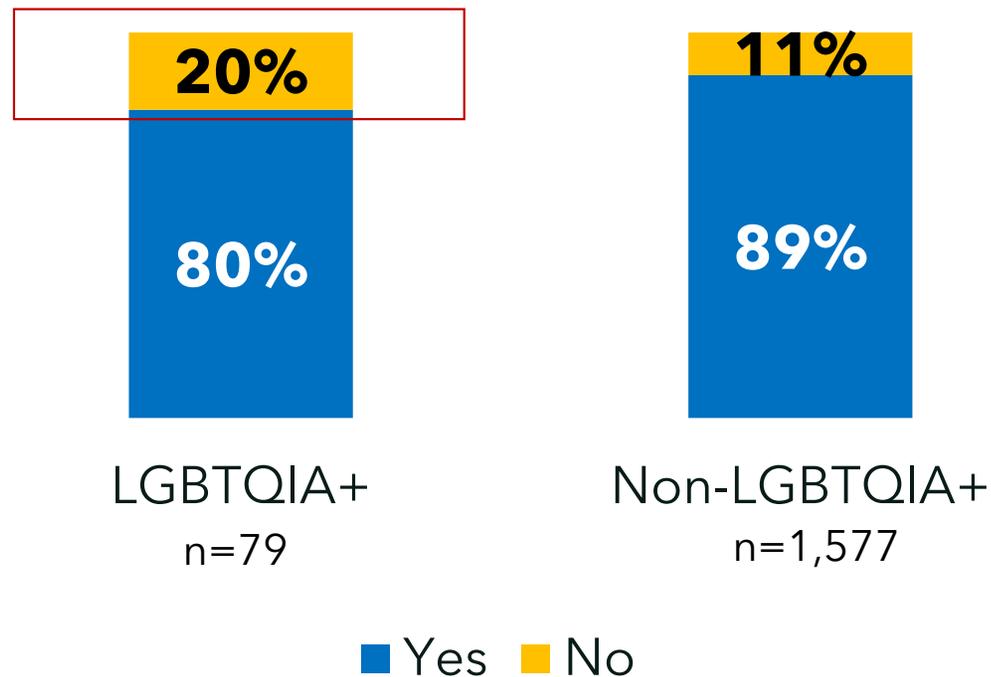
N= 1,822



Q24: LGBTQIA+ respondents are less likely to have urgent support from friends or family

Urgent Support from Friends or Family

N=1,656





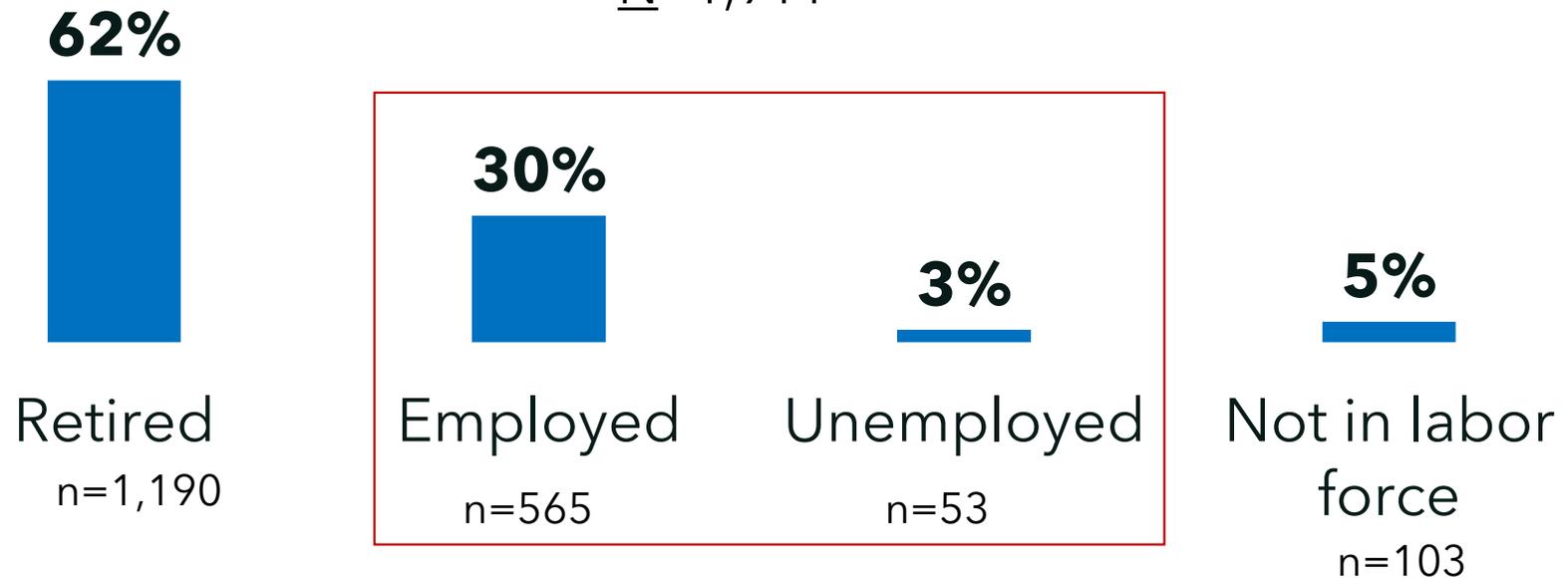
Civic Engagement and Employment

Communities should encourage older residents to be actively engaged in community life and provide opportunities for residents to work or volunteer their skills, and these opportunities do not have to be all or nothing. Part time, flexible, and opportunities outside of 8-5 provide greater engagement options.

Q28: 33% of respondents are actively employed or seeking employment

Employment Status

N=1,911



Older adult (>60) respondents have unfavorable ratings on their job and training opportunities

Flexible Job Opportunities

N=587

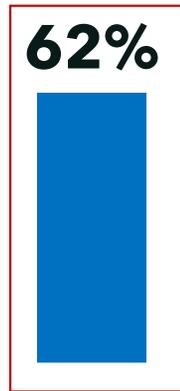
38%



Favorable

n=223

62%



Unfavorable

n=364

Job Training Opportunities

N=522

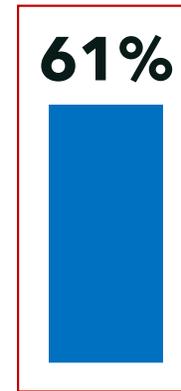
39%



Favorable

n=204

61%



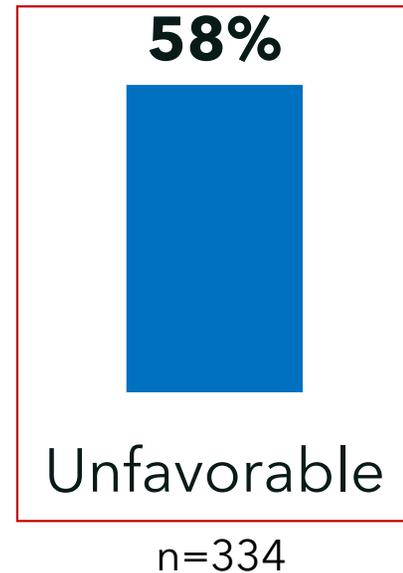
Unfavorable

n=318

58% of respondents(>60) rate low on community policies that ensure older adults' equal opportunity to work

Equal Work Opportunities

N=576



Some Things to Consider

- Survey respondents not representative of the County's population
- Important to hear community's voices to inform Seniors Agenda-Listening sessions and continued outreach



COLLECTIVE CONCERNS

Volunteering and Civic Engagement:



- . Difficulty in finding meaningful volunteer opportunities that value lived experiences and flexibility for retired individuals.
- . Lack of centralized information about volunteer options and community engagement.
- . Need for recognition and support for retirees who wish to volunteer.

Social Participation and Inclusion:



- . Desire for intergenerational activities and connections between younger and older adults.
- . Need for spaces that foster community and socialization, akin to faith-based support systems.
- . Isolation and loneliness among older adults, particularly those without natural family support.

Emergency Preparedness:



- . Lack of training and resources for older adults to prepare for natural disasters.
- . Concerns about the challenges older adults face in renewing insurance due to company policies.

Health and Wellness:

- . High costs of private care services and the need for more affordable options.
- . Need for community support for caregivers and those requiring assistance particularly those without natural family support.

Job Opportunities:

- . Age discrimination and barriers to employment for older adults.
- . Limited access to part-time jobs and training programs tailored for older adults.

Transportation:

- . Difficulties in accessing reliable and affordable transport options for older adults.
- . Need for better coordination of transportation services to community centers and events.

Communication and Information:



- . A lack of centralized resources for older adults to access essential information.
- . Challenges with technology and the need for tech support to improve information access.

Home and Community Support:

- Limited knowledge and resources for home-sharing and mutual aid initiatives.
- Need assistance with home repairs (including gardening) and community upkeep.



SUGGESTIONS FOR IMPROVEMENT

Establish Centralized Resources:

- Create a comprehensive online platform for volunteering opportunities and community resources.
- Conduct face-to-face outreach to build rapport and increase engagement with older adults.

Enhance Intergenerational Programs:

- Develop initiatives that invite younger generations to participate in activities with older adults.
- Organize community events that foster connections across age groups, such as potlucks and volunteer days.

Improve Emergency Preparedness Training:

- Provide workshops and training sessions at senior centers focusing on disaster preparedness.

Promote Affordable Health Services:

- Advocate for sliding-scale fees for care services based on income.
- Establish volunteer programs for home repairs and gardening assistance (e.g. crowdsourcing).

Foster Job Opportunities:

- Encourage employers to adopt flexible job roles for older adults and provide incentives for hiring them.'
- Develop training programs to help older adults re-enter the workforce and learn new technologies.

Enhance Transportation Access:

- Expand rideshare programs and volunteer driver services to assist older adults in getting to essential locations.
- Offer classes on navigating public transit systems and providing personalized assistance.

Increase Community Awareness:

- Promote existing programs and resources through various channels, including social media and community events.
- Encourage local organizations to reach out to older adults with information about services and opportunities.

Support Home Sharing Initiatives:

- Provide educational resources on home-sharing and create mediation services for participants (e.g. tenant issues).
- Encourage community-driven maintenance programs for homes and public spaces.

Prompt Group Questions



- **What may be some reasons behind these results?**
- **What can be done to address these gaps in services; address these needs?**

Breakout Groups (30 min)

1. Break out in groups of +5.
2. Select a topic to discuss as a group.
3. Assign a group facilitator, timekeeper & reporter.
4. Reconvene as a larger group to share your groups' top ideas.



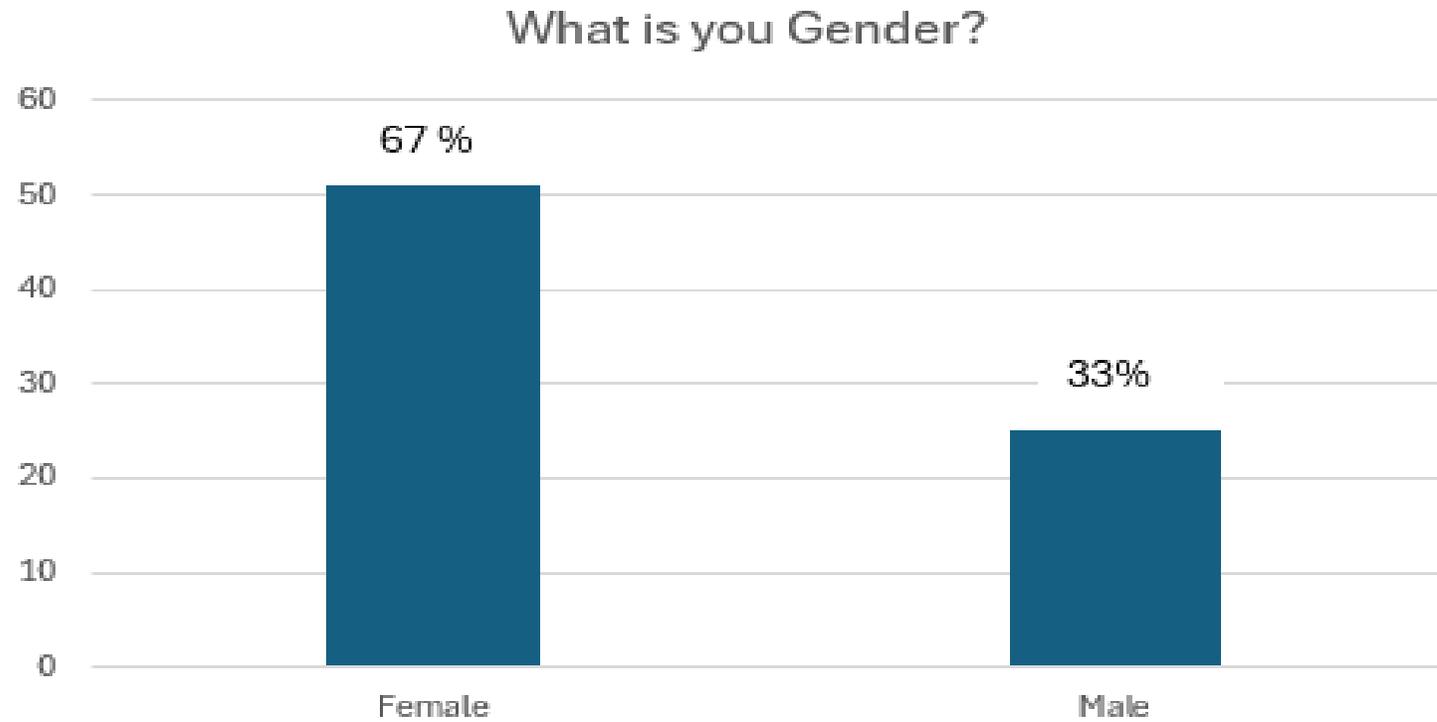
Thank you

agefriendlysiliconvalley.org
seniorsagenda@ssa.sccgov.org

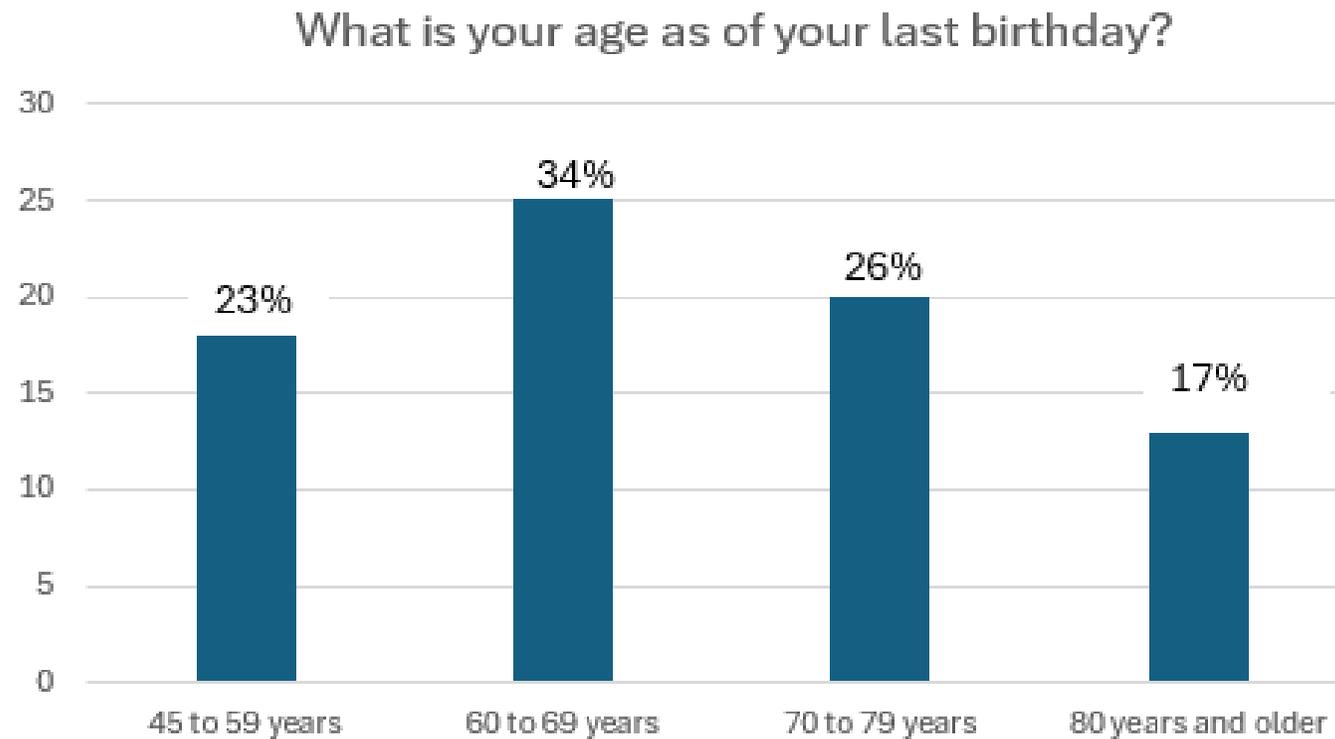
Age-Friendly Community Survey

Data Specific to the Town of Los Gatos

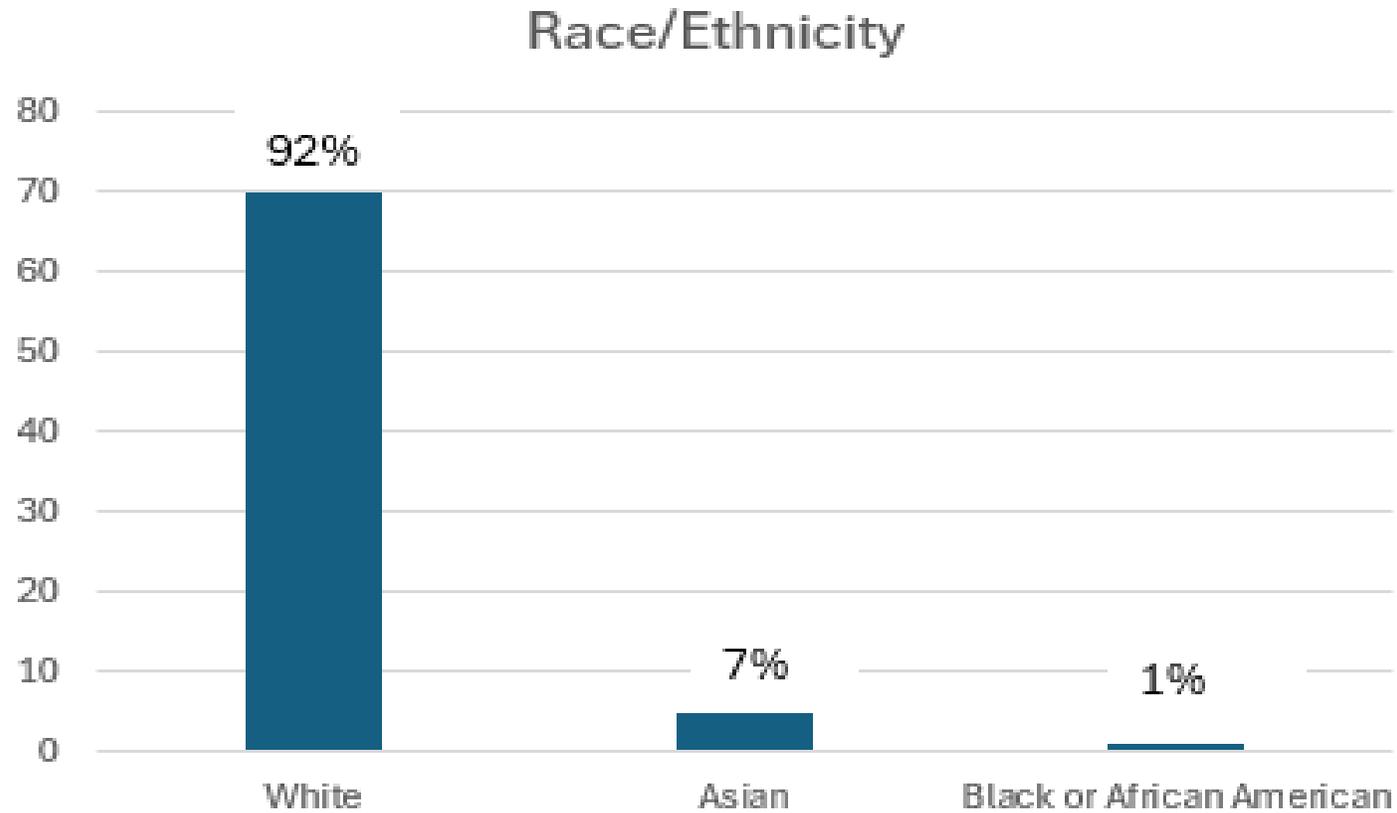
Gender – 76 Responses



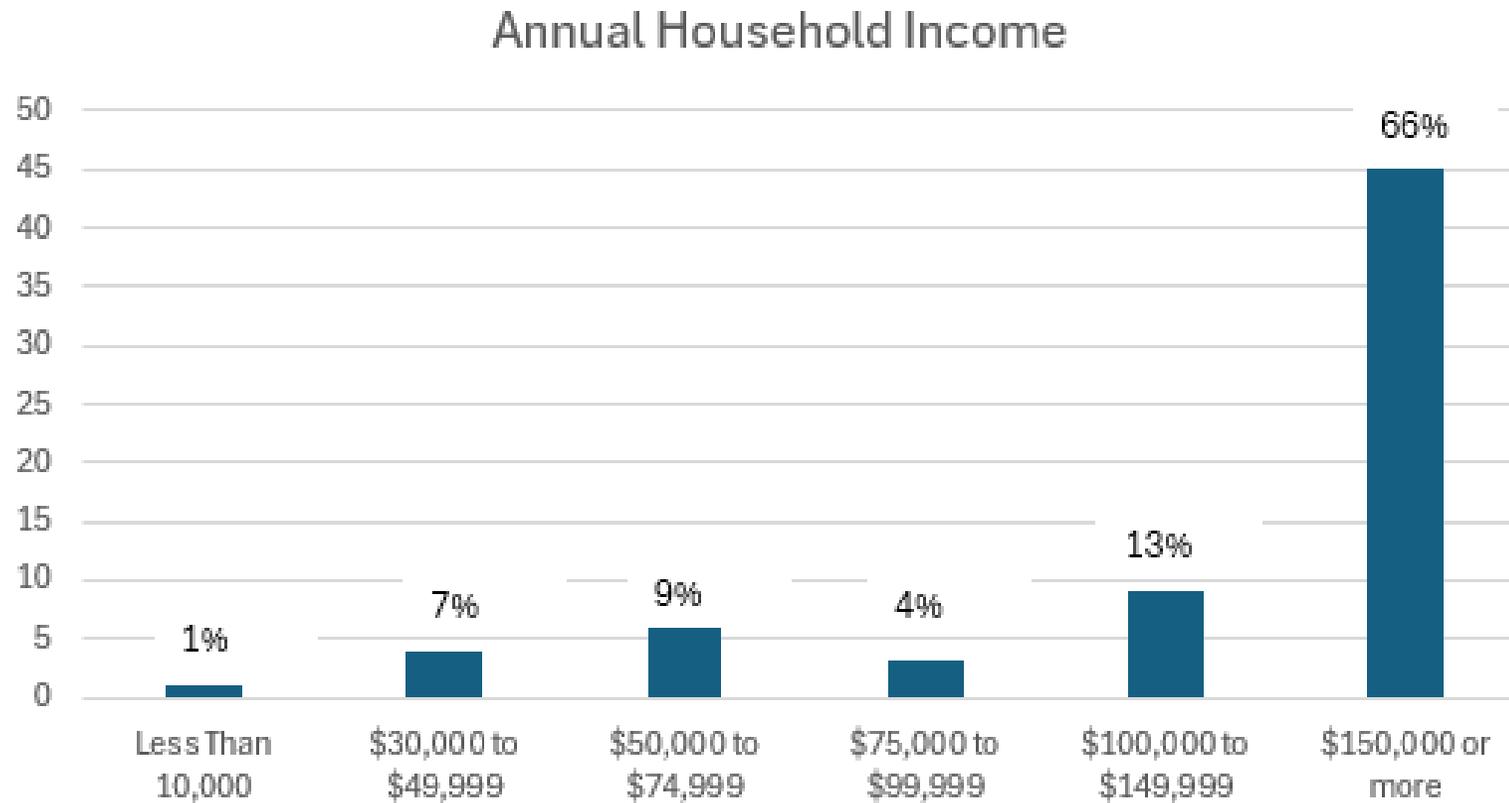
Age – 77 Responses



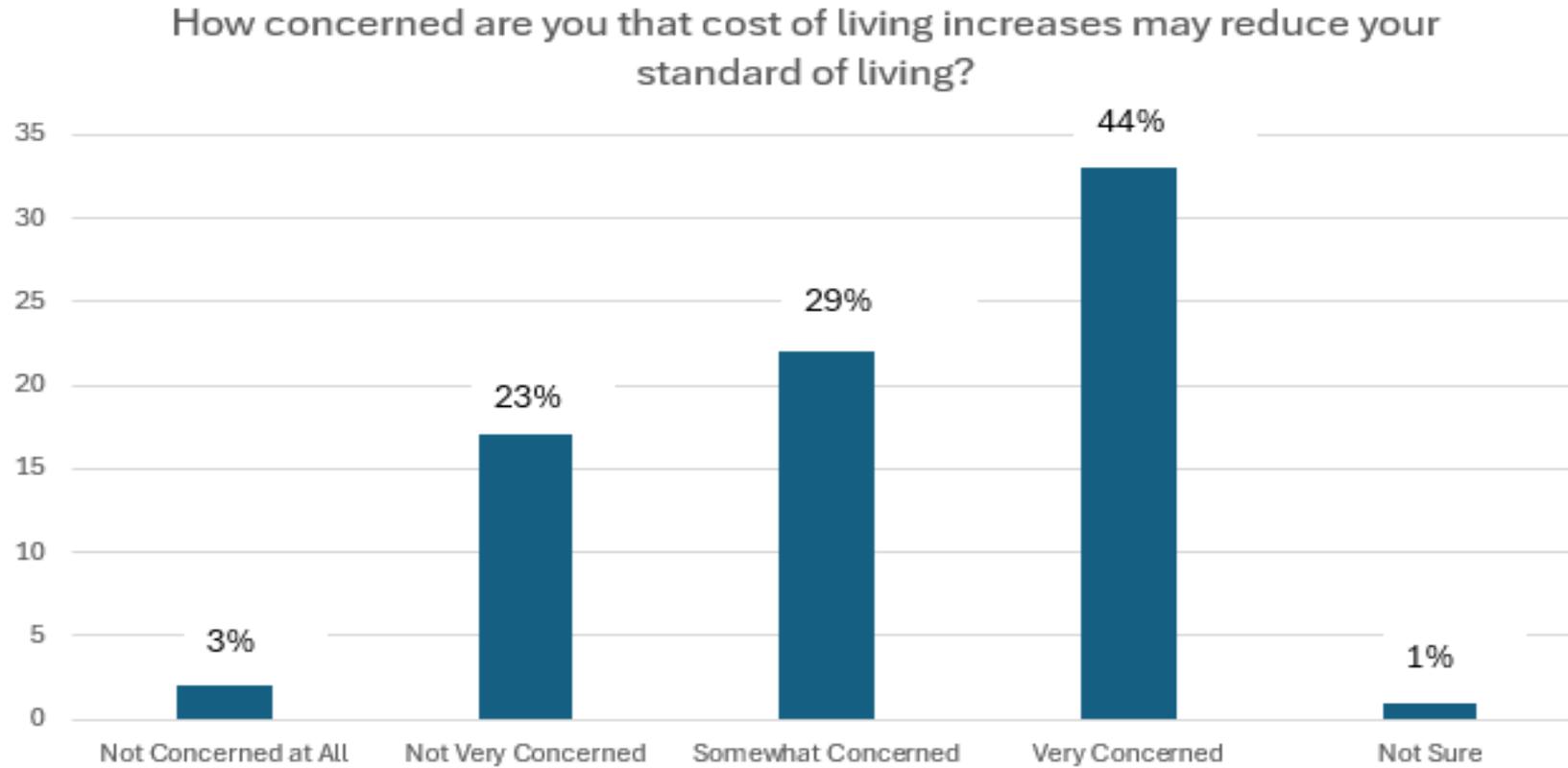
Race/Ethnicity – 76 Responses



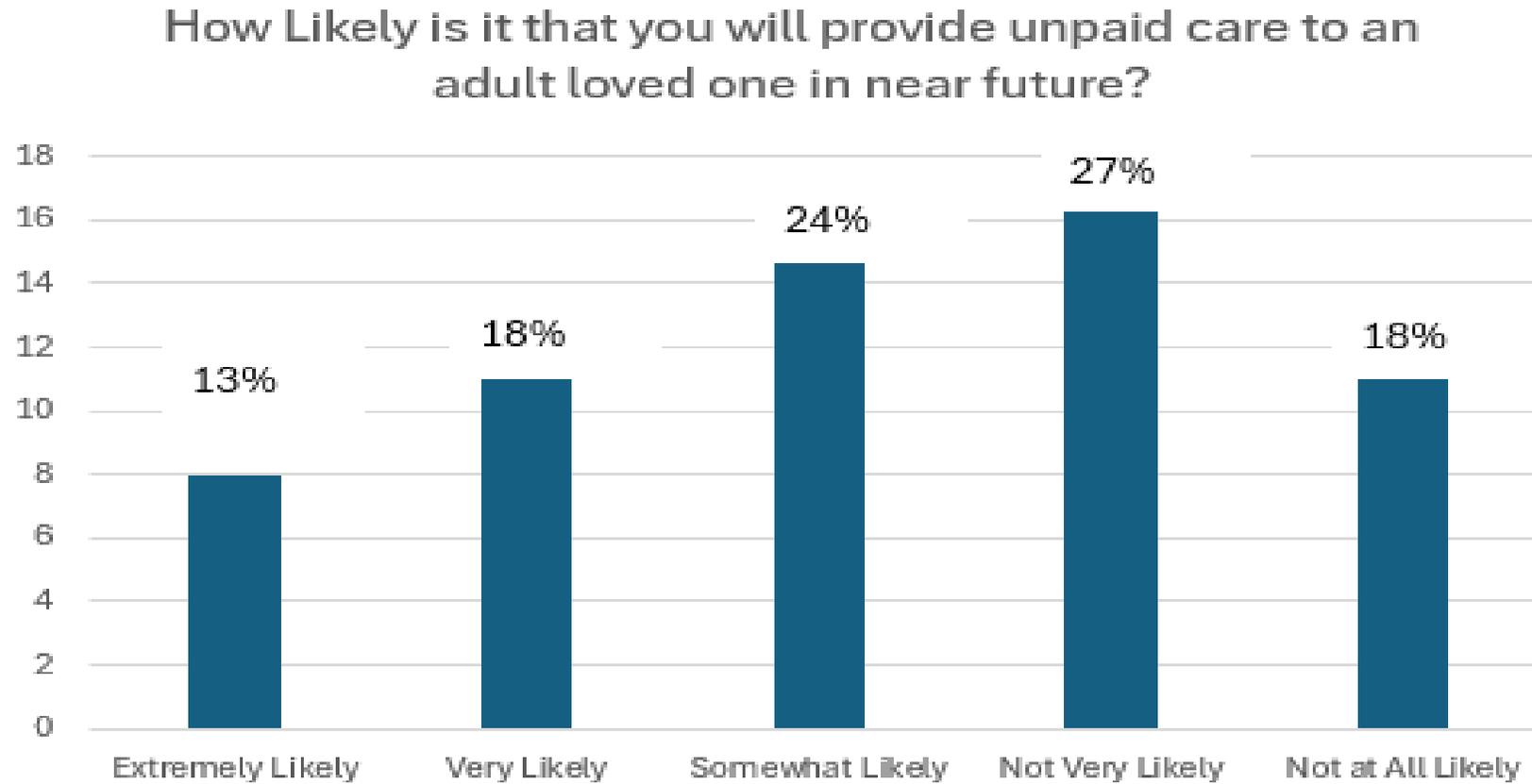
Income – 68 Responses



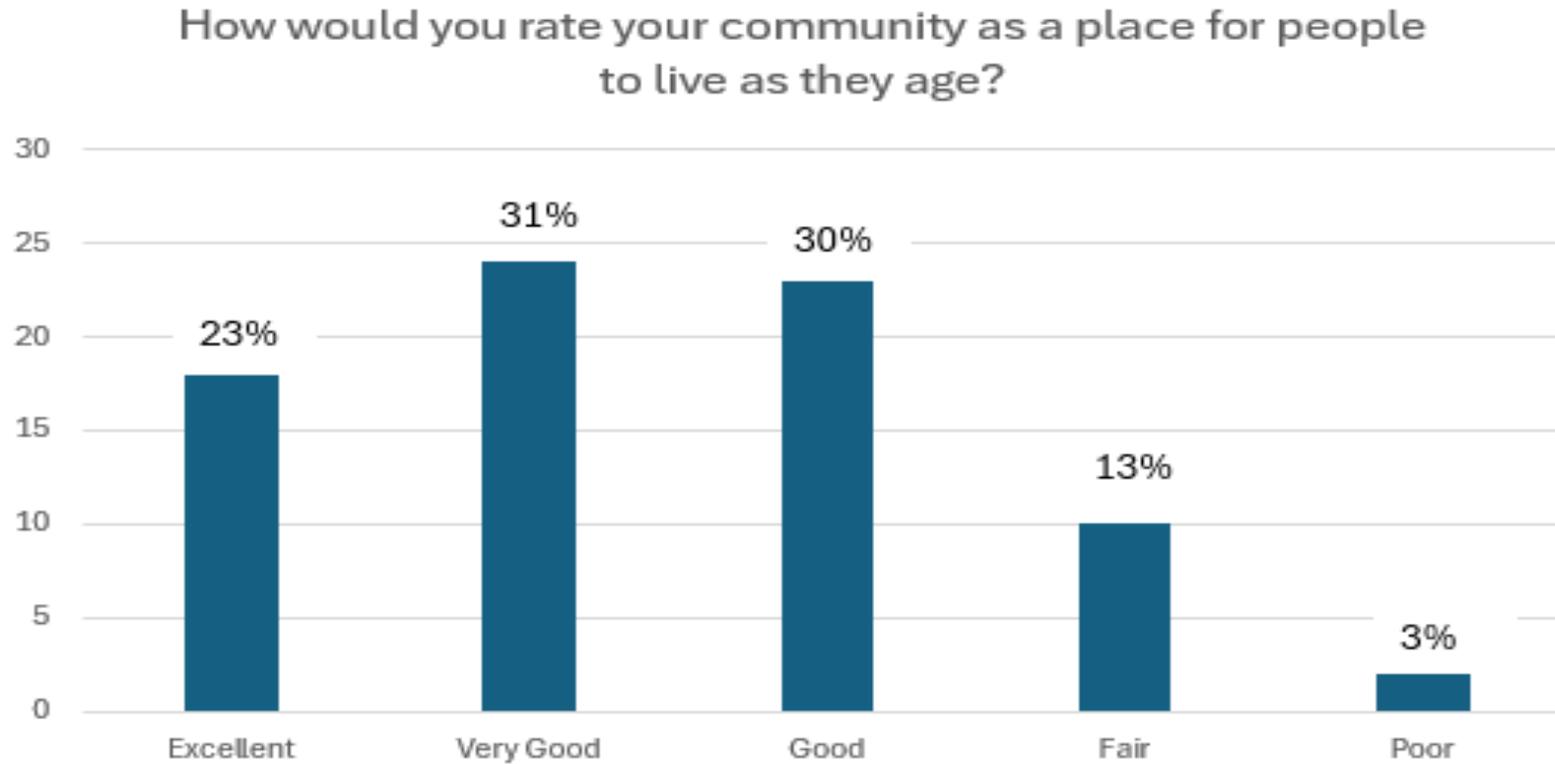
Cost of Living – 75 Responses



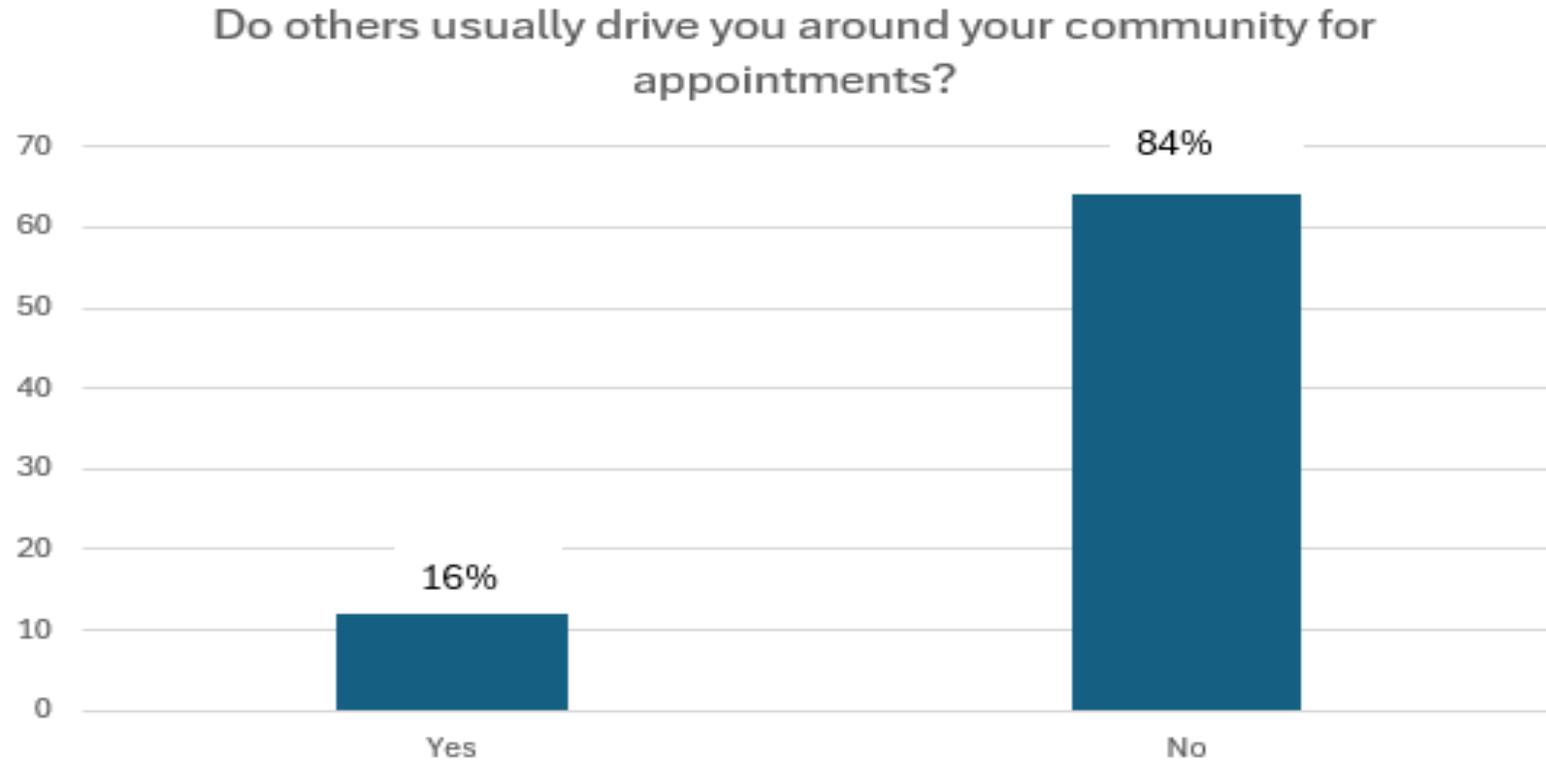
Unpaid Care – 62 Responses



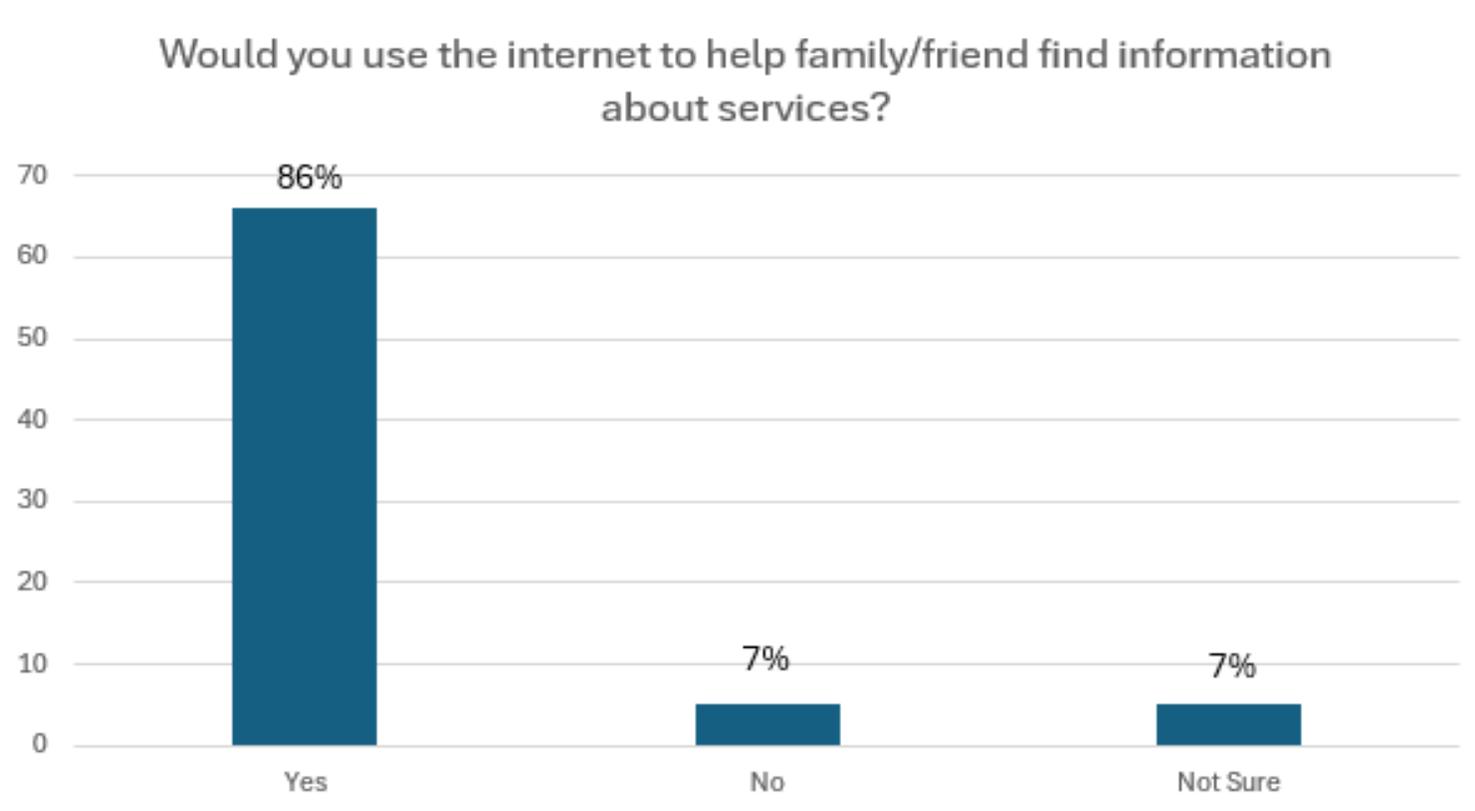
Community Rating, Aging in Place – 77 Responses



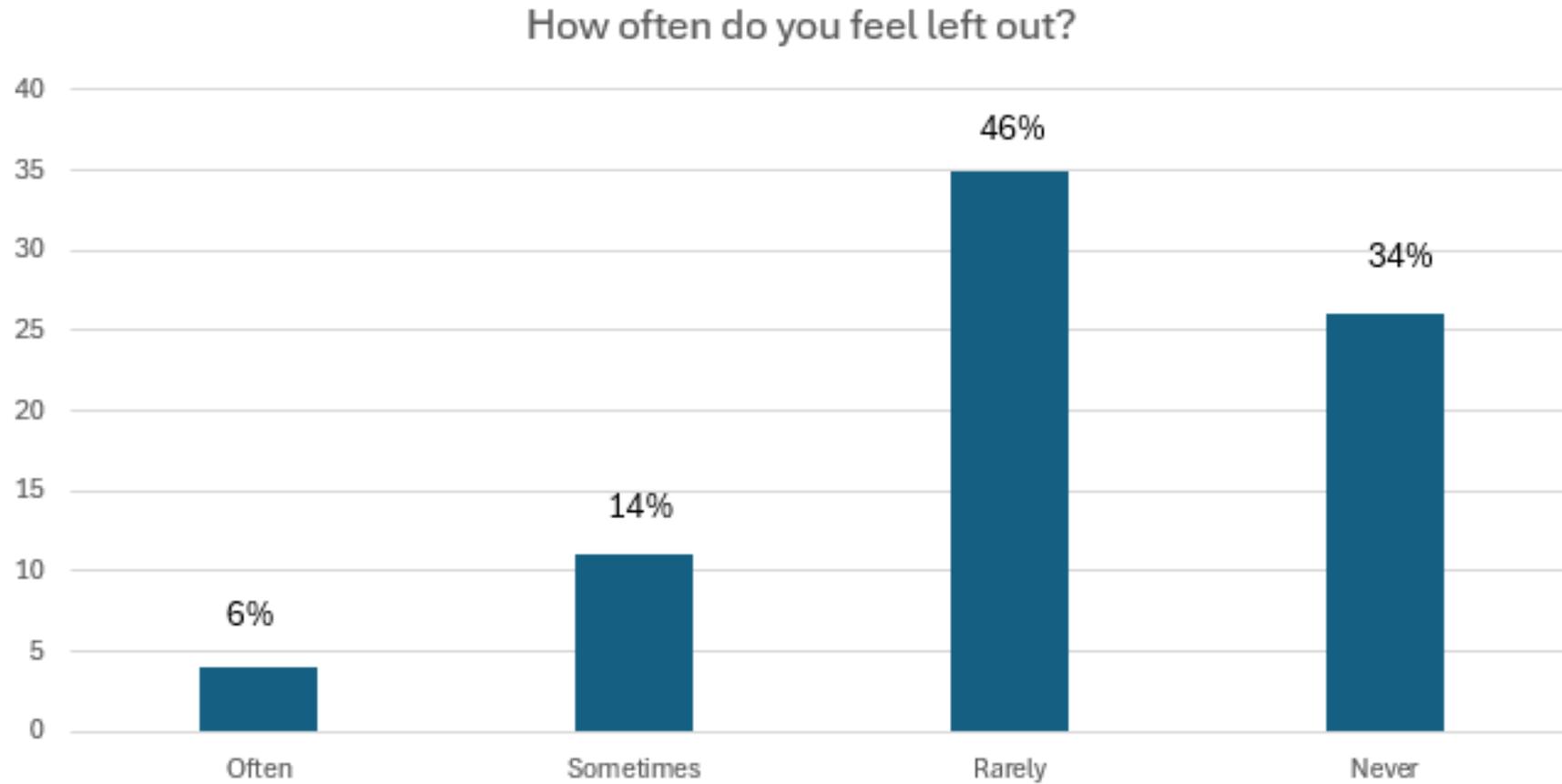
Have Others Drive – 76 Responses



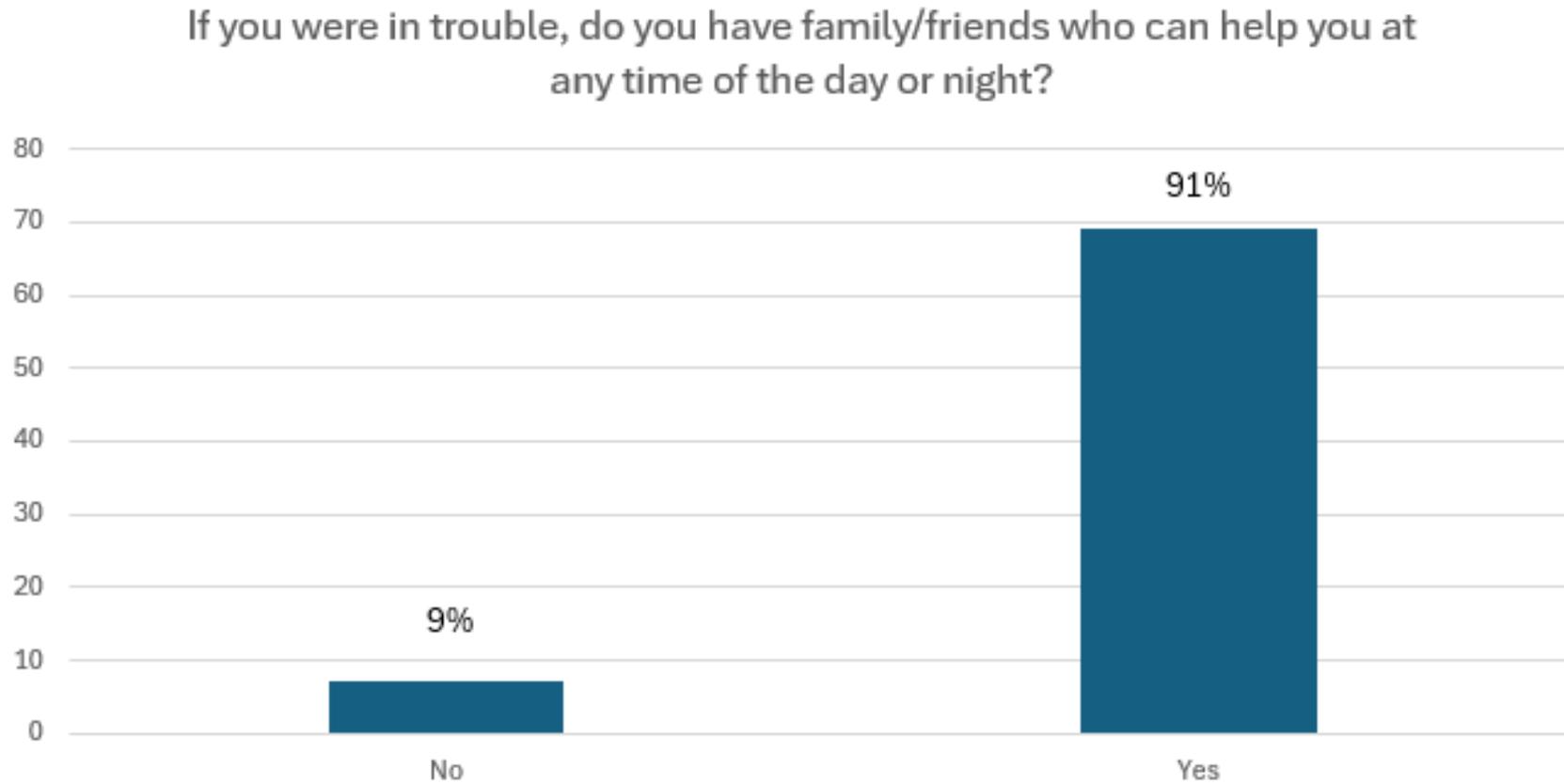
Internet– 76 Responses



Feel Left Out – 76 Responses



Urgency Support– 76 Responses



Los Gatos, CA

Survey Report of Results

April 2022



Polco  **NRC**

8001 Terrace Ave Middleton, WI 53562
info.polco.us • 608-709-8683

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Section 1: Introduction

About the Community Assessment Survey for Older Adults™

The Community Assessment Survey for Older Adults (CASOA)™ provides a statistically valid survey of the strengths and needs of older adults as reported by older adults themselves. This report is intended to enable local governments, community-based organizations, the private sector and other community members to understand more thoroughly and predict more accurately the services and resources required to serve an aging population. With this data, community stakeholders can shape public policy, educate the public and assist communities and organizations in their efforts to sustain a high quality of life for older adults.

Objectives	Methods
<ul style="list-style-type: none"> • Identify community strengths to support successful aging • Articulate the specific needs of older adults in the community • Estimate contributions made by older adults to the community • Develop estimates and projections of resident need in the future 	<ul style="list-style-type: none"> • Random sample of older adult households • Multi-contact method mailed and online survey • Data statistically weighted to reflect older adult population

Goals		
Immediate	Intermediate	Long-term
<p>Make more informed decisions in:</p> <ul style="list-style-type: none"> • Planning • Resource allocation and development • Advocacy • Engagement 	<p>Create and offer:</p> <ul style="list-style-type: none"> • Programs to meet community needs • Better-quality programs • More effective policies 	<p>Support a community of older adults that is:</p> <ul style="list-style-type: none"> • Healthier • More engaged • More empowered • More independent • More productive • More vibrant

The results of this exploration will provide useful information for planning and resource development as well as strengths advocacy efforts and stakeholder engagement. The ultimate goal of the assessment is to create empowered communities that support vibrant older adult populations.

This report summarizes how older residents view their community and its success in creating a thriving environment for older adults. Aspects of livability are explored within six community dimensions: Community Design, Employment and Finances, Equity and Inclusivity, Health and Wellness, Information and Assistance, and Productive Activities. Overall community quality also is assessed.

Domain of Community Livability	Description	Community Livability Topics
 <p>Overall Community Quality</p>	<p>Measuring community livability starts with assessing the quality of life of those who live there, and ensuring that the community is attractive, accessible, and welcoming to residents of all ages.</p>	<ul style="list-style-type: none"> • Place to Live and Retire • Recommend and Remain in Community
 <p>Community Design</p>	<p>A well-designed community enhances the quality of life for its residents by encouraging smart land use and zoning, ensuring that affordable housing is accessible to all, and providing mobility options to support residents aging in place.</p>	<ul style="list-style-type: none"> • Housing • Mobility • Land Use
 <p>Employment and Finances</p>	<p>Communities that work to foster sustainable growth, create jobs and workforce training for persons of all ages, and promote equitable economies ensure older adults are able to sustain their financial well-being through retirement and not outlive their life investments.</p>	<ul style="list-style-type: none"> • Employment • Finances
 <p>Equity and Inclusivity</p>	<p>A community is often greater than the sum of its parts. Having a sense of community entails not only a sense of membership and belonging, but also feelings of safety and trust in the other members of the community.</p>	<ul style="list-style-type: none"> • Equity • Community Inclusivity
 <p>Health and Wellness</p>	<p>The amenities available in the communities have a direct impact on the health and wellness of residents, and thus, on their quality of life overall.</p>	<ul style="list-style-type: none"> • Safety • Physical Health • Mental Health • Health Care • Independent Living
 <p>Information and Assistance</p>	<p>Government programs, policies and information assistance can support successful aging initiatives allowing older residents to remain independent contributors to community quality.</p>	<ul style="list-style-type: none"> • Quality of Older Adult Services • Information on Available Older Adult Services
 <p>Productive Activities</p>	<p>Productivity is the touchstone of a thriving old age. Older adults' engagement and contribution to the community can be determined by their time spent in civic meetings and social activities or providing help to others.</p>	<ul style="list-style-type: none"> • Civic Engagement • Social Engagement • Caregiving

Survey Methods

The CASOA survey instrument and its administration are standardized to assure high-quality survey methods and comparable results across communities. Households with an adult member 60 years or older were selected at random. Multiple mailed contacts gave each household more than one prompt to participate. A total of 2,400 older adult households were randomly selected to receive the survey. These households first received a half-page postcard inviting them to complete the survey online, followed by a mailed hard copy survey packet which included a cover letter, a copy of the questionnaire and a postage-paid return envelope. A total of 529 completed surveys was obtained, providing an overall response rate of 22.04% and a margin of error plus or minus 4.26% around any given percent and one point around any given average rating for the entire sample (e.g., average number of caregiving hours).

In addition to the random sample "probability" survey, an open participation survey was conducted, in which all older adults 60 years or older were invited to participate. The open participation survey instrument was identical to the probability sample survey. This survey was conducted entirely online. A total of 102 surveys were completed by open participation survey respondents, for a total of 631 completed surveys. With the inclusion of the open participation survey participants, it is likely that the precision of the responses would be even greater (and thus the margin of error smaller).

Results were statistically weighted to reflect the proper demographic composition of older adults in the entire community.

Because Los Gatos, CA doesn't have any prior measurements, trends aren't available. Trends will be available after this survey has been conducted a second time. Differences in responses between the survey administrations will be tested for statistical significance, and statistically significant differences are noted in the charts. Trend data represent important comparisons and should be examined for improvements or declines.

For additional details on the survey methodology, see the Methods section.

How the Results Are Reported

Don't Know Responses and Rounding

On many of the questions in the survey, respondents could provide an answer of don't know. The proportion of residents giving this reply can be seen in Responses.

However, these responses have been removed from the analyses presented in the body of the report, unless otherwise indicated. In other words, the majority of the tables and graphs in the body of the report display the responses from respondents who had an opinion about a specific item.

For some questions, respondents were permitted to select multiple responses. When the total exceeds 100% in a table for a multiple response question, it is because some respondents are counted in multiple categories. When a table for a question that only permitted a single response does not total to exactly 100%, it is due to the customary practice of rounding percentages to the nearest whole number.

Benchmark Comparison Data

National Research Center at Polco has developed a database that collates responses to CASOA and related surveys administered in other communities, which allows the results from Los Gatos, CA to be compared against a set of national benchmarks. This benchmarking database includes responses from more than 35,000 older adults (age 55 and over) in over 322 communities across the nation.

Ratings are compared when similar questions are included in Polco's database and when there are at least five other communities in which the question was asked. Where comparisons for ratings are available, Los Gatos, CA's results are shown as more favorable than the benchmark, less favorable than the benchmark or similar to the benchmark. In instances where ratings are considerably more or less favorable than the benchmark, these ratings have been further demarcated by the attribute of "much" (for example, much more favorable or much less favorable).

Section 2: Key Findings

Background

Most older adults desire to age in place. Communities that assist older adults in remaining or becoming active community participants must provide the requisite opportunities for recreation, transportation, culture, education, communication, social connection, spiritual enrichment and health care.

To better understand the strengths and challenges of older adults in Los Gatos, the Town partnered with Polco to administer The Community Assessment Survey for Older Adults (CASOA™). Survey participants rated the overall quality of life in their community. They also evaluated Los Gatos as a livable community for older adults within six domains:

- Community Design
- Employment and Finances
- Equity and Inclusivity
- Health and Wellness
- Information and Assistance
- Productive Activities

The extent to which older adults experience challenges within these domains is also described.

Overall Community Quality

Measuring community livability for older adults starts with assessing the quality of life of those who live there, and ensuring that the community is attractive, accessible, and welcoming to all. Exploring how older residents view their community overall and how likely they are to recommend and remain in Los Gatos can provide a high-level overview of the quality and livability of the community.

- Over 9 in 10 of older residents living in Los Gatos rated their overall quality of life as *excellent* or *good*. Most of the older residents surveyed scored their communities positively as a place to live and would recommend their communities to others. More than three-fourths said they planned to stay in the community throughout their retirement.
- Older residents tend to give lower scores to their communities as places to retire than they do the overall quality of life in their community. About 7 in 10 respondents provided assessments of *excellent* or *good* to the community as a place to retire.

Community readiness was assessed through a series of older resident ratings in different livability domains. The areas of community livability found to be strongest in Los Gatos were Safety, Physical Health, and Social Engagement while the areas showing the largest need for improvement were Housing, Employment, and Independent Living. More detailed Information about each livability domain follows.

Community Design

Livable communities (which include those with mixed-use neighborhoods, higher-density development, increased connections, shared community spaces and more human-scale design) will become a necessity for communities to age successfully. Communities that have planned and been designed for older adults tend to emphasize access, helping to facilitate movement and participation.

- About 6 in 10 respondents rated the overall quality of the transportation system (auto, bicycle, foot, bus) in their communities as *excellent* or *good*. Ease of travel by car was considered *excellent* or *good* by 80% of respondents, while ease of travel by walking was considered *excellent* or *good* by 84% of respondents.
- When considering aspects of housing (affordability and variety) and community features of new urbanism (where people can live close to places where they can eat, shop, work, and receive services), relatively lower scores were given by older adults compared to many other items on the survey. About 4 in 10 older adults gave *excellent* or *good* ratings to the availability of mixed-use neighborhoods.
- About 36% of older residents in Los Gatos reported experiencing housing needs and 21% reported mobility needs.

Employment and Finances

The life expectancy for those born between 1940 and 1960 has increased dramatically due to advances in health care and lifestyle changes. While this is a very positive trend overall, it also highlights both the importance of communities providing employment opportunities for older adults and the need for older adults to plan well for their retirement years.

- About 91% of older residents rated the overall economic health of their communities positively, although the cost of living was rated as *excellent* or *good* by only 2 in 10.
- Employment opportunities for older adults (quality and variety) received low ratings and the opportunity to build work skills also was found to be somewhat lacking.

- About 15% of older adults reported financial challenges and 13% had employment challenges.

Equity and Inclusion

A community is often greater than the sum of its parts. Having a sense of community entails not only a sense of membership and belonging, but also feelings of equity and trust in the other members of the community.

- Three-fourths of older residents rated the sense of community as *excellent* or *good*, and ratings of neighborliness were similar.
- About 6 in 10 residents positively rated their community's openness and acceptance toward older residents of diverse backgrounds, and 6 in 10 indicated that their community valued older residents.
- Inclusion challenges were reported by about 13% of older residents and equity challenges by 4%.

Health and Wellness

Of all the attributes of aging, health poses the greatest risk and the biggest opportunity for communities to ensure the independence and contributions of their aging populations. Health and wellness, for the purposes of this study, included not only physical and mental health, but issues of safety, independent living and health care.

- About 9 in 10 older residents in Los Gatos rated their overall physical health as *excellent* or *good* and a similar proportion felt positive about their mental health.
- While community opportunities for health and wellness and fitness were scored very positively, health care (physical and mental) and long-term care options received lower ratings.
- Health-related problems were reported by over 2 in 10 older residents, with 26% reporting physical health challenges and 21% reporting mental health challenges. Health care was also a challenge for about 22% of older residents.

Information and Assistance

The older adult service network, while strong, is under-resourced and unable to single-handedly meet the needs of the continuously growing population of older adults. Providing useful and well-designed programs, as well as informing residents about other assistance resources, is an important way that government agencies can help residents age in place.

- The overall services provided to older adults in Los Gatos were rated as *excellent* or *good* by 67% of survey respondents.
- About two-thirds of survey respondents reported being *somewhat informed* or *very informed* about services and activities available to older adults. The availability of information about resources for older adults was giving positive scores by fewer than half of older adults (44%), while financial or legal planning services was rated positively by about just over half (56%) of older residents.
- About 3 in 10 older adults were found to have information access challenges in Los Gatos.

Productive Activities

Productive activities outside of work (such as volunteerism and social activity) promote quality of life and contribute to active aging. This domain examines the extent of older adults' participation in social and leisure programs and their time spent attending or viewing civic meetings, volunteering or providing help to others.

- Almost 8 in 10 of older adults surveyed felt they had *excellent* or *good* opportunities to volunteer, and half participated in some kind of volunteer work.
- The caregiving contribution of older adults was substantial in Los Gatos. About 34% of older residents reported providing care to individuals 55 and older, 11% to individuals 18-54 and 18% to individuals under 18.
- Older adults in Los Gatos reported challenges with being civically engaged (13%), being socially engaged (9%) and caregiving (6%).

The Economic Contribution of Older Adults in Los Gatos

The contribution older adults make through employment, volunteerism and caregiving was calculated for Los Gatos. It is estimated that older residents in Los Gatos contribute \$188 million annually to their community through paid and unpaid work.

Older Resident Needs

Through the survey, more than 40 challenges commonly facing older adults were assessed by respondents. These challenges are grouped into 17 larger categories of needs. In Los Gatos, the largest challenges were housing, information about older adult services, and physical health. At least one-quarter of older residents reported at least one item in these categories was a major or moderate problem in the 12 months prior to taking the survey.

Comparison to National Benchmarks

To better provide context to the survey data, resident responses for Los Gatos were compared to Polco's national benchmark database or older adult opinion. Of the 51 assessments of community livability compared to the benchmark database, the region scored on par for 37 items. For 9 items Los Gatos scored above the benchmark comparisons and below the benchmark comparisons for 5 items.

The areas in which Los Gatos ratings were lower than benchmark comparisons are shown below:

- Ease of travel by public transportation in your community,
- Quality of employment opportunities for older adults,
- Cost of living in your community,
- Availability of affordable quality housing,
- Variety of housing options

The areas where older adults gave more positive ratings in Los Gatos when compared to national averages were:

- Your community as a place to live,
- The overall quality of life in your community,
- Overall economic health of your community,
- Overall quality of parks and recreation opportunities,
- Overall health and wellness opportunities in your community,
- Your overall quality of life,
- Ease of walking in your community,
- Availability of financial or legal planning services,
- Opportunities to enroll in skill-building or personal enrichment classes

In terms of older resident challenges, Los Gatos scored similar to benchmark averages for 23 items. There were no areas in which residents reported a higher need compared to benchmarks.

The 14 areas where the residents reported fewer needs than the benchmark comparisons were:

- Having enough money to meet daily expenses,
- Your physical health,
- Finding affordable health insurance,
- Getting the health care you need,
- Affording the medications you need,

- Staying physically fit,
- Maintaining a healthy diet,
- Feeling depressed,
- Feeling bored,
- Having friends or family you can rely on,
- Feeling lonely or isolated,
- Feeling like you don't fit in or belong,
- Feeling like your voice is heard in the community,
- Feeling PHYSICALLY burdened by providing care for another person

Section 3: Understanding the Report

Throughout this report, iconography is used to denote trends and benchmarks. While some pages will show the legend, others won't for the sake of space. Keep this page handy for reference

Trends

**More favorable**

At least 7 percentage points more favorable than last measure

**Similar**

No statistically significant difference

**Less favorable**

At least 7 percentage points less favorable than last measure

Benchmarks

**Much more favorable**

At least 20 points more favorable than benchmark

**More favorable**

10-20 points more favorable than benchmark

**Similar**

No statistically significant difference

**Less favorable**

10-20 points less favorable than benchmark

**Much less favorable**

At least 20 points less favorable than benchmark

Section 4: Community Readiness

Communities that assist older adults to remain or become active community participants must provide the requisite opportunities for recreation, transportation, culture, education, communication, social connection, spiritual enrichment and health care. Because every community is different, each must identify what its older adults value most and what the community offers its older residents. The judgments of these residents provide the elements used to calculate the overall community quality in Los Gatos, CA.

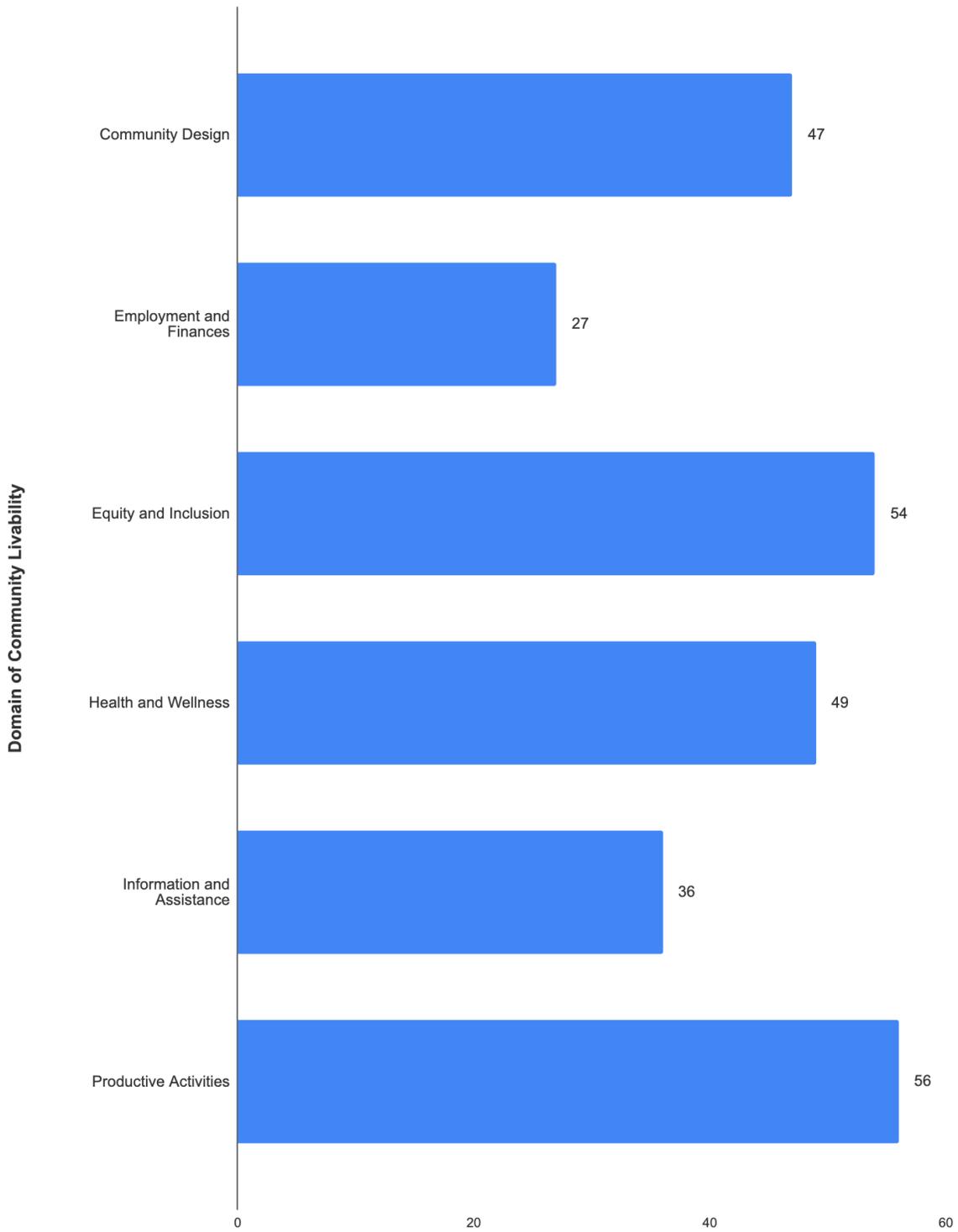
Survey respondents were asked to rate a number of aspects of the community. These ratings were converted to an average scale of 0 (the lowest rating, such as poor) to 100 (the highest rating, such as excellent) and then combined to provide one overall rating (index¹) for each of the six dimensions of Community Readiness, as well as an overall rating of the Quality of the Community.

Community Readiness Chart

Dimension	Community Livability Topics	Score (out of 100)
Overall Community Quality	<ul style="list-style-type: none"> Place to Live and Retire Recommend and Remain in Community 	75
Community Design	<ul style="list-style-type: none"> Housing Mobility Land Use 	47
Employment and Finances	<ul style="list-style-type: none"> Employment Finances 	26
Equity and Inclusivity	<ul style="list-style-type: none"> Equity Community Inclusivity 	53

Dimension	Community Livability Topics	Score (out of 100)
Health and Wellness	<ul style="list-style-type: none"> • Safety • Physical Health • Mental Health • Health Care • Independent Living 	49
Information and Assistance	<ul style="list-style-type: none"> • Quality of Older Adult Services • Information on Available Older Adult Services 	34
Productive Activities	<ul style="list-style-type: none"> • Civic Engagement • Social Engagement • Caregiving 	54

Community Readiness over Time



These ratings are not to be understood like ratings from school tests, because they are summaries of several questions that range from 0 as poor, 33 as fair, 66 as good and 100 as excellent. For example, a score of 58 should be interpreted as closer to good than to fair (with the midpoint of the scale, 50, representing equidistance between good and fair).

Section 5: Community Livability Topics

The Community Assessment Survey of Older Adults (CASOA)[™] is designed to examine the status of older adults and the community around many (17) aspects of livability within six domains: Community Design, Employment and Finances, Equity and Inclusivity, Health and Wellness, Information and Assistance, and Productive Activities. Overall community quality also is assessed with two topics. (See Introduction section About the Community Assessment Survey for Older Adults for an overview of all the community livability topics within these domains.) For each of these 19 community livability topic areas, survey questions evaluated the community's ability to accommodate the needs of older residents, as well as the actual experiences and challenges of older adults.

To summarize the data, an index score was calculated for each aspect of livability by averaging the ratings given to the questions related to the specific community livability topic. (This index includes only the ratings of community amenities, not those items related to the respondents' own status or the challenges faced by the respondent.)

Overall Community Quality



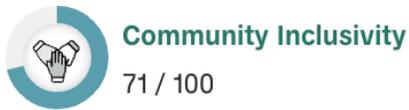
Community Design



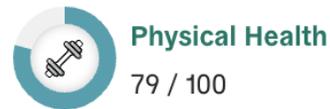
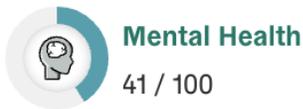
Employment and Finances



Equity and Inclusivity



Health and Wellness



Information and Assistance



**Information on Available
Older Adult Services**

50 / 100



**Quality of Older Adult
Services**

66 / 100

Productive Activities



Caregiving

Scoring not applicable



Civic Engagement

75 / 100



Social Engagement

79 / 100

Section 6A: Place to Live and Retire

Successful aging communities are attractive and welcoming to older adults and provide the support necessary for residents to age in place.



Livability score
Average of community quality items

i Livability score trend unavailable.

Because Los Gatos CASOA doesn't have a prior livability score, trends for livability aren't available. Trends will be available after this survey has been conducted a second time.

Related Survey Results

Items on the survey related to this topic are shown below. These tables display the ratings given by respondents, as well as a comparison to the national benchmark (average ratings from communities across the nation) and, if available, comparisons to ratings from the most recently implemented CASOA.

Trends unavailable

Because Los Gatos CASOA doesn't have any prior measurements, these trends aren't available. Trends will be available after this survey has been conducted a second time.

Quality of Community

Percent reporting *excellent* or *good*.

Characteristic	% positive 	National Benchmark 
Your community as a place to live	97%	
Your neighborhood as a place to live	94%	
The overall quality of life in your community	93%	
Your community as a place to retire	68%	

Status Indicators - Personal Quality of Life

Percent reporting *excellent* or *good*.

Characteristic	% positive 	National Benchmark 
Your overall quality of life	95%	

Section 6B: Recommend and Remain in Community

A strong testament to the quality of a community is the likelihood of residents recommending and remaining in the community. Generally, residents will not recommend a community to friends unless they believe that community is offering the right amenities and services. Furthermore, communities that do a good job supporting seniors allow their residents to remain throughout their retirement years.



Livability score
Average of community quality items

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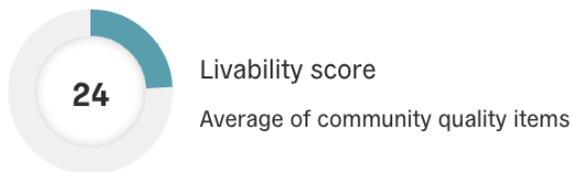
Quality of Community

Percent reporting *very likely* or *somewhat likely*.

Characteristic	% likely 	National Benchmark 
Remain in your community throughout your retirement	82%	
Recommend living in your community to older adults	75%	

Section 7A: Housing

Most older adults want to age in place; however, many do not have homes that feature universal design allowing access for walkers and wheelchairs and providing safety for those who are frail or experiencing mobility impairments. Ensuring the availability of housing stock that is both affordable and suitable for seniors is necessary as a community's population ages.



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Potential Problems

Percent reporting *minor problem, moderate problem or major problem.*

Characteristic	% problematic 	National Benchmark 
Doing heavy or intense housework	49%	-
Maintaining your home	43%	-
Maintaining your yard	41%	-
Having housing to suit your needs	22%	-

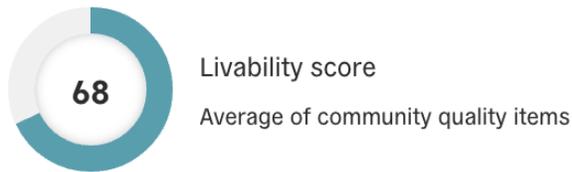
Quality of Community

Percent reporting *excellent* or *good*.

Characteristic	% positive 	National Benchmark 
Availability of accessible housing (e.g., homes with a no step entry, single-floor living, wide hallways and doorways)	30%	
Variety of housing options	29%	
Availability of affordable quality housing	16%	

Section 7B: Land Use

The movement in America towards designing more livable communities (which include mixed-use neighborhoods, higher-density development, increased connections, shared community spaces and more human-scale design) will become a necessity for communities to age successfully. Communities that have planned and been designed for older adults tend to emphasize access, helping to facilitate movement and participation.



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Related Survey Results

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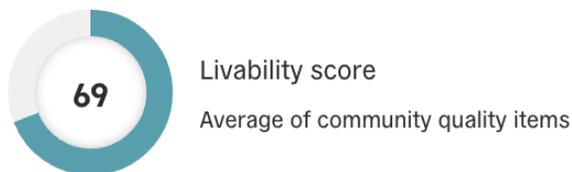
Quality of Community

Percent reporting *excellent* or *good*.

Characteristic	% positive 	National Benchmark 
Overall design or layout of your community's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	80%	
Overall quality of the utility infrastructure in your community (water, sewer, storm water, electric/gas, broadband)	74%	
Public places where people want to spend time	71%	
Availability of mixed-use neighborhoods where people live close to places where they can eat, shop, work, and receive services	43%	

Section 7C: Mobility

The ease with which older residents can move about their communities, whether for commuting, leisure, or recreation, plays a major role in the quality of life for all who live, work, and play in the community. Those who reside in livable communities where they can reach their destinations easily and comfortably by auto, on foot or in public transportation are more likely to remain engaged in their communities and to demonstrate signs of successful aging. Residents that must give up driving are more likely to be able to age in place if other modes of transportation are easily accessed in their neighborhood and community.



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i Certain benchmarks unavailable

Because this survey includes new characteristics, we can't determine your benchmark performance on the new characteristics until a sufficient number of communities have completed surveying. We'll email you when we've determined more of your benchmark performances.

Potential Problems

Percent reporting *minor problem, moderate problem or major problem*.

Characteristic	% problematic 	National Benchmark 
Having safe and affordable transportation available	33%	-
No longer being able to drive	18%	-

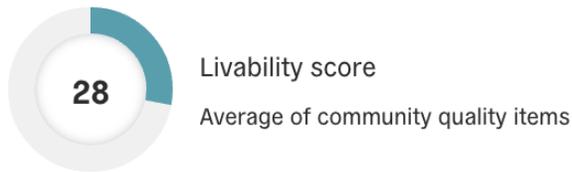
Quality of Community

Percent reporting *excellent* or *good*.

Characteristic	% positive 	National Benchmark 
Ease of walking in your community	84%	
Ease of getting to the places you usually have to visit	82%	
Ease of travel by car in your community	80%	
Ease of bicycling in your community	73%	N/A
Overall quality of the transportation system (auto, bicycle, foot, bus) in your community	61%	
Ease of travel by public transportation in your community	19%	

Section 8A: Employment

People in the U.S. are working longer and retiring at an older age than they have in the past. Older adults are postponing retirement for a variety of reasons: improved health, the desire to accumulate additional wealth and/or benefit from delayed pension plans, and because the information age-based economy is less physically demanding than jobs from the industrial age. Older workers are an untapped resource for many communities seeking economic stability and growth.



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Potential Problems

Percent reporting *minor problem, moderate problem or major problem*.

Characteristic	% problematic 	National Benchmark 
Building skills for paid or unpaid work	31%	-
Finding work in retirement	28%	-

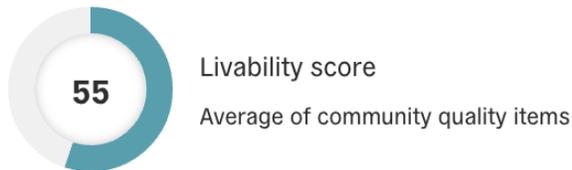
Quality of Community

Percent reporting *excellent* or *good*.

Characteristic	% positive 	National Benchmark 
Opportunities to build work skills	44%	
Quality of employment opportunities for older adults	21%	
Variety of employment opportunities for older adults	20%	

Section 8B: Finances

With longer life spans, the importance of financial well-being in old age has increased dramatically. Financial independence and the ability to economically contribute to a community have become critical factors in enhancing the quality of life of older adults.



i Livability score trend unavailable.

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Related Survey Results

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i Trends unavailable
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Potential Problems

Percent reporting *minor problem, moderate problem or major problem*.

Characteristic	% problematic 	National Benchmark 
Having enough money to meet daily expenses	23%	
Having enough money to pay your property taxes	22%	

Quality of Community

Percent reporting *excellent or good*.

Characteristic	% positive 	National Benchmark 
Overall economic health of your community	91%	
Cost of living in your community	18%	

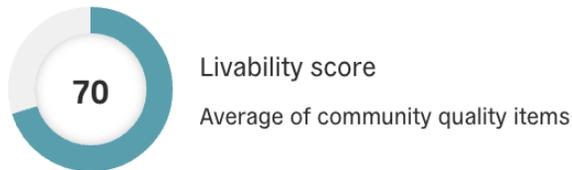
Status Indicators - Household Financial Status

Percent reporting *very positive* or *somewhat positive*.

Characteristic	% positive 	National Benchmark 
What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	25%	

Section 9A: Community Inclusivity

Inclusivity refers to a cultural and environmental feeling of belonging. Creating places in which any individual or group can be and feel welcomed, respected, supported, and valued increases the overall livability of communities.



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i Certain benchmarks unavailable

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Potential Problems

Percent reporting *minor problem, moderate problem or major problem*.

Characteristic	% problematic 	National Benchmark 
Feeling lonely or isolated	25%	
Having friends or family you can rely on	20%	
Feeling like you don't fit in or belong	19%	

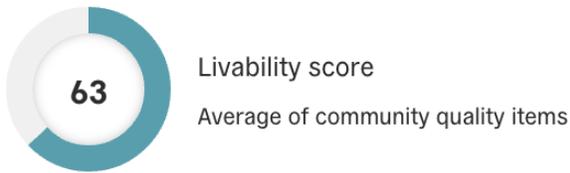
Quality of Community

Percent reporting *excellent* or *good*.

Characteristic	% positive 	National Benchmark 
Sense of community in your community	75%	 -
Neighborliness of your community	72%	 -
Making all residents feel welcome	63%	 -

Section 9B: Equity

Opportunities for health, income, housing and other life circumstances are often disproportionate. Strong communities work to decrease inequalities so that all residents can successfully age in place.



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Related Survey Results

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Potential Problems

Percent reporting *minor problem, moderate problem or major problem*.

Characteristic	% problematic 	National Benchmark 
Being treated unfairly or discriminated against because of your age	16%	

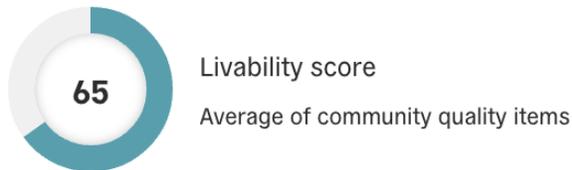
Quality of Community

Percent reporting *excellent or good*.

Characteristic	% positive 	National Benchmark 
Openness and acceptance of the community towards older residents of diverse backgrounds	64%	
Valuing older residents in your community	62%	

Section 10A: Health Care

Poor health does not need to be an inevitable consequence of aging. Adoptions of healthy lifestyles and the use of preventive services will reduce the risk of morbidity and increase healthy longevity of older residents.



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Potential Problems

Percent reporting *minor problem, moderate problem or major problem.*

Characteristic	% problematic 	National Benchmark 
Finding affordable health insurance	30%	
Getting the oral health care you need	22%	
Affording the medications you need	22%	
Getting the vision care you need	22%	
Getting the health care you need	22%	

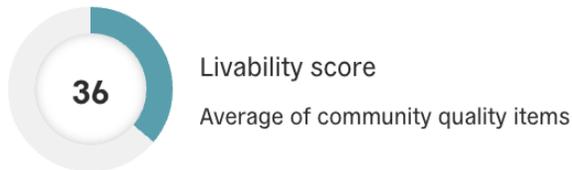
Quality of Community

Percent reporting *excellent* or *good*.

Characteristic	% positive 	National Benchmark 
Availability of preventive health services (e.g., health screenings, flu shots, educational workshops)	71%	
Availability of affordable quality physical health care	58%	

Section 10B: Independent Living

If the community cannot help maintain the independence of residents who experience the decline in health that often accompanies aging, the potential contribution of older residents will be lost to hospitals and nursing homes.



i Livability score trend unavailable.

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i Certain benchmarks unavailable

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Average Number of Hours Providing Care

Average number of hours spent per respondent in a typical week [?]

Why aren't statistical comparisons to trends/benchmarks shown?

Characteristic	Average # of Hours [∨]	National Benchmark [?]
Receiving assistance, paid or unpaid (e.g., with shopping, cooking, etc.)	0.9	N/A

Quality of Community

Percent reporting *excellent* or *good*.

Characteristic	% positive 	National Benchmark 
Availability of long-term care options	41%	 -
Availability of daytime care options for older adults	30%	 -

Status Indicators - Activities

Percent reporting *1 to 3 hours*, *4 to 5 hours*, *6 to 10 hours*, *11 to 19 hours* or *20 or more hours*.

Characteristic	% of respondents 	National Benchmark 
Receiving assistance, paid or unpaid (e.g., with shopping, cooking, etc.)	12%	N/A

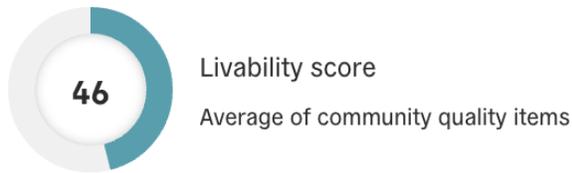
Status Indicators - Long-term Care Admissions

Percent reporting *1-2 days*, *3-5 days* or *6 or more days*.

Characteristic	% of respondents 	National Benchmark 
In a long-term care facility (including nursing home or in-patient rehabilitation facility)	1%	 -

Section 10C: Mental Health

Mental health plays a vital role in the well-being of residents. Depression, isolation, anxiety and memory loss can have a direct and profound effect on older adults' quality of life.



i Livability score trend unavailable.

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Related Survey Results

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 Because Los Gatos CASOA doesn't have any prior measurements, these trends aren't available. Trends will be available after this survey has been conducted a second time.

Potential Problems

Percent reporting *minor problem, moderate problem or major problem*.

Characteristic	% problematic 	National Benchmark 
Dealing with the loss of a close family member or friend	34%	
Feeling depressed	28%	
Experiencing confusion or forgetfulness	27%	

Quality of Community

Percent reporting *excellent or good*.

Characteristic	% positive 	National Benchmark 
Availability of affordable quality mental health care	46%	

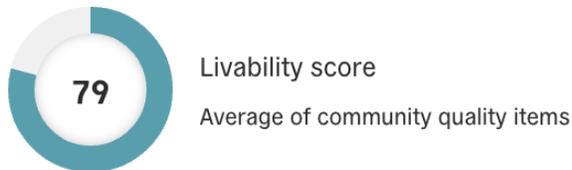
Status Indicators - Personal Health Status

Percent reporting *excellent* or *good*.

Characteristic	% positive 	National Benchmark 
Your overall mental health/emotional wellbeing	94%	

Section 10D: Physical Health

Of all the attributes of aging, health poses the greatest risk and the biggest opportunity. When good health can be sustained, the individuals benefit by living a life of better quality, friends and family benefit from reduced caregiving burdens, and the community benefits by harnessing the power of older adults' contributions.



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Potential Problems

Percent reporting *minor problem, moderate problem or major problem.*

Characteristic	% problematic 	National Benchmark 
Staying physically fit	46%	
Your physical health	43%	
Maintaining a healthy diet	28%	
Falling or injuring yourself in your home	26%	
Having enough food to eat	7%	

Quality of Community

Percent reporting *excellent* or *good*.

Characteristic	% positive 	National Benchmark 
Overall quality of natural environment in your community	91%	
Overall health and wellness opportunities in your community	88%	
Fitness opportunities (including exercise classes and paths or trails, etc.)	82%	
Availability of affordable quality food	57%	

Status Indicators - Falls

Percent reporting 1 to 2 times, 3 to 5 times or more than 5 times.

Characteristic	% of respondents 	National Benchmark 
Thinking back over the past 12 months, how many times have you fallen and injured yourself?	27%	

Status Indicators - Hospitalizations

Percent reporting 1-2 days, 3-5 days or 6 or more days.

Characteristic	% of respondents	National Benchmark
As a patient in a hospital	17%	-

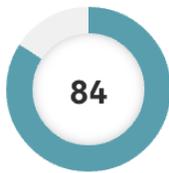
Status Indicators - Personal Health Status

Percent reporting excellent or good.

Characteristic	% positive	National Benchmark
Your overall physical health	86%	-

Section 10E: Safety

Safety is one of the most essential components of community livability. The extent to which older residents feel safe from crime and other adverse events can strengthen their feelings of comfort and trust and impact their ability to live independently.



Livability score
Average of community quality items

i Livability score trend unavailable.

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Related Survey Results

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Potential Problems

Percent reporting *minor problem, moderate problem or major problem.*

Characteristic	% problematic 	National Benchmark 
Being a victim of fraud or a scam	21%	-
Being a victim of crime	13%	-
Being physically or emotionally abused	3%	-

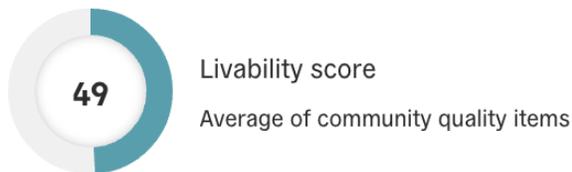
Quality of Community

Percent reporting *excellent or good.*

Characteristic	% positive 	National Benchmark 
Overall feeling of safety in your community	84%	-

Section 11A: Information on Available Older Adult Services

Sometimes residents of any age fail to take advantage of services offered by a community solely because they are not aware of the opportunities that exist. Educating a large community of older adults is not simple, but raising awareness about attractive, useful and well-designed programs will lead more residents to benefit from becoming participants.



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i Certain benchmarks unavailable

Because this survey includes new characteristics, we can't determine your benchmark performance on the new characteristics until a sufficient number of communities have completed surveying. We'll email you when we've determined more of your benchmark performances.

Potential Problems

Percent reporting *minor problem, moderate problem or major problem*.

Characteristic	% problematic	National Benchmark 
Not knowing what services are available to older adults in your community	63%	-
Having adequate information or dealing with public programs such as Social Security, Medicare, and Medicaid	44%	-

Quality of Community

Percent reporting *excellent* or *good*.

Characteristic	% positive 	National Benchmark 
Availability of financial or legal planning services	56%	
Availability of information about resources for older adults	44%	

Status Indicators - Informed about Services

Percent reporting *very informed* or *somewhat informed*.

Characteristic	% informed 	National Benchmark 
In general, how informed or uninformed do you feel about services and activities available to older adults in your community?	66%	N/A

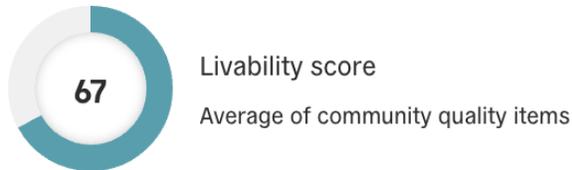
Status Indicators - Use of Technology

Percent reporting *several times a day, once a day or a few times a week.*

Characteristic	% of respondents	National Benchmark 
Access the internet from your home using a computer, laptop, or tablet computer	97%	-
Use or check email	96%	-
Access the internet from your cell phone	89%	-
Visit social media sites such as Facebook, Twitter, Nextdoor, etc.	67%	-
Shop online	52%	^
Share your opinions online	24%	-

Section 11B: Quality of Older Adult Services

Strong local governments play a major role in producing communities that meet the needs of older residents while making the best use of available resources. Providing services that are responsive to the present and future needs of the older community is an important responsibility and a vital component of livable communities.



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Quality of Community

Percent reporting *excellent* or *good*.

Characteristic	% positive 	National Benchmark 
How would you rate the overall services provided to older adults in your community?	67%	-

Section 12A: Caregiving

According to the Centers for Disease Control, about 2 in 5 adults 65 years and older have a disabling condition that affects their ability to live independently¹. Those who provide care to a loved one or friend with such a condition often feel a sense of contribution and personal worth despite the physical, emotional and financial burden such care can produce. While such caregiving is most often provided by family members and is unpaid, AARP researchers estimate the value of the care as \$470 billion annually. A caregiving crunch is predicted in the future, where the average American will spend more years caring for their parents than for their own children².

¹Prevalence of Disabilities and Health Care Access by Disability Status and Type Among Adults — United States, 2016

²AARP Family Caregiver Contribution study

i Livability scoring is not applicable.

Because data for this topic are informational and not evaluative, no livability score is calculated.

Related Survey Results

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Average Number of Hours Providing Care

Average number of hours spent per respondent in a typical week [?]

Why aren't statistical comparisons to trends/benchmarks shown?

Characteristic	Average # of Hours [∨]	National Benchmark [?]
Providing care to someone age 55+	2.3	–
Providing care someone under age 18	1.7	–
Providing care to someone age 18 to 54	0.9	–

Potential Problems

Percent reporting *minor problem, moderate problem or major problem.*

Characteristic	% problematic	National Benchmark
Feeling EMOTIONALLY burdened by providing care for another person	16%	-
Feeling FINANCIALLY burdened by providing care for another person	13%	-
Feeling PHYSICALLY burdened by providing care for another person	11%	^

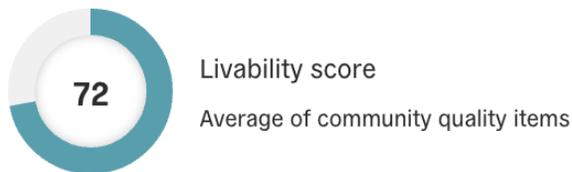
Status Indicators - Activities

Percent reporting *1 to 3 hours, 4 to 5 hours, 6 to 10 hours, 11 to 19 hours or 20 or more hours.*

Characteristic	% of respondents	National Benchmark
Providing care to someone age 55+	34%	-
Providing care someone under age 18	18%	-
Providing care to someone age 18 to 54	11%	-

Section 12B: Civic Engagement

In communities where residents care about local politics and social conditions, where they feel engaged and effective, there tends to be greater social, economic and cultural prosperity. Civic activity of any kind, such as volunteering, participating in political groups or being active in community decision-making, benefits both communities and seniors themselves.



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Average Number of Hours Providing Care

Average number of hours spent per respondent in a typical week [?]

Why aren't statistical comparisons to trends/benchmarks shown?

Characteristic	Average # of Hours [∨]	National Benchmark [?]
Volunteering your time	2.6	-

Potential Problems

Percent reporting *minor problem, moderate problem or major problem.*

Characteristic	% problematic 	National Benchmark 
Feeling like your voice is heard in the community	37%	
Finding productive or meaningful activities to do	27%	N/A
Finding meaningful volunteer work	25%	N/A

Quality of Community

Percent reporting *excellent or good.*

Characteristic	% positive 	National Benchmark 
Opportunities to volunteer	78%	
Opportunities participate in community matters	75%	
Residents' connection and engagement with their community	66%	

Status Indicators - Activities

Percent reporting 1 to 3 hours, 4 to 5 hours, 6 to 10 hours, 11 to 19 hours or 20 or more hours.

Characteristic	% of respondents	National Benchmark
Volunteering your time	50%	-

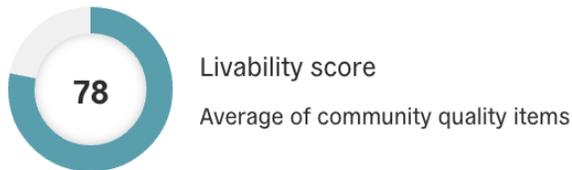
Status Indicators - Participation

Percent reporting yes.

Characteristic	% positive	National Benchmark
Voted in your most recent local election	92%	-
Watched (online or on television) a local public meeting	38%	^
Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.)	24%	-
Participated in a civic group (including Elks, Kiwanis, Masons, etc.)	14%	-

Section 12C: Social Engagement

It is well documented that social support also has many mental and physical health benefits. Extensive opportunities for recreation, the arts and social interaction make a community more attractive, especially to older adults.



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Average Number of Hours Providing Care

Average number of hours spent per respondent in a typical week [?]

Why aren't statistical comparisons to trends/benchmarks shown?

Characteristic	Average # of Hours [∨]	National Benchmark [?]
Talking or visiting with friends/family	7.3	—
Assisting friends, relatives, or neighbors	2.3	∨

Potential Problems

Percent reporting *minor problem, moderate problem or major problem.*

Characteristic	% problematic 	National Benchmark 
Having interesting social events or activities to attend	42%	N/A
Having interesting recreational or cultural activities to attend	37%	N/A
Feeling bored	31%	

Quality of Community

Percent reporting *excellent* or *good*.

Characteristic	% positive 	National Benchmark 
Overall quality of parks and recreation opportunities	90%	
Opportunities to attend religious or spiritual activities	87%	
Overall opportunities for education, culture, and the arts	80%	
Recreation opportunities (including games, arts, library services, etc.)	75%	
Opportunities to enroll in skill-building or personal enrichment classes	67%	
Opportunities to attend social events or activities	64%	

Status Indicators - Activities

Percent reporting 1 to 3 hours, 4 to 5 hours, 6 to 10 hours, 11 to 19 hours or 20 or more hours.

Characteristic	% of respondents 	National Benchmark 
Talking or visiting with friends/family	98%	
Assisting friends, relatives, or neighbors	64%	

Status Indicators - Participation

Percent reporting yes.

Characteristic	% positive 	National Benchmark 
Used a public library in your community	52%	
Participated in religious or spiritual activities with others	40%	
Participated in a club (including book, dance, game, and other social)	39%	
Participated in a recreation program or group activity	31%	
Used a recreation center in your community	20%	
Used a senior center in your community	12%	

Section 13: Economic Contribution

Productive behavior is “any activity, paid or unpaid, that generates goods or services of economic value.”¹ Productive activities include many types of paid and unpaid work, as well as services provided to friends, family or neighbors. Older adults make significant contributions (paid and unpaid) to the communities in which they live. In addition to their paid work, older adults contribute to the economy through volunteering, providing informal help to family and friends, and caregiving.

Economic Contribution of Older Adults in Los Gatos, CA

Economic Contribution by Year



The calculations of the economic contributions of older adults in Los Gatos, CA were rough estimates using data from the U.S. Department of Labor Bureau of Labor Statistics (Metropolitan and Nonmetropolitan Area Occupational Employment and Wage Estimates).

Economic Contribution of Older Adults

	% of older adults	# of older adults	Average # of hours	Average hourly rate	Annual total
Providing care to older adult(s)	35%	2,953	2.44	\$15.80	\$5,908,324
Providing care to adult(s)	13%	1,051	0.97	\$15.80	\$839,726.60
Providing care to child(ren)	20%	1,640	1.86	\$16.68	\$2,650,689
Providing help to family and friends	64%	5,384	2.35	\$20.07	\$13,214,396
Volunteering	51%	4,275	2.64	\$21.97	\$12,898,864
Subtotal unpaid					\$35,512,000
Working part time	14%	1,200	15	\$44.93	\$42,054,480
Working full time	18%	1,483	32	\$44.93	\$110,874,300
Subtotal paid					\$152,928,780
Total contribution					\$188,440,780

¹Rowe JW, Kahn RL. Successful Aging. New York: Pantheon Books; 1998.

* Based on U.S. Census Bureau - 2019 American Community Survey; about 8,390 adults age 60 and over in the state.

** Respondents were asked to select a range of hours. The average number of hours was calculated from the mid-point of the response scale. For example, a response of 1 to 3 hours equated to 2 hours and a response of never was assumed to be zero hours. In cases where the respondent chose a response that indicated 11 or more hours or 20 or more hours, the number of hours was calculated as 125% of 11 and 125% of 20 (i.e.,

13.75 and 25 respectively). Working full time was assumed to be 32 hours per week and working part time was assumed to be 15 hours per week.

*** The economic value of an hour worked was assumed to be the same as the average hourly wage as calculated by the Bureau of Labor statistics for similar types of work in State of California. Providing care for older adults and adults was assumed to be the equivalent of "Personal and Home Care Aides." Providing care for children was assumed to be the equivalent of "Child Care Workers." Providing help to family and friends was assumed to be the equivalent of "Personal Care and Service Occupations." Volunteering was assumed to be the equivalent of "Office Clerks, General." Working full time and part time was assumed to be the equivalent of "All Occupations."

Section 14: Community Needs

The individual survey questions about specific problems faced by older community members were summarized into the 17 larger categories to provide a broad picture of older resident needs in Los Gatos, CA. The figure below shows the percent of respondents who reported that one or more items within each of these 17 areas was a major or moderate problem. (See Methods for more information on the items included in each area.)

Typically, it is understood that the self-reported needs of older adults represent a minimum level, a conservative estimate attenuated by respondents' strong desire to feel and appear self-reliant and further reduced by the silent voice of some older adults who, no matter how sensitive the attempt, are too frail to participate in any survey enterprise.

Percent and Estimated Number of Older Adults With a Need

	Percent with need Number affected in 2021 (N=8,390)	
Housing	36%	3,029
Mobility	21%	1,793
Employment	13%	1,118
Finances	15%	1,283
Equity	4%	354
Community Inclusivity	13%	1,080
Safety	8%	700
Physical Health	26%	2,197
Mental Health	21%	1,737
Health Care	22%	1,826
Independent Living	1%	78
Information on Available Older Adult Services	30%	2,517

	Percent with need Number affected in 2021 (N=8,390)	
Civic Engagement	13%	1,087
Social Engagement	9%	734
Caregiving	6%	504

Populations at Higher Risk

As people age, many learn to take better care of themselves, to plan for retirement and, generally, to move more deliberately. Aging builds wisdom but can sap resources — physical, emotional and financial. Even those blessed by good luck or prescient enough to plan comprehensively for the best future may find themselves with unanticipated needs or with physical, emotional or financial strengths that could endure only with help. Some people age better than others, and aging well requires certain strengths that are inherent and others that can be supported by assistance from the private sector and government.

The tables below show the reported needs within each category of livability of Los Gatos, CA's older adult population, by demographic subgroup. This information can help identify which groups are at higher risk in the community and account for sociodemographic disparities when addressing these needs.

Needs of Older Population by Sociodemographic Characteristics, Percent in 2022 (8,390)

	Housing	Mobility	Employment	Finances	Equity
Female	37%	21%	16%	15%	4%
Male	35%	21%	10%	15%	4%
60 to 64 years	38%	16%	14%	25%	9%
65 to 74 years	35%	15%	10%	11%	2%
75 or over	37%	32%	17%	15%	3%
White	33%	17%	14%	13%	5%
Not white	50%	41%	27%	27%	6%
Hispanic	59%	21%	12%	59%	12%
Not Hispanic	36%	21%	14%	14%	4%
Less than \$75,000	53%	34%	23%	37%	7%
\$75,000 to \$199,999	35%	17%	10%	9%	5%
\$200,000 or more	22%	13%	9%	5%	2%
Rent	44%	27%	27%	26%	5%
Own	34%	19%	9%	12%	4%
Lives alone	42%	26%	18%	18%	7%
Lives with others	33%	19%	11%	14%	3%

	Housing	Mobility	Employment	Finances	Equity
Overall	36%	21%	13%	15%	4%

	Community Inclusivity	Safety	Physical Health	Mental Health	Health Care	Independent Living
Female	13%	9%	27%	26%	22%	1%
Male	13%	7%	25%	14%	21%	0%
60 to 64 years	16%	8%	25%	16%	26%	1%
65 to 74 years	9%	6%	18%	17%	22%	0%
75 or over	17%	11%	40%	29%	16%	2%
White	15%	6%	25%	19%	21%	0%
Not white	20%	6%	27%	18%	30%	0%
Hispanic	12%	0%	39%	18%	34%	0%
Not Hispanic	13%	8%	26%	21%	22%	1%
Less than \$75,000	19%	13%	49%	36%	33%	1%
\$75,000 to \$199,999	14%	7%	22%	19%	20%	1%
\$200,000 or more	6%	5%	11%	8%	15%	0%

Rent	8%	8%	27%	37%	18%	0%
Own	15%	9%	26%	16%	23%	1%
Lives alone	17%	10%	36%	30%	22%	1%
Lives with others	10%	7%	21%	15%	22%	1%
Overall	13%	8%	26%	21%	22%	1%

	Information on Available Older Adult Services	Civic Engagement	Social Engagement	Caregiving
Female	33%	11%	12%	9%
Male	26%	16%	5%	3%
60 to 64 years	31%	15%	4%	5%
65 to 74 years	30%	17%	7%	5%
75 or over	25%	9%	17%	6%
White	26%	12%	9%	7%
Not white	48%	15%	8%	7%
Hispanic	42%	33%	0%	0%
Not Hispanic	30%	12%	9%	6%
Less than \$75,000	36%	15%	14%	6%

	Information on Available Older Adult Services	Civic Engagement	Social Engagement	Caregiving
\$75,000 to \$199,999	35%	12%	9%	6%
\$200,000 or more	21%	14%	3%	7%
Rent	34%	7%	12%	3%
Own	29%	15%	8%	7%
Lives alone	34%	13%	13%	5%
Lives with others	28%	13%	6%	6%
Overall	30%	13%	9%	6%

· Source: U.S. Census Bureau, 2019 American Community Survey 5-Year Estimates

Section 15: Full Responses to Survey Questions (Including No Opinion)

These results include all questions. The results include the percentage that responded for each answer choice and the number of responses. If the choices included a choice with no opinion (like don't know or not applicable), they will be shown in this section. The following section shows the results with no opinion choices.

1. Please rate each of the following aspects of quality of life in your community.

Characteristic	Excellent	Good	Fair	Poor	Don't Know
Your community as a place to live	57% (300)	40% (209)	3% (13)	0% (1)	0% (2)
Your neighborhood as a place to live	63% (328)	31% (163)	5% (28)	0% (2)	0% (2)
Your community as a place to retire	38% (198)	28% (149)	24% (127)	7% (39)	2% (11)
Sense of community in your community	30% (158)	42% (220)	21% (108)	4% (19)	3% (17)
The overall quality of life in your community	48% (251)	45% (238)	7% (34)	0% (1)	0% (1)

2. Please rate each of the following characteristics as they relate to your community as a whole.

Characteristic	Excellent	Good	Fair	Poor	Don't Know
Overall economic health of your community	39% (201)	48% (248)	8% (43)	0% (1)	5% (25)
Overall quality of the transportation system (auto, bicycle, foot, bus) in your community	10% (51)	49% (253)	26% (136)	11% (56)	4% (23)
Overall design or layout of your community's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	20% (106)	59% (309)	15% (78)	4% (23)	1% (5)
Overall quality of the utility infrastructure in your community (water, sewer, storm water, electric/gas, broadband)	19% (96)	54% (280)	21% (106)	5% (23)	2% (9)
Overall feeling of safety in your community	36% (187)	48% (246)	14% (71)	2% (12)	0% (1)
Overall quality of natural environment in your community	41% (212)	50% (259)	7% (34)	2% (12)	1% (4)
Overall quality of parks and recreation opportunities	47% (245)	40% (210)	9% (48)	1% (3)	3% (14)
Overall health and wellness opportunities in your community	38% (196)	43% (222)	11% (55)	0% (2)	8% (41)
Overall opportunities for education, culture, and the arts	30% (156)	46% (240)	18% (93)	2% (9)	5% (24)

3. How would you rate the overall services provided to older adults in your community?

Answer Choice	Percent
Excellent	11% (56)
Good	37% (196)
Fair	20% (104)
Poor	4% (21)
Don't know	29% (151)

4. Please indicate how likely or unlikely you are to do each of the following.

Characteristic	Very Likely	Somewhat Likely	Somewhat Unlikely	Very Unlikely	Don't Know
Recommend living in your community to older adults	31% (165)	41% (216)	15% (80)	9% (46)	3% (18)
Remain in your community throughout your retirement	50% (262)	30% (157)	11% (55)	7% (36)	3% (16)

5. In general, how informed or uninformed do you feel about services and activities available to older adults in your community?

Answer Choice	Percent
Very informed	14% (76)
Somewhat informed	52% (274)
Somewhat uninformed	21% (113)
Very uninformed	12% (66)

6. Please rate the quality of each of the following.

Characteristic	Excellent	Good	Fair	Poor	Don't Know
Your overall physical health	38% (201)	48% (253)	13% (70)	1% (5)	0% (0)
Your overall mental health/emotional wellbeing	51% (268)	43% (225)	6% (32)	0% (0)	0% (0)
Your overall quality of life	50% (264)	45% (239)	4% (23)	0% (1)	0% (0)

7. What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:

Answer Choice	Percent
Very positive	4% (23)
Somewhat positive	20% (108)
Neutral	50% (263)
Somewhat negative	22% (118)
Very negative	3% (15)

8. Please rate each of the following characteristics as they relate to older adults in your community.

Characteristic	Excellent	Good	Fair	Poor	Don't Know
Ease of travel by public transportation in your community	3% (16)	11% (57)	24% (125)	34% (176)	28% (145)
Ease of travel by car in your community	27% (139)	52% (272)	16% (83)	4% (23)	0% (2)
Ease of walking in your community	38% (193)	45% (234)	14% (70)	3% (14)	1% (4)

Characteristic	Excellent	Good	Fair	Poor	Don't Know
Ease of bicycling in your community	20% (102)	37% (195)	18% (95)	3% (15)	22% (114)
Ease of getting to the places you usually have to visit	29% (149)	52% (269)	16% (82)	2% (12)	1% (4)
Opportunities to build work skills	3% (15)	11% (56)	13% (68)	4% (22)	69% (351)
Quality of employment opportunities for older adults	1% (5)	5% (26)	14% (72)	9% (49)	71% (369)
Variety of employment opportunities for older adults	0% (2)	6% (29)	14% (70)	11% (57)	69% (359)
Cost of living in your community	2% (8)	16% (83)	40% (201)	39% (199)	3% (16)
Availability of affordable quality food	19% (101)	36% (189)	33% (170)	9% (46)	3% (15)
Availability of affordable quality housing	5% (26)	9% (46)	21% (107)	55% (285)	11% (55)
Variety of housing options	5% (24)	20% (104)	29% (149)	32% (164)	15% (78)
Availability of accessible housing (e.g., homes with a no step entry, single-floor living, wide hallways and doorways)	6% (29)	10% (55)	16% (84)	22% (113)	46% (241)
Availability of mixed-use neighborhoods where people live close to places where they can eat, shop, work, and receive services	11% (59)	26% (138)	30% (155)	19% (100)	13% (69)
Public places where people want to spend time	21% (110)	46% (237)	23% (120)	4% (19)	6% (33)

Characteristic	Excellent	Good	Fair	Poor	Don't Know
Availability of information about resources for older adults	7% (35)	25% (130)	29% (152)	11% (57)	28% (146)
Availability of financial or legal planning services	8% (41)	21% (110)	16% (85)	6% (33)	48% (254)
Availability of long-term care options	7% (36)	16% (85)	21% (110)	13% (65)	43% (219)
Availability of daytime care options for older adults	4% (21)	8% (42)	18% (89)	12% (59)	58% (296)
Availability of affordable quality physical health care	12% (64)	31% (158)	21% (106)	11% (54)	26% (133)
Availability of affordable quality mental health care	4% (23)	16% (82)	14% (73)	10% (51)	55% (283)
Availability of preventive health services (e.g., health screenings, flu shots, educational workshops)	16% (82)	40% (204)	19% (95)	4% (23)	21% (107)
Recreation opportunities (including games, arts, library services, etc.)	19% (95)	48% (243)	19% (96)	3% (14)	12% (64)
Fitness opportunities (including exercise classes and paths or trails, etc.)	31% (159)	43% (224)	14% (71)	3% (15)	9% (46)
Opportunities participate in community matters	13% (67)	45% (231)	16% (82)	4% (19)	23% (116)
Opportunities to volunteer	16% (83)	42% (216)	14% (71)	3% (14)	25% (131)

Characteristic	Excellent	Good	Fair	Poor	Don't Know
Opportunities to enroll in skill-building or personal enrichment classes	8% (41)	33% (170)	17% (88)	3% (16)	39% (199)
Opportunities to attend social events or activities	11% (56)	37% (187)	21% (106)	6% (33)	25% (130)
Opportunities to attend religious or spiritual activities	24% (123)	43% (221)	9% (44)	2% (8)	23% (120)
Openness and acceptance of the community towards older residents of diverse backgrounds	14% (73)	35% (180)	19% (99)	8% (42)	24% (124)
Making all residents feel welcome	16% (84)	37% (191)	23% (118)	8% (43)	15% (79)
Valuing older residents in your community	13% (66)	36% (185)	21% (106)	9% (49)	22% (112)

9. Older adults may or may not face a number of challenges. Thinking back over the last 12 months, how much of a problem, if at all, have each of the following been for you?

Characteristic	Not a Problem	Minor Problem	Moderate Problem	Major Problem	Don't Know
Neighborliness of your community	24% (122)	46% (237)	23% (117)	5% (25)	3% (15)
Having enough money to meet daily expenses	77% (391)	12% (62)	9% (47)	2% (9)	0% (0)
Having enough money to pay your property taxes	72% (365)	10% (53)	8% (40)	2% (11)	8% (38)

Characteristic	Not a Problem	Minor Problem	Moderate Problem	Major Problem	Don't Know
Having housing to suit your needs	77% (397)	9% (44)	9% (46)	4% (21)	1% (7)
Doing heavy or intense housework	50% (258)	25% (131)	15% (75)	8% (41)	2% (11)
Maintaining your home	55% (287)	23% (121)	16% (82)	3% (17)	2% (11)
Maintaining your yard	53% (272)	21% (108)	11% (56)	4% (23)	11% (54)
Having safe and affordable transportation available	57% (295)	12% (60)	12% (62)	5% (26)	14% (72)
No longer being able to drive	69% (349)	6% (32)	4% (22)	5% (23)	16% (83)
Finding work in retirement	37% (187)	5% (24)	5% (25)	5% (24)	49% (252)
Building skills for paid or unpaid work	32% (159)	5% (25)	8% (40)	1% (7)	54% (274)
Having adequate information or dealing with public programs such as Social Security, Medicare, and Medicaid	48% (246)	21% (110)	12% (62)	4% (20)	15% (79)
Not knowing what services are available to older adults in your community	30% (156)	25% (128)	18% (91)	10% (50)	18% (92)
Your physical health	57% (293)	27% (141)	12% (61)	4% (18)	0% (1)
Falling or injuring yourself in your home	73% (376)	17% (86)	7% (34)	2% (12)	2% (8)

Characteristic	Not a Problem	Minor Problem	Moderate Problem	Major Problem	Don't Know
Finding affordable health insurance	69% (357)	16% (84)	8% (39)	5% (26)	2% (10)
Getting the health care you need	78% (398)	16% (83)	5% (24)	1% (4)	1% (3)
Getting the oral health care you need	77% (398)	12% (63)	6% (31)	3% (18)	1% (6)
Getting the vision care you need	78% (402)	14% (70)	7% (34)	1% (7)	0% (2)
Affording the medications you need	77% (396)	15% (78)	4% (19)	3% (15)	1% (7)
Staying physically fit	54% (278)	28% (144)	16% (81)	2% (9)	0% (0)
Maintaining a healthy diet	72% (369)	19% (99)	7% (37)	2% (8)	0% (0)
Having enough food to eat	93% (479)	5% (28)	1% (5)	1% (4)	0% (1)
Experiencing confusion or forgetfulness	72% (372)	21% (107)	4% (22)	2% (9)	1% (3)
Feeling depressed	72% (366)	21% (106)	5% (27)	1% (8)	1% (4)
Feeling bored	68% (353)	22% (116)	7% (39)	1% (6)	1% (3)
Having friends or family you can rely on	79% (409)	14% (72)	3% (17)	3% (16)	0% (1)
Feeling lonely or isolated	75% (386)	16% (83)	6% (33)	2% (10)	1% (4)

Characteristic	Not a Problem	Minor Problem	Moderate Problem	Major Problem	Don't Know
Dealing with the loss of a close family member or friend	63% (326)	19% (96)	12% (60)	2% (11)	4% (23)
Being a victim of crime	81% (414)	9% (44)	3% (15)	1% (6)	7% (34)
Being a victim of fraud or a scam	75% (385)	14% (71)	4% (22)	2% (9)	5% (23)
Being physically or emotionally abused	94% (478)	2% (11)	1% (4)	0% (2)	3% (16)
Being treated unfairly or discriminated against because of your age	81% (416)	11% (58)	2% (11)	2% (11)	3% (18)
Feeling like you don't fit in or belong	80% (408)	13% (64)	5% (24)	1% (6)	2% (10)
Feeling like your voice is heard in the community	49% (249)	16% (80)	9% (46)	4% (20)	22% (113)
Feeling PHYSICALLY burdened by providing care for another person	81% (414)	7% (36)	2% (10)	1% (3)	9% (46)
Feeling EMOTIONALLY burdened by providing care for another person	76% (393)	10% (54)	3% (17)	1% (4)	9% (47)

Characteristic	Not a Problem	Minor Problem	Moderate Problem	Major Problem	Don't Know
Feeling FINANCIALLY burdened by providing care for another person	79% (404)	9% (45)	1% (8)	1% (7)	9% (48)
Performing regular activities, including walking, eating and preparing meals	80% (411)	13% (69)	6% (31)	1% (4)	0% (1)
Finding meaningful volunteer work	52% (269)	10% (53)	5% (28)	2% (8)	30% (157)
Finding productive or meaningful activities to do	70% (364)	16% (85)	9% (45)	1% (7)	3% (17)
Having interesting recreational or cultural activities to attend	57% (294)	20% (105)	10% (53)	3% (18)	9% (47)
Having interesting social events or activities to attend	53% (273)	23% (120)	12% (61)	4% (20)	9% (45)

10. Thinking back over the past 12 months, how much time did you spend in each of the following?

Characteristic	0 Days	1-2 Days	3-5 Days	6 or More Days
As a patient in a hospital	83% (422)	9% (47)	5% (26)	3% (15)
In a long-term care facility (including nursing home or in-patient rehabilitation facility)	99% (498)	0% (0)	0% (2)	1% (3)

11. Thinking back over the past 12 months, how many times have you fallen and injured yourself?

Answer Choice	Percent
Never	72% (378)
1 to 2 times	24% (127)
3 to 5 times	3% (14)
More than 5 times	0% (1)
Don't know	0% (2)

12. Please indicate whether or not you have done each of the following in the last 12 months.

Characteristic	Yes	No
Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.)	76% (395)	24% (125)
Watched (online or on television) a local public meeting	62% (320)	38% (193)
Voted in your most recent local election	8% (43)	92% (477)
Participated in a civic group (including Elks, Kiwanis, Masons, etc.)	86% (443)	14% (74)
Used a senior center in your community	88% (458)	12% (65)
Used a public library in your community	48% (250)	52% (273)
Used a recreation center in your community	80% (415)	20% (104)
Participated in a recreation program or group activity	69% (358)	31% (162)
Participated in religious or spiritual activities with others	60% (314)	40% (209)
Participated in a club (including book, dance, game, and other social)	61% (318)	39% (202)

13. During a typical week, how many hours do you spend:

Characteristic	Never	1-3 Hours	4-5 Hours	6-10 Hours	11-19 Hours	20 or More Hours	Don't Know
Receiving assistance, paid or unpaid (e.g., with shopping, cooking, etc.)	86% (450)	6% (30)	2% (10)	1% (7)	1% (5)	2% (9)	2% (10)
Assisting friends, relatives, or neighbors	36% (185)	47% (242)	9% (49)	3% (13)	3% (14)	1% (6)	2% (8)
Volunteering your time	49% (254)	29% (149)	9% (46)	5% (25)	4% (19)	2% (12)	2% (12)
Talking or visiting with friends/family	2% (11)	32% (163)	29% (149)	19% (97)	8% (41)	11% (54)	0% (1)
Providing care to someone age 55+	65% (331)	19% (97)	6% (28)	2% (10)	4% (20)	4% (18)	1% (7)
Providing care to someone age 18 to 54	87% (444)	5% (25)	2% (12)	1% (6)	1% (3)	2% (10)	1% (7)
Providing care someone under age 18	80% (414)	8% (39)	2% (8)	3% (14)	2% (12)	4% (18)	2% (9)

14. In general, how many times do you:

Characteristic	Several Times a Day	Once a Day	A Few Times a Week	Every Few Weeks	Less Often or Never	Don't Know
Access the internet from your home using a computer, laptop, or tablet computer	87% (451)	7% (35)	4% (22)	1% (5)	2% (9)	0% (0)
Access the internet from your cell phone	76% (394)	8% (40)	6% (29)	1% (4)	10% (53)	0% (0)
Visit social media sites such as Facebook, Twitter, Nextdoor, etc.	37% (191)	19% (99)	11% (57)	5% (25)	28% (145)	0% (1)
Use or check email	79% (409)	15% (80)	3% (13)	1% (6)	2% (12)	0% (0)
Share your opinions online	12% (60)	5% (25)	7% (37)	10% (52)	64% (329)	3% (14)
Shop online	10% (53)	6% (28)	36% (182)	32% (164)	16% (82)	0% (3)

15. How many years have you lived in your community?

Answer Choice	Percent
Less than 2 years	5% (26)
2-5 years	7% (36)
6-10 years	8% (44)
11-20 years	14% (74)
More than 20 years	66% (345)

16. Which best describes the building you live in?

Answer Choice	Percent
Single family home	50% (261)
Townhouse, condominium, duplex, or apartment	46% (241)
Mobile home	0% (1)
Assisted living residence	4% (19)
Nursing home	0% (0)
Other	1% (4)

17. Do you rent or own your home?

Answer Choice	Percent
Rent	24% (126)
Own (with a mortgage payment)	38% (198)
Own (free and clear; no mortgage)	38% (200)

18. About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance, and homeowners' association (HOA) fees)?

Answer Choice	Percent
Less than \$300 per month	2% (10)
\$300 to \$599 per month	7% (34)
\$600 to \$999 per month	7% (37)
\$1,000 to \$1,499 per month	12% (62)
\$1,500 to \$2,499 per month	25% (126)
\$2,500 or more per month	46% (232)

19. How many people, including yourself, live in your household?

Answer Choice	Percent
1 person (live alone)	37% (195)
2 people	49% (259)
3 people	9% (45)
4 or more people	5% (27)

20. How many of these people, including yourself, are 65 or older?

Answer Choice	Percent
1 person	57% (256)
2 people	42% (191)
3 people	1% (2)
4 or more people	1% (3)

21. What is your employment status?

Answer Choice	Percent
Fully retired	67% (348)
Working full time for pay	18% (93)
Working part time for pay	14% (75)
Unemployed, looking for paid work	2% (8)

22. At what age do you expect to retire completely and not work for pay at all? (Please enter a whole number.)

Answer Choice	Percent
60-64	9% (11)
65-67	17% (20)
68-69	9% (11)
70-72	18% (22)
73 or older	47% (56)

23. How much do you anticipate your household's total income before taxes will be for the current year?
(Please include in your total income money from all sources for all persons living in your household.)

Answer Choice	Percent
Less than \$25,000	4% (18)
\$25,000 to \$49,999	13% (65)
\$50,000 to \$74,999	12% (59)
\$75,000 to \$99,999	14% (66)
\$100,000 to \$149,999	18% (86)
\$150,000 to \$199,999	11% (50)
\$200,000 or more.	28% (136)

24. Are you Spanish, Hispanic, or Latino?

Answer Choice	Percent
No, not of Hispanic, Latino/a/x, or Spanish origin	97% (505)
Yes, I consider myself to be of Hispanic, Latino/a/x, or Spanish origin	3% (13)

25. What is your race? (Mark one or more races to indicate what race you consider yourself to be.)

Answer Choice	Percent
American Indian or Alaska Native	1% (3)
Asian	7% (21)
Black or African American	0% (1)
Native Hawaiian or Other Pacific Islander	0% (0)
White	89% (286)
A race not listed	4% (13)

26. In which category is your age?

Answer Choice	Percent
50-54 years	5% (28)
55-59 years	5% (27)
60-64 years	21% (111)
65-69 years	18% (91)
70-74 years	17% (91)
75-79 years	16% (82)
80-84 years	11% (56)
85-89 years	5% (28)
90-94 years	1% (5)
95 years or older	0% (1)

27. What is your sex?

Answer Choice	Percent
Female	56% (291)
Male	44% (231)
Identify in another way	0% (1)

28. What is your sexual orientation?

Answer Choice	Percent
Heterosexual	97% (491)
Lesbian	1% (3)
Gay	1% (3)
Bisexual	0% (2)
Identify in another way	1% (7)

Section 15: Full Responses to Survey Questions (Excluding No Opinion)

These results include all questions. The results include the percentage that responded for each answer choice and the number of responses. If the choices included a choice with no opinion (like don't know or not applicable), the tables in the prior section show the results with those no opinion choices. This section shows the results without those choices.

1. Please rate each of the following aspects of quality of life in your community.

Not including don't know

Characteristic	Excellent	Good	Fair	Poor
Your community as a place to live	57% (300)	40% (209)	3% (13)	0% (1)
Your neighborhood as a place to live	63% (328)	31% (163)	5% (28)	0% (2)
Your community as a place to retire	39% (198)	29% (149)	25% (127)	8% (39)
Sense of community in your community	31% (158)	44% (220)	21% (108)	4% (19)
The overall quality of life in your community	48% (251)	45% (238)	7% (34)	0% (1)

2. Please rate each of the following characteristics as they relate to your community as a whole.

Not including don't know

Characteristic	Excellent	Good	Fair	Poor
Overall economic health of your community	41% (201)	50% (248)	9% (43)	0% (1)
Overall quality of the transportation system (auto, bicycle, foot, bus) in your community	10% (51)	51% (253)	27% (136)	11% (56)
Overall design or layout of your community's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	21% (106)	60% (309)	15% (78)	4% (23)
Overall quality of the utility infrastructure in your community (water, sewer, storm water, electric/gas, broadband)	19% (96)	55% (280)	21% (106)	5% (23)
Overall feeling of safety in your community	36% (187)	48% (246)	14% (71)	2% (12)
Overall quality of natural environment in your community	41% (212)	50% (259)	7% (34)	2% (12)
Overall quality of parks and recreation opportunities	48% (245)	41% (210)	10% (48)	1% (3)
Overall health and wellness opportunities in your community	41% (196)	47% (222)	12% (55)	0% (2)
Overall opportunities for education, culture, and the arts	31% (156)	48% (240)	19% (93)	2% (9)

3. How would you rate the overall services provided to older adults in your community?

Not including don't know

Answer Choice	Percent
Excellent	15% (56)
Good	52% (196)
Fair	28% (104)
Poor	6% (21)

4. Please indicate how likely or unlikely you are to do each of the following.

Not including don't know

Characteristic	Very Likely	Somewhat Likely	Somewhat Unlikely	Very Unlikely
Recommend living in your community to older adults	33% (165)	43% (216)	16% (80)	9% (46)
Remain in your community throughout your retirement	51% (262)	31% (157)	11% (55)	7% (36)

5. In general, how informed or uninformed do you feel about services and activities available to older adults in your community?

Answer Choice	Percent
Very informed	14% (76)
Somewhat informed	52% (274)
Somewhat uninformed	21% (113)
Very uninformed	12% (66)

6. Please rate the quality of each of the following.

Not including don't know

Characteristic	Excellent	Good	Fair	Poor
Your overall physical health	38% (201)	48% (253)	13% (70)	1% (5)
Your overall mental health/emotional wellbeing	51% (268)	43% (225)	6% (32)	0% (0)
Your overall quality of life	50% (264)	45% (239)	4% (23)	0% (1)

7. What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:

Not including don't know

Answer Choice	Percent
Very positive	4% (23)
Somewhat positive	20% (108)
Neutral	50% (263)
Somewhat negative	22% (118)
Very negative	3% (15)

8. Please rate each of the following characteristics as they relate to older adults in your community.

Not including don't know

Characteristic	Excellent	Good	Fair	Poor
Ease of travel by public transportation in your community	4% (16)	15% (57)	34% (125)	47% (176)
Ease of travel by car in your community	27% (139)	53% (272)	16% (83)	4% (23)
Ease of walking in your community	38% (193)	46% (234)	14% (70)	3% (14)

Not including don't know

Characteristic	Excellent	Good	Fair	Poor
Ease of bicycling in your community	25% (102)	48% (195)	23% (95)	4% (15)
Ease of getting to the places you usually have to visit	29% (149)	53% (269)	16% (82)	2% (12)
Opportunities to build work skills	9% (15)	35% (56)	42% (68)	14% (22)
Quality of employment opportunities for older adults	3% (5)	17% (26)	47% (72)	32% (49)
Variety of employment opportunities for older adults	2% (2)	18% (29)	44% (70)	36% (57)
Cost of living in your community	2% (8)	17% (83)	41% (201)	41% (199)
Availability of affordable quality food	20% (101)	37% (189)	34% (170)	9% (46)
Availability of affordable quality housing	6% (26)	10% (46)	23% (107)	61% (285)
Variety of housing options	5% (24)	24% (104)	34% (149)	37% (164)
Availability of accessible housing (e.g., homes with a no step entry, single-floor living, wide hallways and doorways)	10% (29)	19% (55)	30% (84)	40% (113)
Availability of mixed-use neighborhoods where people live close to places where they can eat, shop, work, and receive services	13% (59)	30% (138)	34% (155)	22% (100)
Public places where people want to spend time	23% (110)	49% (237)	25% (120)	4% (19)

Not including don't know

Characteristic	Excellent	Good	Fair	Poor
Availability of information about resources for older adults	9% (35)	35% (130)	41% (152)	15% (57)
Availability of financial or legal planning services	15% (41)	41% (110)	32% (85)	12% (33)
Availability of long-term care options	12% (36)	29% (85)	37% (110)	22% (65)
Availability of daytime care options for older adults	10% (21)	20% (42)	42% (89)	28% (59)
Availability of affordable quality physical health care	17% (64)	41% (158)	28% (106)	14% (54)
Availability of affordable quality mental health care	10% (23)	36% (82)	32% (73)	22% (51)
Availability of preventive health services (e.g., health screenings, flu shots, educational workshops)	20% (82)	51% (204)	24% (95)	6% (23)
Recreation opportunities (including games, arts, library services, etc.)	21% (95)	54% (243)	21% (96)	3% (14)
Fitness opportunities (including exercise classes and paths or trails, etc.)	34% (159)	48% (224)	15% (71)	3% (15)
Opportunities participate in community matters	17% (67)	58% (231)	21% (82)	5% (19)
Opportunities to volunteer	22% (83)	56% (216)	19% (71)	4% (14)

Not including don't know

Characteristic	Excellent	Good	Fair	Poor
Opportunities to enroll in skill-building or personal enrichment classes	13% (41)	54% (170)	28% (88)	5% (16)
Opportunities to attend social events or activities	15% (56)	49% (187)	28% (106)	9% (33)
Opportunities to attend religious or spiritual activities	31% (123)	56% (221)	11% (44)	2% (8)
Openness and acceptance of the community towards older residents of diverse backgrounds	19% (73)	46% (180)	25% (99)	11% (42)
Making all residents feel welcome	19% (84)	44% (191)	27% (118)	10% (43)
Valuing older residents in your community	16% (66)	46% (185)	26% (106)	12% (49)

9. Older adults may or may not face a number of challenges. Thinking back over the last 12 months, how much of a problem, if at all, have each of the following been for you?

Not including don't know

Characteristic	Not a Problem	Minor Problem	Moderate Problem	Major Problem
Neighborliness of your community	24% (122)	47% (237)	23% (117)	5% (25)
Having enough money to meet daily expenses	77% (391)	12% (62)	9% (47)	2% (9)
Having enough money to pay your property taxes	78% (365)	11% (53)	8% (40)	2% (11)

Not including don't know

Characteristic	Not a Problem	Minor Problem	Moderate Problem	Major Problem
Having housing to suit your needs	78% (397)	9% (44)	9% (46)	4% (21)
Doing heavy or intense housework	51% (258)	26% (131)	15% (75)	8% (41)
Maintaining your home	57% (287)	24% (121)	16% (82)	3% (17)
Maintaining your yard	59% (272)	24% (108)	12% (56)	5% (23)
Having safe and affordable transportation available	67% (295)	14% (60)	14% (62)	6% (26)
No longer being able to drive	82% (349)	8% (32)	5% (22)	5% (23)
Finding work in retirement	72% (187)	9% (24)	10% (25)	9% (24)
Building skills for paid or unpaid work	69% (159)	11% (25)	17% (40)	3% (7)
Having adequate information or dealing with public programs such as Social Security, Medicare, and Medicaid	56% (246)	25% (110)	14% (62)	5% (20)
Not knowing what services are available to older adults in your community	37% (156)	30% (128)	21% (91)	12% (50)
Your physical health	57% (293)	27% (141)	12% (61)	4% (18)
Falling or injuring yourself in your home	74% (376)	17% (86)	7% (34)	2% (12)

Not including don't know

Characteristic	Not a Problem	Minor Problem	Moderate Problem	Major Problem
Finding affordable health insurance	70% (357)	17% (84)	8% (39)	5% (26)
Getting the health care you need	78% (398)	16% (83)	5% (24)	1% (4)
Getting the oral health care you need	78% (398)	12% (63)	6% (31)	4% (18)
Getting the vision care you need	78% (402)	14% (70)	7% (34)	1% (7)
Affording the medications you need	78% (396)	15% (78)	4% (19)	3% (15)
Staying physically fit	54% (278)	28% (144)	16% (81)	2% (9)
Maintaining a healthy diet	72% (369)	19% (99)	7% (37)	2% (8)
Having enough food to eat	93% (479)	5% (28)	1% (5)	1% (4)
Experiencing confusion or forgetfulness	73% (372)	21% (107)	4% (22)	2% (9)
Feeling depressed	72% (366)	21% (106)	5% (27)	2% (8)
Feeling bored	69% (353)	22% (116)	8% (39)	1% (6)
Having friends or family you can rely on	80% (409)	14% (72)	3% (17)	3% (16)
Feeling lonely or isolated	75% (386)	16% (83)	6% (33)	2% (10)

Not including don't know

Characteristic	Not a Problem	Minor Problem	Moderate Problem	Major Problem
Dealing with the loss of a close family member or friend	66% (326)	20% (96)	12% (60)	2% (11)
Being a victim of crime	87% (414)	9% (44)	3% (15)	1% (6)
Being a victim of fraud or a scam	79% (385)	15% (71)	5% (22)	2% (9)
Being physically or emotionally abused	97% (478)	2% (11)	1% (4)	0% (2)
Being treated unfairly or discriminated against because of your age	84% (416)	12% (58)	2% (11)	2% (11)
Feeling like you don't fit in or belong	81% (408)	13% (64)	5% (24)	1% (6)
Feeling like your voice is heard in the community	63% (249)	20% (80)	12% (46)	5% (20)
Feeling PHYSICALLY burdened by providing care for another person	89% (414)	8% (36)	2% (10)	1% (3)
Feeling EMOTIONALLY burdened by providing care for another person	84% (393)	11% (54)	4% (17)	1% (4)

Not including don't know

Characteristic	Not a Problem	Minor Problem	Moderate Problem	Major Problem
Feeling FINANCIALLY burdened by providing care for another person	87% (404)	10% (45)	2% (8)	2% (7)
Performing regular activities, including walking, eating and preparing meals	80% (411)	13% (69)	6% (31)	1% (4)
Finding meaningful volunteer work	75% (269)	15% (53)	8% (28)	2% (8)
Finding productive or meaningful activities to do	73% (364)	17% (85)	9% (45)	1% (7)
Having interesting recreational or cultural activities to attend	63% (294)	22% (105)	11% (53)	4% (18)
Having interesting social events or activities to attend	58% (273)	25% (120)	13% (61)	4% (20)

10. Thinking back over the past 12 months, how much time did you spend in each of the following?

Characteristic	0 Days	1-2 Days	3-5 Days	6 or More Days
As a patient in a hospital	83% (422)	9% (47)	5% (26)	3% (15)
In a long-term care facility (including nursing home or in-patient rehabilitation facility)	99% (498)	0% (0)	0% (2)	1% (3)

11. Thinking back over the past 12 months, how many times have you fallen and injured yourself?

Not including don't know

Answer Choice	Percent
Never	73% (378)
1 to 2 times	24% (127)
3 to 5 times	3% (14)
More than 5 times	0% (1)

12. Please indicate whether or not you have done each of the following in the last 12 months.

Characteristic	Yes	No
Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.)	76% (395)	24% (125)
Watched (online or on television) a local public meeting	62% (320)	38% (193)
Voted in your most recent local election	8% (43)	92% (477)
Participated in a civic group (including Elks, Kiwanis, Masons, etc.)	86% (443)	14% (74)
Used a senior center in your community	88% (458)	12% (65)
Used a public library in your community	48% (250)	52% (273)
Used a recreation center in your community	80% (415)	20% (104)
Participated in a recreation program or group activity	69% (358)	31% (162)
Participated in religious or spiritual activities with others	60% (314)	40% (209)
Participated in a club (including book, dance, game, and other social)	61% (318)	39% (202)

13. During a typical week, how many hours do you spend:

Not including don't know

Characteristic	Never	1-3 Hours	4-5 Hours	6-10 Hours	11-19 Hours	20 or More Hours
Receiving assistance, paid or unpaid (e.g., with shopping, cooking, etc.)	88% (450)	6% (30)	2% (10)	1% (7)	1% (5)	2% (9)
Assisting friends, relatives, or neighbors	36% (185)	47% (242)	10% (49)	3% (13)	3% (14)	1% (6)
Volunteering your time	50% (254)	29% (149)	9% (46)	5% (25)	4% (19)	2% (12)
Talking or visiting with friends/family	2% (11)	32% (163)	29% (149)	19% (97)	8% (41)	11% (54)
Providing care to someone age 55+	66% (331)	19% (97)	6% (28)	2% (10)	4% (20)	4% (18)
Providing care to someone age 18 to 54	89% (444)	5% (25)	2% (12)	1% (6)	1% (3)	2% (10)
Providing care someone under age 18	82% (414)	8% (39)	2% (8)	3% (14)	2% (12)	4% (18)

14. In general, how many times do you:

Not including don't know

Characteristic	Several Times a Day	Once a Day	A Few Times a Week	Every Few Weeks	Less Often or Never
Access the internet from your home using a computer, laptop, or tablet computer	87% (451)	7% (35)	4% (22)	1% (5)	2% (9)
Access the internet from your cell phone	76% (394)	8% (40)	6% (29)	1% (4)	10% (53)
Visit social media sites such as Facebook, Twitter, Nextdoor, etc.	37% (191)	19% (99)	11% (57)	5% (25)	28% (145)
Use or check email	79% (409)	15% (80)	3% (13)	1% (6)	2% (12)
Share your opinions online	12% (60)	5% (25)	7% (37)	10% (52)	65% (329)
Shop online	10% (53)	6% (28)	36% (182)	32% (164)	16% (82)

15. How many years have you lived in your community?

Answer Choice	Percent
Less than 2 years	5% (26)
2-5 years	7% (36)
6-10 years	8% (44)
11-20 years	14% (74)
More than 20 years	66% (345)

16. Which best describes the building you live in?

Answer Choice	Percent
Single family home	50% (261)
Townhouse, condominium, duplex, or apartment	46% (241)
Mobile home	0% (1)
Assisted living residence	4% (19)
Nursing home	0% (0)
Other	1% (4)

17. Do you rent or own your home?

Answer Choice	Percent
Rent	24% (126)
Own (with a mortgage payment)	38% (198)
Own (free and clear; no mortgage)	38% (200)

18. About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance, and homeowners' association (HOA) fees)?

Answer Choice	Percent
Less than \$300 per month	2% (10)
\$300 to \$599 per month	7% (34)
\$600 to \$999 per month	7% (37)
\$1,000 to \$1,499 per month	12% (62)
\$1,500 to \$2,499 per month	25% (126)
\$2,500 or more per month	46% (232)

19. How many people, including yourself, live in your household?

Answer Choice	Percent
1 person (live alone)	37% (195)
2 people	49% (259)
3 people	9% (45)
4 or more people	5% (27)

20. How many of these people, including yourself, are 65 or older?

Answer Choice	Percent
1 person	57% (256)
2 people	42% (191)
3 people	1% (2)
4 or more people	1% (3)

21. What is your employment status?

Answer Choice	Percent
Fully retired	67% (348)
Working full time for pay	18% (93)
Working part time for pay	14% (75)
Unemployed, looking for paid work	2% (8)

22. At what age do you expect to retire completely and not work for pay at all? (Please enter a whole number.)

Answer Choice	Percent
60-64	9% (11)
65-67	17% (20)
68-69	9% (11)
70-72	18% (22)
73 or older	47% (56)

23. How much do you anticipate your household's total income before taxes will be for the current year?
(Please include in your total income money from all sources for all persons living in your household.)

Answer Choice	Percent
Less than \$25,000	4% (18)
\$25,000 to \$49,999	13% (65)
\$50,000 to \$74,999	12% (59)
\$75,000 to \$99,999	14% (66)
\$100,000 to \$149,999	18% (86)
\$150,000 to \$199,999	11% (50)
\$200,000 or more.	28% (136)

24. Are you Spanish, Hispanic, or Latino?

Answer Choice	Percent
No, not of Hispanic, Latino/a/x, or Spanish origin	97% (505)
Yes, I consider myself to be of Hispanic, Latino/a/x, or Spanish origin	3% (13)

25. What is your race? (Mark one or more races to indicate what race you consider yourself to be.)

Answer Choice	Percent
American Indian or Alaska Native	1% (3)
Asian	7% (21)
Black or African American	0% (1)
Native Hawaiian or Other Pacific Islander	0% (0)
White	89% (286)
A race not listed	4% (13)

26. In which category is your age?

Answer Choice	Percent
50-54 years	5% (28)
55-59 years	5% (27)
60-64 years	21% (111)
65-69 years	18% (91)
70-74 years	17% (91)
75-79 years	16% (82)
80-84 years	11% (56)
85-89 years	5% (28)
90-94 years	1% (5)
95 years or older	0% (1)

27. What is your sex?

Answer Choice	Percent
Female	56% (291)
Male	44% (231)
Identify in another way	0% (1)

28. What is your sexual orientation?

Answer Choice	Percent
Heterosexual	97% (491)
Lesbian	1% (3)
Gay	1% (3)
Bisexual	0% (2)
Identify in another way	1% (7)

Section 16: National benchmark comparisons

Rated characteristics are eligible for trend and benchmark comparisons. For trends, the characteristic must have been asked in a prior survey, and to be statistically significant the difference between the last measurement and current measurements must be at least 7 percentage points. All characteristics should have benchmarks, and to be statistically significant (more/less favorable), the difference must be at least 10 points. To be much more favorable/unfavorable, difference must be at least 20 points.

Demographic questions aren't eligible for trend and benchmark comparisons. Though all survey questions are listed in this section, demographic questions are noted as not having trends or benchmarks.

1. Please rate each of the following aspects of quality of life in your community.

Percent reporting *excellent* or *good*.

Characteristic	% Positive	National Benchmark	Rank	# of Compared Communities
Your community as a place to live	97%	^	24	279
Your neighborhood as a place to live	94%	-	13	237
Your community as a place to retire	68%	-	118	279
Sense of community in your community	75%	-	31	279
The overall quality of life in your community	93%	^	26	237

2. Please rate each of the following characteristics as they relate to your community as a whole.

Percent reporting *excellent* or *good*.

Characteristic	% Positive	National Benchmark	Rank	# of Compared Communities
Overall economic health of your community	91%		10	237
Overall quality of the transportation system (auto, bicycle, foot, bus) in your community	61%		143	237
Overall design or layout of your community's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	80%		32	237
Overall quality of the utility infrastructure in your community (water, sewer, storm water, electric/gas, broadband)	74%		52	143
Overall feeling of safety in your community	84%		101	279
Overall quality of natural environment in your community	91%		34	237
Overall quality of parks and recreation opportunities	90%		20	143
Overall health and wellness opportunities in your community	88%		23	237
Overall opportunities for education, culture, and the arts	80%		49	237
Residents' connection and engagement with their community	66%		36	143

3. How would you rate the overall services provided to older adults in your community?

Percent reporting *excellent* or *good*.

Characteristic	% Positive	National Benchmark	Rank	# of Compared Communities
How would you rate the overall services provided to older adults in your community?	67%		7	84

4. Please indicate how likely or unlikely you are to do each of the following.

Percent reporting *very likely* or *somewhat likely*.

Characteristic	% Positive	National Benchmark	Rank	# of Compared Communities
Recommend living in your community to older adults	75%		202	279
Remain in your community throughout your retirement	82%		39	84

5. In general, how informed or uninformed do you feel about services and activities available to older adults in your community?

Percent reporting *very informed* or *somewhat informed*.

Characteristic	% Informed	National Benchmark	Rank	# of Compared Communities
In general, how informed or uninformed do you feel about services and activities available to older adults in your community?	66%	-	-	-

6. Please rate the quality of each of the following.

Percent reporting *excellent* or *good*.

Characteristic	% Positive	National Benchmark	Rank	# of Compared Communities
Your overall physical health	86%	-	18	278
Your overall mental health/emotional wellbeing	94%	-	4	84
Your overall quality of life	95%	^	5	84

7. What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:

Percent reporting *very positive* or *somewhat positive*.

Characteristic	% Positive	National Benchmark	Rank	# of Compared Communities
What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	25%		124	237

8. Please rate each of the following characteristics as they relate to older adults in your community.

Percent reporting *excellent* or *good*.

Characteristic	% Positive	National Benchmark	Rank	# of Compared Communities
Ease of travel by public transportation in your community	19%		194	262
Ease of travel by car in your community	80%		66	279
Ease of walking in your community	84%		24	279

Percent reporting *excellent* or *good*.

Characteristic	% Positive	National Benchmark	Rank	# of Compared Communities
Ease of bicycling in your community	73%	-	-	-
Ease of getting to the places you usually have to visit	82%		4	41
Opportunities to build work skills	44%		5	39
Quality of employment opportunities for older adults	21%		221	278
Variety of employment opportunities for older adults	20%		24	39
Cost of living in your community	18%		258	279
Availability of affordable quality food	57%		152	271
Availability of affordable quality housing	16%		243	278
Variety of housing options	29%		225	279
Availability of accessible housing (e.g., homes with a no step entry, single-floor living, wide hallways and doorways)	30%		19	39
Availability of mixed-use neighborhoods where people live close to places where they can eat, shop, work, and receive services	43%		3	39
Public places where people want to spend time	71%		55	236

Percent reporting *excellent* or *good*.

Characteristic	% Positive	National Benchmark	Rank	# of Compared Communities
Availability of information about resources for older adults	44%	–	14	84
Availability of financial or legal planning services	56%	^	5	84
Availability of long-term care options	41%	–	24	84
Availability of daytime care options for older adults	30%	–	16	84
Availability of affordable quality physical health care	58%	–	149	270
Availability of affordable quality mental health care	46%	–	112	268
Availability of preventive health services (e.g., health screenings, flu shots, educational workshops)	71%	–	95	268
Recreation opportunities (including games, arts, library services, etc.)	75%	–	103	277
Fitness opportunities (including exercise classes and paths or trails, etc.)	82%	–	73	276
Opportunities participate in community matters	75%	–	90	277
Opportunities to volunteer	78%	–	79	186

Percent reporting *excellent* or *good*.

Characteristic	% Positive	National Benchmark	Rank	# of Compared Communities
Opportunities to enroll in skill-building or personal enrichment classes	67%		11	84
Opportunities to attend social events or activities	64%		140	277
Opportunities to attend religious or spiritual activities	87%		31	84
Openness and acceptance of the community towards older residents of diverse backgrounds	64%		99	279
Making all residents feel welcome	63%		82	143
Valuing older residents in your community	62%		22	84
Neighborliness of your community	72%		28	185

9. Older adults may or may not face a number of challenges. Thinking back over the last 12 months, how much of a problem, if at all, have each of the following been for you?

Percent reporting *moderate problem* or *major problem*.

Characteristic	% Problematic	National Benchmark	Rank	# of Compared Communities
Having enough money to meet daily expenses	23%		7	84
Having enough money to pay your property taxes	22%		16	84
Having housing to suit your needs	22%		36	84

Percent reporting *moderate problem* or *major problem*.

Characteristic	% Problematic	National Benchmark	Rank	# of Compared Communities
Doing heavy or intense housework	49%	–	20	84
Maintaining your home	43%	–	37	84
Maintaining your yard	41%	–	20	84
Having safe and affordable transportation available	33%	–	52	84
No longer being able to drive	18%	–	49	83
Finding work in retirement	28%	–	25	84
Building skills for paid or unpaid work	31%	–	39	83
Having adequate information or dealing with public programs such as Social Security, Medicare, and Medicaid	44%	–	28	84
Not knowing what services are available to older adults in your community	63%	–	28	84
Your physical health	43%	^	5	84
Falling or injuring yourself in your home	26%	–	31	84
Finding affordable health insurance	30%	^	6	84

Percent reporting *moderate problem* or *major problem*.

Characteristic	% Problematic	National Benchmark	Rank	# of Compared Communities
Getting the health care you need	22%	^	5	84
Getting the oral health care you need	22%	-	13	84
Getting the vision care you need	22%	-	20	84
Affording the medications you need	22%	^	5	84
Staying physically fit	46%	^	9	84
Maintaining a healthy diet	28%	^	5	84
Having enough food to eat	7%	-	12	83
Experiencing confusion or forgetfulness	27%	-	16	84
Feeling depressed	28%	^	5	84
Feeling bored	31%	^	8	84
Having friends or family you can rely on	20%	^	5	84
Feeling lonely or isolated	25%	^	5	83
Dealing with the loss of a close family member or friend	34%	-	24	84

Percent reporting *moderate problem* or *major problem*.

Characteristic	% Problematic	National Benchmark	Rank	# of Compared Communities
Being a victim of crime	13%	–	40	82
Being a victim of fraud or a scam	21%	–	46	84
Being physically or emotionally abused	3%	–	5	82
Being treated unfairly or discriminated against because of your age	16%	–	9	39
Feeling like you don't fit in or belong	19%	^	3	39
Feeling like your voice is heard in the community	37%	^	10	84
Feeling PHYSICALLY burdened by providing care for another person	11%	^	3	84
Feeling EMOTIONALLY burdened by providing care for another person	16%	–	5	84
Feeling FINANCIALLY burdened by providing care for another person	13%	–	10	84

Percent reporting *moderate problem* or *major problem*.

Characteristic	% Problematic	National Benchmark	Rank	# of Compared Communities
Performing regular activities, including walking, eating and preparing meals	20%	-	-	-
Finding meaningful volunteer work	25%	-	-	-
Finding productive or meaningful activities to do	27%	-	-	-
Having interesting recreational or cultural activities to attend	37%	-	-	-
Having interesting social events or activities to attend	42%	-	-	-

10. Thinking back over the past 12 months, how much time did you spend in each of the following?

Percent reporting *1-2 days, 3-5 days or 6 or more days.*

Characteristic	% of Respondents	National Benchmark	Rank	# of Compared Communities
As a patient in a hospital	17%	—	62	84
In a long-term care facility (including nursing home or in-patient rehabilitation facility)	1%	—	63	69

11. Thinking back over the past 12 months, how many times have you fallen and injured yourself?

Percent reporting *1 to 2 times, 3 to 5 times or more than 5 times.*

Characteristic	% of Respondents	National Benchmark	Rank	# of Compared Communities
Thinking back over the past 12 months, how many times have you fallen and injured yourself?	27%	—	75	84

12. Please indicate whether or not you have done each of the following in the last 12 months.

Percent reporting *yes*.

Characteristic	% Positive	National Benchmark	Rank	# of Compared Communities
Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.)	24%		117	278
Watched (online or on television) a local public meeting	38%		3	83
Voted in your most recent local election	92%		15	141
Participated in a civic group (including Elks, Kiwanis, Masons, etc.)	14%		27	84
Used a senior center in your community	12%		63	82
Used a public library in your community	52%		47	84
Used a recreation center in your community	20%		69	84
Participated in a recreation program or group activity	31%		41	84
Participated in religious or spiritual activities with others	40%		71	84
Participated in a club (including book, dance, game, and other social)	39%		5	84

13. During a typical week, how many hours do you spend:

Percent reporting *1 to 3 hours, 4 to 5 hours, 6 to 10 hours, 11 to 19 hours or 20 or more hours.*

Characteristic	% of Respondents	National Benchmark	Rank	# of Compared Communities
Receiving assistance, paid or unpaid (e.g., with shopping, cooking, etc.)	12%	-	-	-
Assisting friends, relatives, or neighbors	64%	▼	84	84
Volunteering your time	50%	—	21	84
Talking or visiting with friends/family	98%	—	9	84
Providing care to someone age 55+	34%	—	39	84
Providing care to someone age 18 to 54	11%	—	63	84
Providing care someone under age 18	18%	—	40	83

14. In general, how many times do you:

Percent reporting *several times a day, once a day* or *a few times a week*.

Characteristic	% of Respondents	National Benchmark	Rank	# of Compared Communities
Access the internet from your home using a computer, laptop, or tablet computer	97%	—	10	142
Access the internet from your cell phone	89%	—	19	142
Visit social media sites such as Facebook, Twitter, Nextdoor, etc.	67%	—	49	141
Use or check email	96%	—	36	142
Share your opinions online	24%	—	82	142
Shop online	52%	^	16	142

15. How many years have you lived in your community?

Because this is a demographic question, it doesn't have trends or benchmarks.

16. Which best describes the building you live in?

Because this is a demographic question, it doesn't have trends or benchmarks.

17. Do you rent or own your home?

Because this is a demographic question, it doesn't have trends or benchmarks.

18. About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance, and homeowners' association (HOA) fees)?

Because this is a demographic question, it doesn't have trends or benchmarks.

19. How many people, including yourself, live in your household?

Because this is a demographic question, it doesn't have trends or benchmarks.

20. How many of these people, including yourself, are 65 or older?

Because this is a demographic question, it doesn't have trends or benchmarks.

21. What is your employment status?

Because this is a demographic question, it doesn't have trends or benchmarks.

22. At what age do you expect to retire completely and not work for pay at all? (Please enter a whole number.)

Because this is a demographic question, it doesn't have trends or benchmarks.

23. How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)

Because this is a demographic question, it doesn't have trends or benchmarks.

24. Are you Spanish, Hispanic, or Latino?

Because this is a demographic question, it doesn't have trends or benchmarks.

25. What is your race? (Mark one or more races to indicate what race you consider yourself to be.)

Because this is a demographic question, it doesn't have trends or benchmarks.

26. In which category is your age?

Because this is a demographic question, it doesn't have trends or benchmarks.

27. What is your sex?

Because this is a demographic question, it doesn't have trends or benchmarks.

28. What is your sexual orientation?

Because this is a demographic question, it doesn't have trends or benchmarks.

Section 17: Methods

About the Community Assessment Survey for Older Adults (CASOA)[™]

The Community Assessment Survey for Older Adults (CASOA)[™] was developed by National Research Center at Polco (NRC) to provide an accurate, affordable and easy way to assess and interpret the experience of older adults in the community. The CASOA[™] survey instrument and its administration are standardized to assure high-quality survey methods and comparable results across CASOA communities. The CASOA was customized for Los Gatos, CA to reflect the correct local age definition of older adults and to use official Los Gatos, CA graphics, contact information and signatures on survey invitation mailing materials. Los Gatos, CA sponsored and funded this research. Please contact Tylor Taylor of the Los Gatos, CA at tylor@sascc.org if you have any questions about the survey.

Questionnaire Development

The CASOA questionnaire contains many questions related to the life of older residents in the community. The instrument includes questions related to overall quality of life, characteristics of the community, perceptions of safety, and many different needs common to older adults.

The questionnaire grew from a synthesis of numerous data collection processes, including a national search of needs assessments conducted by communities across the United States, a review of the literature on aging, and numerous surveys and large-scale needs assessments conducted by NRC. A blue-ribbon panel of national experts contributed to the concept and content of CASOA.

The items in the questionnaire were pilot tested on older adult residents using a “think-aloud” method in which older adults were asked to complete the survey and describe their thought processes related to specific questions and question sets. The results of the pilot test were used to alter the questionnaire for better understanding by senior participants. The final questionnaire was tested in a set of diverse U.S. communities and modifications again were made as necessary.

Random (Probability) Sample Survey

Selecting Survey Recipients

One of the first steps taken to ensure survey results are representative of the target population is to use a source from which survey recipients are selected that provides adequate to good coverage of the target population. This source is referred to as the sampling frame.

The target population for this survey was residents age 60 years or older in households within the Los Gatos, CA boundaries.

Since it would be cost prohibitive to survey every person age 60 years or older in Los Gatos, CA, a random selection of records from the sampling frame was made. This process can be illustrated using an example that may be familiar from a math or statistics class of a jar of marbles of various colors. If the jar has two-thirds red marbles and one-third blue marbles, a random selection of marbles from that jar should result in a similar proportion (although perhaps not identical) of red and blue marbles as in the original jar.

The sampling frame used for this survey was a list of households with a high likelihood of having a resident age 60 years or older within the Los Gatos, CA from Saratoga Area Senior Coordinating Council. These lists, compiled by sampling and marketing firms based on data from multiple sources (such as warranty information, voting lists, and more), provide fairly complete coverage of all members of the target population.

Data Collection

Each randomly selected household received two mailings, about one week apart, beginning on January, 26, 2022. The first mailing was a prenotification postcard announcing the upcoming survey. This half-sheet postcard included a URL so that recipients could immediately go online to complete the survey if they wished. The second mailing contained a letter from the Town Manager inviting the household to participate, a printed questionnaire and a postage-paid return envelope. The survey was available in English. Completed surveys were collected over the following 7 weeks.

None of the 2,400 surveys mailed were returned because the housing unit was vacant or the postal service was unable to deliver the survey as addressed. Of the remaining

households that received the survey, 631 completed the survey, providing an overall response rate of 22.04. Of the total surveys received, 212 were completed using the hard copy surveys while 317 were submitted online. Response rates are calculated using AAPOR's response rate #2¹ for mailed surveys of unnamed persons.

Open Participation Survey

In addition to the random sample "probability" survey described above, an open participation survey was conducted, in which all older adults age 60 years or older were invited to participate. The open participation survey instrument was identical to the probability sample survey. This survey was conducted entirely online. conducted all outreach, after receiving guidance on best practices for conducting such outreach from Polco. This guidance suggested the use of social media, press releases, newsletters and e-newsletters, existing resident email lists, printed materials, and invitations publicized at local and virtual meetings. This survey became available to all residents on 01/26/22 and remained open until 03/15/2022. A total of 102 surveys were completed by open participation survey respondents.

Analysis and Reporting

Confidence Intervals

It is customary to describe the precision of estimates made from probability surveys by a "level of confidence" and accompanying "confidence interval" (or margin of error). A traditional level of confidence, and the one used here, is 95%. The 95% confidence interval can be any size and quantifies the sampling error or imprecision of the survey results because some residents' opinions are relied on to estimate all residents' opinions.²

The margin of error for the Los Gatos, CA survey is no greater than plus or minus 4.26 percentage points around any given percent reported for all probability survey respondents (529). For subgroups of responses, the margin of error increases because the number of respondents for each subgroup is smaller. For subgroups of approximately 100 respondents, the margin of error is plus or minus 10 percentage points.

The open participation survey results were combined with responses from the probability sample survey, for a total of 631 completed surveys. With the inclusion of

the open participation survey participants, it is likely that the precision of the responses would be even greater (and thus the margin of error smaller).

Survey Processing (Data Entry)

Upon receipt, completed hard copy surveys were assigned a unique identification number. Additionally, each survey was reviewed and “cleaned” as necessary. An example of cleaning would be if a question asked a respondent to pick two items out of a list of five, but the respondent checked three; in this case, NRC would use protocols to randomly choose two of the three selected items for inclusion in the dataset.

All surveys then were entered twice into an electronic dataset; any discrepancies were resolved in comparison to the original survey form. Range checks as well as other forms of quality control were also performed.

The online survey data was collected on Polco, an online civic engagement platform. Use of Polco means all collected data are entered into the dataset immediately when the respondents submit the surveys. Skip patterns are programmed into the system so respondents are automatically directed to the appropriate question (skipping irrelevant questions, when applicable) based on the individual responses given.

A series of quality control checks were also performed in order to ensure the integrity of the web data. Steps may include (and are not limited to) reviewing the data for clusters of repeat IP addresses and time stamps (indicating duplicate responses) and removing empty submissions (questionnaires submitted with no questions answered).

Survey Data Weighting

The primary objective of weighting survey data is to make the survey sample reflective of the larger population of Los Gatos, CA. The characteristics used for weighting were age, sex, race, Hispanic origin, housing type, rent or own home, and area. No adjustments were made for design effects. Weights were calculated using an iterative, multiplicative raking model known as the ANES Weighting Algorithm. The results of the weighting scheme are presented in the following table.

Weighting Scheme for the 2021 Los Gatos, CA CASOA

Demographic Group	Unweighted	Weighted	Population Target
Rent or Own Home			
Rent	8.2%	24.1%	24.1%
Own	91.8%	75.9%	75.9%
Housing Type			
Detached	75.2%	50%	50%
Attached	24.8%	50%	50%
Race			
White	87.1%	88.5%	86.6%
Not white	12.9%	11.5%	13.4%
Ethnicity			
Hispanic	2.1%	2.6%	3.9%
Not Hispanic	97.9%	97.4%	96.1%
Gender			
Female	53.2%	55.7%	5.8%
Male	46.8%	44.3%	44.2%
Age			
Age 60 to 64	19.3%	21.3%	23.8%
Age 65 to 74	42%	35%	38.9%
Age 75 and over	27%	33.2%	37.3%
Gender and Age			
Female 60 to 64	11.9%	12.5%	12.5%
Female 65 to 74	24.9%	20.5%	20.5%
Female 75 and over	15.6%	22.7%	22.7%
Male 60 to 64	9.9%	11.3%	11.3%

Male 65 to 74	22.5%	18.3%	18.3%
Male 75 and over	15.2%	14.6%	{M<75+Targ}

Reporting

For the most part, the percentages presented in the reports represent the “percent positive.” The percent positive is the combination of the top two most positive response options (i.e., excellent and good, very safe and somewhat safe, essential and very important, etc.), or, in the case of resident behaviors/participation, the percent positive represents the proportion of respondents indicating yes or participating in an activity at least once a month.

On many of the questions in the survey respondents may answer don’t know. The proportion of respondents giving this reply is shown in the full set of responses included in Responses. However, these responses have been removed from the analyses presented in the main body of the report. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

Multiple Response Questions

For some questions, respondents were permitted to select multiple responses. When the total exceeds 100% in a table for a multiple response question, it is because some respondents are counted in multiple categories.

Rounding

Excluding the Participants tab, percentages shown are rounded to the nearest whole number. This can sometimes mean that the percent of responses across all the possible response categories may sum to something other than exactly 100%. It also means that in some instances, the “percent positive,” “percent problem,” or other summaries of data may not equal the rounded percentages of the two categories. For example, if 30.4% of respondents rated quality of life as excellent, and 20.4% of respondents rated it as good, a display of all the responses will show 30% excellent and 20% good. However, a display of the percent rating quality of life as excellent or good will show 51% (as 30.4% + 20.4% equals 50.8%, which rounds to 51%).

Making Comparisons to Benchmarks

National Research Center at Polco has developed a database that collates responses to CASOA and related surveys administered in other communities, which allows the results from Los Gatos, CA to be compared against a set of national benchmarks. This benchmarking database includes responses from more than 35,000 older adults (age 55 and over) in over 322 communities across the nation.

Ratings are compared when similar questions are included in Polco's database, and there are at least five other communities in which the question was asked. Where comparisons for ratings were available, Los Gatos, CA's results are shown as being more favorable than the benchmark, less favorable than the benchmark or similar to the benchmark. In instances where ratings are considerably more or less favorable than the benchmark, these ratings have been further demarcated by the attribute of "much," (for example, much more favorable or much less favorable).

Reporting Statistical Significance

For the crosstabs of survey results by selected respondent characteristic, chi-square or ANOVA (Analysis of Variance) tests of significance were applied to these breakdowns of selected survey questions. A p-value of 0.05 or less indicates that there is less than a 5% probability that differences observed between groups are due to chance; or in other words, a greater than 95% probability that the differences observed in the selected categories of the sample represent "real" differences among those populations. However, it should be noted that while these tests of statistical significance were used to help guide readers and policy makers to differences that are likely not due to chance alone, these types of probabilistic inferences were designed for use when results come from random sampling alone (for more information, see Hirschauer, N., Gruner, S., Mußhoff, O., Becker, C., & Jantsch, A. (2020). Can p-values be meaningfully interpreted without random sampling? *Statistics Surveys*, 14, 71-91).

Community Readiness Scores

The community readiness scores presented in Community Readiness represents the average of the questions included in the index. Although the evaluative or frequency questions were made on 4- or 5- point scales, with 1 representing the best rating, the scales had different labels (e.g., excellent, very likely). To calculate these average scores, the questions used in the index were converted to a common scale where 0 is the worst possible rating and 100 is the best possible rating. If everyone answered

excellent, then the result would be 100 on the 0-100 scale. If the average rating for quality of life was right in the middle of the scale (halfway between good and fair), then the result would be 50. This scale can be thought of like the thermometer that is often used to illustrate total donations received by charitable organizations—the higher the thermometer reading, the closer to the goal. In this case, 100 (the top of the thermometer) would represent the most positive response possible. The table below shows the individual questions comprising each summary score for the six dimensions of community readiness, as well as the overall rating for the Quality of the Community.

Dimension of Community Readiness	Items Included in Community Readiness Score
Overall Community Quality	<ul style="list-style-type: none"> ● Your community as a place to live ● Your neighborhood as a place to live ● Your community as a place to retire ● The overall quality of life in your community ● Recommend living in your community to older adults ● Remain in your community throughout your retirement
Community Design	<ul style="list-style-type: none"> ● Overall quality of the transportation system (auto, bicycle, foot, bus) in your community ● Overall design or layout of your community's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.) ● Overall quality of the utility infrastructure in your community (water, sewer, storm water, electric, gas) ● Ease of travel by public transportation in your community ● Ease of travel by car in your community ● Ease of walking in your community ● Ease of getting to the places you usually have to visit ● Availability of affordable quality housing ● Variety of housing options ● Availability of accessible housing (e.g., homes with a no step entry, single-floor living, wide hallways and doorways) ● Availability of mixed-use neighborhoods where people live close to places where they can eat, shop, work, and receive services ● Public places where people want to spend time

Dimension of Community Readiness	Items Included in Community Readiness Score
Employment and Finances	<ul style="list-style-type: none"> ● Overall economic health of your community ● Opportunities to build work skills ● Quality of employment opportunities for older adults ● Variety of employment opportunities for older adults ● Cost of living in your community
Equity and Inclusivity	<ul style="list-style-type: none"> ● Sense of community in your community ● Openness and acceptance of the community towards older residents of diverse backgrounds ● Making all residents feel welcome ● Valuing older residents in your community ● Neighborliness of your community
Health and Wellness	<ul style="list-style-type: none"> ● Overall feeling of safety in your community ● Overall quality of natural environment in your community ● Overall health and wellness opportunities in your community ● Availability of affordable quality food ● Availability of long-term care options ● Availability of daytime care options for older adults ● Availability of affordable quality physical health care ● Availability of affordable quality mental health care ● Availability of preventive health services (e.g., health screenings, flu shots, educational workshops) ● Fitness opportunities (including exercise classes and paths or trails, etc.)
Information and Assistance	<ul style="list-style-type: none"> ● How would you rate the overall services provided to older adults in your community? ● Availability of information about resources for older adults ● Availability of financial or legal planning services
Productive Activities	<ul style="list-style-type: none"> ● Overall quality of parks and recreation opportunities ● Overall opportunities for education, culture, and the

Dimension of Community Readiness	Items Included in Community Readiness Score
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- arts
- Residents' connection and engagement with their community
- Recreation opportunities (including games, arts, library services, etc.)
- Opportunities participate in community matters
- Opportunities to volunteer
- Opportunities to enroll in skill-building or personal enrichment classes
- Opportunities to attend social events or activities
- Opportunities to attend religious or spiritual activities

Needs Summary

Each livability topic covered in the survey includes a summary of needs identified by respondents. For almost all of these needs summaries, a respondent was counted as having a need if they had a major problem or moderate problem with any of the items examined in each score area. The one exception is for the independent living topic; for this needs score, a respondent was counted as having a need if they reported spending any time in a hospital or in a long-term care facility in the last year.

Needs Score	Items Included in the Score
Caregiving	Any of the following were a major or moderate problem: <ul style="list-style-type: none"> ● Feeling PHYSICALLY burdened by providing care for another person ● Feeling EMOTIONALLY burdened by providing care for another person ● Feeling FINANCIALLY burdened by providing care for another person
Civic Engagement	Any of the following were a major or moderate problem: <ul style="list-style-type: none"> ● Feeling like your voice is heard in the community
Community Inclusivity	Any of the following were a major or moderate problem: <ul style="list-style-type: none"> ● Having friends or family you can rely on ● Feeling lonely or isolated ● Feeling like you don't fit in or belong

Needs Score	Items Included in the Score
Employment	Any of the following were a major or moderate problem: <ul style="list-style-type: none"> ● Finding work in retirement ● Building skills for paid or unpaid work
Equity	Any of the following were a major or moderate problem: <ul style="list-style-type: none"> ● Being treated unfairly or discriminated against because of your age
Finances	Any of the following were a major or moderate problem: <ul style="list-style-type: none"> ● Having enough money to meet daily expenses ● Having enough money to pay your property taxes
Health Care	Any of the following were a major or moderate problem: <ul style="list-style-type: none"> ● Finding affordable health insurance ● Getting the health care you need ● Getting the oral health care you need ● Getting the vision care you need ● Affording the medications you need
Housing	Any of the following were a major or moderate problem: <ul style="list-style-type: none"> ● Having housing to suit your needs ● Doing heavy or intense housework ● Maintaining your home ● Maintaining your yard
Independent Living	Spent one or more days: <ul style="list-style-type: none"> ● In a long-term care facility (including nursing home or in-patient rehabilitation facility) ● As a patient in a hospital
Information and Assistance	Any of the following were a major or moderate problem: <ul style="list-style-type: none"> ● Having adequate information or dealing with public programs such as Social Security, Medicare, and Medicaid ● Not knowing what services are available to older adults in your community
Mental Health	Any of the following were a major or moderate problem: <ul style="list-style-type: none"> ● Experiencing confusion or forgetfulness ● Feeling depressed ● Dealing with the loss of a close family member or friend

Needs Score	Items Included in the Score
Mobility	<p>Any of the following were a major or moderate problem:</p> <ul style="list-style-type: none"> ● Having safe and affordable transportation available ● No longer being able to drive
Physical Health	<p>Any of the following were a major or moderate problem:</p> <ul style="list-style-type: none"> ● Your physical health ● Falling or injuring yourself in your home ● Staying physically fit ● Maintaining a healthy diet ● Having enough food to eat
Safety	<p>Any of the following were a major or moderate problem:</p> <ul style="list-style-type: none"> ● Being a victim of crime ● Being a victim of fraud or a scam ● Being physically or emotionally abused
Social Engagement	<p>Any of the following were a major or moderate problem:</p> <ul style="list-style-type: none"> ● Feeling bored

¹See AAPOR's Standard Definitions here: [http://www.aapor.org/Standards-Ethics/Standard-Definitions-\(1\).aspx](http://www.aapor.org/Standards-Ethics/Standard-Definitions-(1).aspx) for more information

²A 95% confidence interval indicates that for every 100 random samples of this many residents, 95 of the confidence intervals created will include the "true" population response. This theory is applied in practice to mean that the "true" perspective of the target population lies within the confidence interval created for a single survey. For example, if 75% of residents rate a service as excellent or good, then a 4% margin of error (for the 95% confidence interval) indicates that the range of likely responses for the entire community is between 71% and 79%. This source of uncertainty is called sampling error. In addition to sampling error, other sources of error may affect any survey, including the non-response of residents with opinions different from survey responders. Though standardized on CASOA, on other surveys, differences in question wording, order, translation and data entry (as examples) can lead to somewhat varying results.

*Source: U.S. Census Bureau - 2019 American Community Survey 5-year estimates
Age, rent or own home, and gender estimates are for those age 60+, while type of housing unit, race and ethnicity are for those age 65+.



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

MEETING DATE: 03/26/2026

ITEM NO: 3

DATE: March 26, 2026
TO: Community Health and Senior Services Commission
FROM: Jennifer Fosco, Senior Service Coordinator
SUBJECT: Receive Approved CHSSC Work Plan

RECOMMENDATION:

Receive approved CHSSC Work Plan. This item is discussion only.

REMARKS:

Commissioners will have the opportunity to review the CHSSC Work Plan which was approved by the Town council on March 17, 2026.

ATTACHMENTS:

1. 2026 CHSSC Work Plan

PREPARED BY: Jennifer Fosco
Senior Service Coordinator

2026 CHSSC Work Plan

- I. During 2026, the Community Health and Senior Services Commission (CHSSC) will continue to monitor and support community health and senior services in the Los Gatos community with focus on the following areas (No additional staff time or cost is required unless specifically stated **in bold**.):
- a. Goal 1: Appealing and Inviting Facility:
 - i. Discuss ways to maintain the existing Adult Recreation Center (ARC) as a warm and inviting facility.
 - ii. Continue to stay informed on the Los Gatos Thrives Foundation.
 - b. Goal 2: Core Senior Services:
 - i. Continue to stay informed about senior services that are available in the community and provide any recommendations. Focus will be on the following service providers:
 1. LGS Recreation (LGSR) 55+ Program
 2. West Valley Community Services (WVCS)
 3. Jewish Family Services (JFS)
 4. Live Oak Nutrition Program
 5. Live Oak Adult Day Services
 6. LG Library
 7. LG Thrives
 8. CADRE
 9. Other
 - ii. Participate in the West Valley Service Providers Network meetings. (Intended for information gathering and any comments made should not be on behalf of the Town or Commission.)
 - c. Goal 3: Communication and Engagement:
 - i. Share the [55+ program](#) and [The HUB](#) with services providers and the community, including identifying additional resources and/or suggesting edits for The HUB.
 - ii. Continue to track other communication resources focused on seniors.
 1. The Print (55+Program)
 2. West Valley Senior Pathways Program
 3. Outlook
 4. [SCC Department of Aging and Adult Services Newsletter](#)
 5. Los Gatan
 6. Los Gatos Living Magazine
 7. Social Media Resources
 - iii. Increase community awareness of the [Senior Guided Pathways Program at West Valley College](#).
 - d. Goal 4: Volunteer Support and Engagement:
 - i. Research ways to bridge the gap between service organizations seeking volunteers and older adults looking to volunteer.
 - ii. Attend the 55+ resource fair for older adults. **(The Town will cover nominal cost for the booth.)**
 - e. Goal 5: Transportation for Older Adults:
 - i. Continue attending Complete Streets and Transportation Commission meetings. (Intended for information gathering and any comments made

- should not be on behalf of the Town or Commission.)
 - ii. Continue to stay informed on transportation options for older adults including:
 - 1. VTA Taste and Ride Program
 - 2. RYDE program
 - 3. VTA Mobility Assistance & VTA Access Programs
 - 4. Heart of the Valley Transportation Program
- f. Goal 6: Senior Housing:
 - i. Read the Housing Element and the Senior Housing Resource program therein.
 - ii. Research housing options and programs that support aging in place.
- g. Goal 7: Integrated Governance, Funding & Accountability for Senior Services – Relabeled Collaboration and Coordination:
 - i. Appoint two Commissioners to be on the Community Grant rater panel.
 - ii. Research best practices on general measurement guidelines for grant recipients and provide any recommendations.
 - iii. Appoint a Commissioner to the DEI Commission.
 - iv. Provide input on the content of the Town’s annual Service Provider Survey and provide feedback on the data collected to help guide support efforts and provide any recommendations.
- f. Community Health:
 - i. Research and monitor local health and behavioral health services.
 - 1. Monitoring or attending Santa Clara County Behavioral Health Services meetings and sharing pertinent information with the CHSSC/Town. (Intended for information gathering and any comments made should not be on behalf of the Town or Commission.)
 - 2. Continue to stay informed about mental health services, such as Counseling and Support Services for Youth (CASSY).
 - ii. If available, provide feedback on the distribution of opioid settlement funding for Council’s consideration once the item has been prepared by staff, which will likely be late 2026 or 2027. **(Staff are available for one meeting.)**



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

MEETING DATE: 03/26/2026
ITEM NO: 4

DATE: March 26, 2026
TO: Community Health and Senior Services Commission
FROM: Jen Fosco, Senior Services Coordinator
SUBJECT: Discuss any changes needed to the Town of Los Gatos Service Provider Survey

RECOMMENDATION:

Review the Service Provider Survey for any changes.

REMARKS:

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

As the Town prepares for the survey in 2026, we are seeking input on any changes needed to the survey form.

This item is discussion only.

ATTACHMENTS:

1. 2025 Town of Los Gatos Service Provider Survey

PREPARED BY: Jen Fosco
Senior Service Coordinator

Town of Los Gatos Service Provider Survey - 2025

Thank you for taking the time to complete this survey. Your participation helps the Town understand services available to the Los Gatos community and is appreciated. The results will be shared with the Town of Los Gatos Community Health and Senior Services Commission and will be publicly available.

When you submit this form, it will not automatically collect your details like name and email address unless you provide it yourself.

About Your Organization

1. What is the name of your organization?

Enter your answer

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

Enter your answer

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

Enter your answer

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

Enter your answer

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

Enter your answer

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

Youth

19-54

55+

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

Enter your answer

8. How are individuals referred to your programs?

Enter your answer

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

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

- Older Adult Services: Health & Wellness
- Older Adult Services: Transportation
- Older Adult Services: Food & Nutrition
- Older Adult Services: Housing/Sheltering
- Unhoused Services & Support: Case Management
- Unhoused Services & Support: Basic Care Needs
- Unhoused Services & Support: Housing/Sheltering
- Other

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

Enter your answer

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

Enter your answer

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

Enter your answer

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

Enter your answer

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

Enter your answer

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

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

Enter your answer

16. What are your biggest challenges in administering services?

Enter your answer

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

Enter your answer

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

Enter your answer

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

Enter your answer



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

MEETING DATE: 03/26/2026

ITEM NO: 5

DATE: March 26, 2026
TO: Community Health and Senior Services Commission
FROM: Jen Fosco, Senior Service Coordinator
SUBJECT: Discuss Commissioner Updates, Including Updates on the Senior Services Roadmap

RECOMMENDATION:

Discuss Commissioner updates, including updates on the Senior Services Roadmap.

REMARKS:

Commissioners will have the opportunity to provide updates, including updates on the Senior Services Roadmap.

PREPARED BY: Jen Fosco
Senior Service Coordinator