



**TOWN OF LOS GATOS
COMMUNITY HEALTH AND SENIOR SERVICES COMMISSION
FEBRUARY 27, 2025
110 EAST MAIN STREET
TOWN COUNCIL CHAMBERS
4:00 PM**

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

HOW TO PARTICIPATE

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

Public Comment During the Meeting:

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

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

Deadlines to Submit Written Comments:

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

For inclusion in the agenda packet: 11:00 a.m. the Friday before the Commission meeting.

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

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

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

CALL MEETING TO ORDER

ROLL CALL

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

1. Approve the Minutes of the January 23, 2025 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. To ensure all agenda items are heard, this portion of the agenda is limited to 30 minutes. In the event additional speakers were not able to be heard during the initial Verbal Communications portion of the agenda, an additional Verbal Communications will be opened prior to adjournment. Each speaker is limited to three minutes or such time as authorized by the Chair.)*

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

2. Informational Presentation Regarding Nominations for the 2025 Seniors of Distinction Award
3. Review Recommended Commission Work Plan Items for 2025 and Make a Recommendation to the Town Council
4. Review 2025 Goal Area Task Forces
5. Review Areas of Focus for Goals 2-7
6. Discuss Annual Report for Fiscal Year (FY) 2024-2025
7. Appoint a Representative to the Diversity, Equity, and Inclusion (DEI) Commission

ADJOURNMENT

ADA NOTICE In compliance with the Americans with Disabilities Act, if you need special assistance to participate in this meeting, please contact the Clerk's Office at (408) 354-6834. Notification at least two (2) business days prior to the meeting date will enable the Town to make reasonable arrangements to ensure accessibility to this meeting. [28 CFR §35.102-35.104]

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 Town's website at www.losgatosca.gov. Commission agendas and related materials can be viewed online at <https://losgatos-ca.municodemeetings.com/>.



TOWN OF LOS GATOS

COMMUNITY HEALTH AND SENIOR SERVICES COMMISSION AGENDA REPORT

MEETING DATE: 02/27/2025

ITEM NO: 1

DRAFT

Minutes of the Community Health and Senior Services Special Meeting January 23, 2025

The Community Health and Senior Services Commission conducted a special meeting in person on Thursday, January 23, 2025, at 4:00 p.m.

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

ROLL CALL

Present: Chair Yick, Vice Chair Blum, Commissioner Gentile, Commissioner Konrad, Commissioner Rossmann, Commissioner Sterne, Youth Commissioner Krawez, Council Liaison Hudes (arrived at 4:08)

Staff Present: Town manager Chris Constantin, Assistant Town Manager Katy Nomura

CONSENT

1. Approve the Minutes of the November 18, 2025 Meeting.

MOTION: **Motion by Vice Chair Blum** to approve the minutes of October 24, 2024.
 Seconded by Commissioner Sterne.

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

VERBAL COMMUNICATIONS

Opened public comment.

No one spoke.

Closed public comment.

OTHER BUSINESS

2. Elect of Chair and Vice Chair for 2025.

The Commission discussed the item.

Opened public comment.

No one spoke.

Closed public comment.

MOTION: **Motion by Vice Chair Blum** to select Chair Yick as Chair for 2025. **Seconded by Commissioner Sterne.**

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

MOTION: **Motion by Commissioner Konrad** to select Commissioner Sterne as Vice Chair for 2025. **Seconded by Chair Yick.**

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

Chair Yick moved agenda item 3 after agenda item 7.

4. Consider Adoption of a Resolution Amending the Meeting Day, Time, and Location of the Community Health and Senior Services Commission.

The Commission discussed the item.

Opened public comment.

No one spoke.

Closed public comment.

MOTION: **Motion by Chair Yick** to adopt a new time and place of a resolution with 4:00 PM instead of 5:00 PM on the 4th Thursday of every month. **Seconded by Commissioner Blum.**

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

5. Receive a Report on the Fiscal Year 2024-2025 (FY24-25) Community Grant Recipients (Information Only).

The Commission discussed the item.

Opened public comment.

No one spoke.

Closed public comment.

6. Receive an Update on the Senior Service Coordinator Position (Information Only).

Assistant Town Manager Nomura provided an update on the Senior Service Coordinator position.

Opened public comment.

No one spoke.

Closed public comment.

7. Review Recommended Commission Work Plan Items for 2025 and Make a Recommendation to the Town Council.

Assistant Town Manager Nomura gave the staff report.

The Commission discussed the item.

Opened public comment.

No one spoke.

Closed public comment.

MOTION: **Motion by Commissioner Konrad** recommend that the workplan includes that the senior services roadmap be implemented through the CHSSC and its task forces. **Seconded by Commissioner Blum.**

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

3. Appoint a Representative to the Diversity, Equity, and Inclusion (DEI) Commission.

Assistant Town Manager Nomura gave the staff report.

The item was continued to the next meeting.

ADJOURNMENT

The meeting adjourned at 5:25 p.m.

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SUBJECT: Draft Minutes of the Community Health and Senior Services Commission
Meeting of January 23, 2025

DATE: February 27, 2025

Respectfully Submitted:

Katy Nomura, Assistant Town Manager



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

MEETING DATE: 02/27/2025
ITEM NO: 2

DATE: February 19, 2025
TO: Community Health and Senior Services Commission
FROM: Katy Nomura, Assistant Town Manager
SUBJECT: Informational Presentation Regarding Nominations for the 2025 Seniors of Distinction Award

RECOMMENDATION:

Receive an informational presentation regarding nominations for the 2025 Seniors of Distinction Award.

REMARKS:

A representative from the Terraces of Los Gatos Citizen's Advisory Board will provide the commission with information about the 2025 Seniors of Distinction Award that they offer.

ATTACHMENTS:

1. 2025 Seniors of Distinction Application

The 25th Annual

Seniors of Distinction Award

Sponsored by The Terraces of Los Gatos

The Terraces of Los Gatos is seeking Honorees for the 25th Annual Seniors of Distinction Award. This prestigious award recognizes a senior member of a service organization in Los Gatos or Monte Sereno who has made outstanding contributions to their community through volunteerism.

- One Honoree shall be selected by each local club or organization.
- Honorees must be at least 65 years of age.
- Honorees must have made significant contributions to their community through volunteerism, as determined by their club or organization.
- All Honorees selected by their organization will be honored at a champagne reception on May 22, 2025, from 3 PM to 4:30 PM at The Terraces of Los Gatos.

Club or Organization Name: _____

Club Contact Name/Phone Number: _____

Honoree's Name: _____

Honoree's Address: _____

Honoree's Email: _____

Will Honoree be able to attend the Award ceremony on May 22, 2025? ☐Yes ☐No

Please provide a biography that highlights the Honoree's contributions, such as:

- Honoree's history of community service and volunteerism
- What the Honoree did/does that merits special recognition
- Honoree's contribution to noteworthy projects/persons/charities
- Honoree's past or current occupation and/or field of interest
- Awards/Honors/Offices held
- TLG will arrange for a photo of the Honoree.

Deadline is Thursday, April 17, 2025 at 5pm

Deliver to:

Jayna Burtis, The Terraces of Los Gatos, 800 Blossom Hill Road, Los Gatos, CA 95032

Phone: (408) 357-1156 Email: Jayna.burtis@humangood.org



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

MEETING DATE: 02/27/2025
ITEM NO: 3

DATE: February 19, 2025
TO: Community Health and Senior Services Commission
FROM: Katy Nomura, Assistant Town Manager
SUBJECT: Review Recommended Commission Work Plan Items for 2025 and Make a Recommendation to the Town Council

RECOMMENDATION:

Review recommended Commission Work Plan items for 2025 and make a recommendation to the Town Council.

REMARKS:

In order to provide the Commission clarity from the Town Council regarding its work, a 2025 Commission Work Plan will be taken to the Town Council for review and approval. This will ensure Council support, efficient use of Commissioners' time, and sufficient staff resources for the Commission's projects in 2025.

The Commission discussed its work plan at its January 23, 2025 meeting and provided comments for staff consideration. One of the primary concerns was that the Senior Services Roadmap goals as a whole were not included in the draft work plan, and the Commission recommended that the work plan include that the Senior Services Roadmap be implemented through the CHSSC and its task forces. After considering those comments and receiving a suggested work plan from Commissioner Rossman (Attachment 2), staff has revised the recommended 2025 CHSSC Commission Work Plan (Attachment 1) to include the additional items as discussion items. Originally, staff drafted the work plan taking into account staff workload and time commitment, and this limited the types of items that could be taken up. However, with Discussion Only items, the Commission can continue to discuss relevant topics to develop recommendations for Council without using staff time. In addition, throughout the year the Commission may discuss items not on the work plan, so long as they are within the purview of the Commission and will not use staff time.

The Commission may discuss, provide input, and ultimately make a recommendation to the Town Council. Staff will evaluate the Commission's recommendation based on staffing and budget capacity and present its recommendation to the Town Council for consideration.

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SUBJECT: Work Plan

DATE: February 19, 2025

ATTACHMENTS:

1. Revised Recommended 2025 Work Plan
2. Commissioner Comments

Revised Recommended 2025 CHSSC Commission Work Plan

1. Support the senior survey conducted by Santa Clara County and AARP by Commissioners directly encouraging Los Gatos seniors to participate. The Commission will review the survey results pertaining to Los Gatos as well as the 2022 Senior Survey results and provide any input. This will fulfill the Town's requirement to conduct a senior survey as part of the Town's acceptance into the AARP Network of Age-Friendly States and Communities.
2. Commission to discuss participation in the new Town Fall Festival.
3. Suggest any additional repairs/upgrades that could still be made to the Interim Community Center with the remaining funds.
4. Review analysis conducted by Senior Service Coordinator in assessing senior services in Los Gatos and Senior Roadmap implementation. Provide input to Council and staff.

Items for discussion only (no staff time allocated):

- a) Continue the implementation of the Senior Services Roadmap Goals through the work of the Community Health and Senior Services Commission and its task forces.
- b) Explore ways to improve access to behavioral and mental health care in the West Valley to all the residents of Los Gatos, regardless of age. (Related to Project S4 of Goal 2, Core Senior Services)
- c) Prepare a follow-on study of mental health services in the West Valley, with key elements of the study being education, outreach, and service integration. (Original service assessment was done by the Commission in 2023.)
- d) Review the [Housing Resources Guide](#) and identify any gaps in the types of housing provided.

Proposed 2025 WORK PLAN

Community Health and Senior Service Commission (CHSSC)

1. Continue the implementation of the Projects identified in Goals 1 through 7 of the 10-year Senior Services Roadmap for Los Gatos unanimously endorsed by the Los Gatos Town Council in February 2023.
2. Expand Project S4 of Goal 2, Core Senior Services, to improve access to behavioral and mental health care in the West Valley to all the residents of Los Gatos, regardless of age.
3. Prepare a follow-on study of mental health services in the West Valley. (The original service assessment was done in 2023.) The key elements of this study will be education, outreach, and service integration.
4. Review the results pertaining to Los Gatos of both the current AARP senior survey and the CASOA senior survey concluded in March 2022 and provide input to both the Town Council and Staff.

The Commission will continue to receive public input, evaluate options, and make recommendations to the Town Council on policy issues regarding the human service needs of the Los Gatos community.

This work plan will ensure Council support, efficient use of Commissioners' time, and sufficient staff resources for the Commission's projects in 2025.



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

MEETING DATE: 02/27/2025
ITEM NO: 4

DATE: February 21, 2025
TO: Community Health and Senior Services Commission
FROM: Katy Nomura, Assistant Town Manager
SUBJECT: Review 2025 Goal Area Task Forces

RECOMMENDATION:

Review 2025 Goal Area Task Forces.

REMARKS:

Chair Yick provided a list of 2025 Goal Area Task Force members in Attachment 1 for the Commission's review.

ATTACHMENTS:

1. Commissioner Comments

Feb. 15, 2025

To: CHSSC Commissioners

Fr: Eleanor Yick

Re: 2025 Goal Assignments and Task Force Members

* = Chair

** = Liaison(s)

•Goal 1 –LGTF Appealing & Inviting Facility

Jeff Blum**

•Goal 2: Core Senior Services

(Including an update on Mental Health Report
written by Jeff Blum & George Rossman)

Dick Konrad *

Members: Linda Hitchcock, Lisa Lenoci, Kathy Mlinarch,
Tom Picraux, George Rossmann, Eleanor Yick

•Goal 3: Communications & Engagement

Eleanor Yick *

Members: Linda Hitchcock, Dick Konrad, Lisa Lenoci,
Kathy Mlinarich, Tom Picraux, Martha Sterne

•Goal 4: Volunteer Support & Engagement

Martha Sterne *

Members: Linda Hitchcock, Dick Konrad, Lisa Lenoci,
Kathy Mlinarich, Tom Picraux, Martha Sterne,
Eleanor Yick

•Goal 5: Enhanced Transportation Options

(Referred to Complete Streets & Transportation)

Greg Gentile**

Dick Konrad **

•Goal 6: Senior Housing Options & Information

Greg Gentile *

Eleanor Yick*

Member(s): Tom Picraux

•Goal 7: Integrated Governance, Funding, and
Accountability

George Rossmann*

Members: Jeff Blum, Dick Konrad

*Diversity, Equity & Inclusion Commission

Greg Gentile (appointed)

*Compilation of Annual Report

Eleanor Yick with Input from all
Commissioners



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

MEETING DATE: 02/27/2025
ITEM NO: 5

DATE: February 21, 2025
TO: Community Health and Senior Services Commission
FROM: Katy Nomura, Assistant Town Manager
SUBJECT: Review Areas of Focus for Goals 2-7

RECOMMENDATION:

Review areas of focus for Goals 2-7.

REMARKS:

Chair Yick requested that Task Forces 2-7 send in two to four areas of focus for 2025. This input is included in Attachment 1.

ATTACHMENTS:

1. Commissioner Comments

From: [REDACTED]
To: [REDACTED]
Subject: 2025 Task Force 2 Focus
Date: Tuesday, February 18, 2025 11:19:23 AM

[EXTERNAL SENDER]

Hi Katy, The focus areas are: Hire a Case Manager, Implement a Community Garden and Improve the Mental Health Directory.

Sent from my iPhone

Feb. 15, 2025

To: CHSSC

Fr: Eleanor Yick

Re: Areas of Focus 2025

Listed below are the areas of focus for Goals 3 and 6 for 2025.

Goal 3: Communication and Engagement

• **Project C1:** Information HUB Development and Deployment

* On-going review and suggested updates to the HUB

* Explore developing and incorporating video tutorials into HUB (e.g. how to sign up for RYDE, how to find information on the HUB, etc.)

* Explore developing and using digital inclusion initiatives to teach people how to access information on the HUB, use QR codes, etc.

* Utilize KCAT (and/or teen volunteers) to advertise and to help develop videos for the HUB

Goal 6: Senior Housing – Information on Approaches and Options

• **Accomplish First Year Goal Activity:** Form an advisory committee

• **Project H1:** Identify and Inventory Residential Options for Older Adults

* Review/edit/update the Los Gatos Housing Resources Guide that was last updated in 2015 (best estimate).

From: [REDACTED]
To: [REDACTED]
Subject: CHSSC areas of focus
Date: Thursday, February 20, 2025 2:26:09 PM

[EXTERNAL SENDER]

Hi Katy,

Sorry this is late. Here are the suggested areas of focus for Volunteer Enablement, goal #4.

- Work closely with the person who takes on the volunteer coordinator role, providing support where appropriate and needed.
- Look into adding a Volunteer Spotlight ad in the Community Announcements page of the monthly The Print edition.
- Work to include a Volunteer component to the Resource Fair that will be held in May, so that Organizations needing volunteers can get greater visibility and that adults looking to contribute can speak with several organizations looking for volunteers in the same venue.
- Investigate launching "Los Gatos Senior" social media (Facebook/Meta page, Instagram page).

Of course, please wordsmith the above as appropriate.

Sincerely,
Martha Sterne

Sent from my iPad

From: [REDACTED]
To: [REDACTED]
Subject: Goal 5 Focus for 2025
Date: Wednesday, February 19, 2025 5:26:49 PM

[EXTERNAL SENDER]

Hi Katy, The Goals are as follows: Continue VTA Access Program, Agendize discussion of the Roadmap Goals with the Transportation Commission and Identify Town Liaison for Goal 5

Sent from my iPhone

SENIOR SERVICES ROADMAP GOAL 7 Task Force

Team Meeting on February 14, 2025

Attendees: George Rossmann, Jeffrey Blum, Richard Konrad

The Senior Services Roadmap envisioned that measurement of and accountability for senior services (M&A) would yield significant benefits: increased efficiency, enhanced services, additional sources of support, and greater long-term stability of service provider programs. The Goal 7 Task Force decided to begin by benchmarking other communities for M&A activities and practices that would enrich our local senior service landscape. A questionnaire was prepared and approved by the CHSSC in November. Four communities were identified and interviewed: Los Altos, Mountain View, Campbell, and Palo Alto. These are the results of those interviews along with our analysis of Los Gatos.

Los Altos – 5 PT staff. Senior Commission, Local Participation
Measures – Attendance (classes, activities), emphasis on repeats
Changes – Local government provides direction and approval

Mountain View – 3 FT staff. Senior Advisory Commission (4 slots, 3 vacancies)
Yearly work plan. Community Services Agency (= Live Oak Nutrition). Survey some time ago.
Measures – Attendance + feedback @ workshops/events

Campbell – 1700 members. Survey (May 2024) + program surveys
Communication with external SVPs, but no assessment of performance
Supervisor analyzes survey data to measure effectiveness

Palo Alto/Avenidas – 5300 individual engagements, 68K encounters
Reports – twice a year, qualitative and quantitative measures. Goals/Objectives/
Performance
Surveys every 5 years, CASOA. Program semiannual report (under contract).
City Council liaison every 3 months.

Los Gatos – 55+ has 980 members. Print + Hub + phone lines. Limited scope of authority by CHSSC.
2009 lease agreement, way out of date. 5/2023 meeting with CHSSC – LGSR insulted.
Measurement – relies on participant feedback. SVP grants for 2025: WVCS - \$21K.

The Goal 7 Task Force's benchmarking study of neighboring communities has provided valuable insights into diverse approaches to measuring and ensuring accountability for senior services. The range of practices, from Los Altos' focus on participation metrics to Palo Alto's comprehensive system of reporting, surveys, and performance reviews, highlights potential strategies for Los Gatos. Currently, Los Gatos relies on limited feedback mechanisms and operates under an outdated lease agreement with Los Gatos Recreation (LGS Rec.), hindering effective M&A. However, the successful models implemented in other cities, particularly Palo Alto, offer a clear path forward. Moving forward, the Task Force will analyze these findings and develop specific recommendations for enhancing M&A within Los Gatos' senior services. These recommendations will focus on encouraging collaboration between service providers, the Senior Service Coordinator, and the CHSSC to establish a protocol for ongoing M&A. This collaborative approach will include communicating with service providers to understand their annual goals, fostering a cooperative environment rather than a directive one. Ultimately, the aim is to achieve the Senior Services Roadmap's goals of increased efficiency, enhanced services, additional support, and greater long-term stability for senior programs in Los Gatos.



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

MEETING DATE: 02/27/2025
ITEM NO: 6

DATE: February 21, 2025
TO: Community Health and Senior Services Commission
FROM: Katy Nomura, Assistant Town Manager
SUBJECT: Discuss Annual Report for Fiscal Year (FY) 2024-2025

RECOMMENDATION:

Discuss Annual Report for Fiscal Year (FY) 2024-2025.

REMARKS:

Chair Yick has requested that the Commission discuss the organization of the Annual Report.



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

MEETING DATE: 02/27/2025
ITEM NO: 7

DATE: February 21, 2025
TO: Community Health and Senior Services Commission
FROM: Katy Nomura, Assistant Town Manager
SUBJECT: Appoint a Representative to the Diversity, Equity, and Inclusion (DEI) Commission

RECOMMENDATION:

Appoint a representative to the Diversity, Equity, and Inclusion (DEI) Commission.

REMARKS:

The Diversity, Equity, and Inclusion Commission (DEIC) enabling resolution calls for the Community Health and Senior Services Commission (CHSSC) to appoint one member of the CHSSC to the DEIC. The appointed member serves for one year, with the term expiring on December 31, 2025. There is no limit on reappointments.

The Diversity, Equity, and Inclusion Commission currently meets at 5:00 p.m. on the third Thursday of each month, in the Town Council Chambers. Currently, the DEIC meeting schedule for 2025 is as follows:

February 13 (Special Meeting)
March 20
April 21 (Special Meeting)
May 15
June 18 (Special Meeting)
July – No Meeting, Commission Recess
August 21
September 18
October 16
November 20
December 18

The member appointed to sit on the DEIC will be a voting member that affects the quorum of the DEIC and should do their best to attend all meetings.