



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

*Eleanor Yick, Chair
Jeffrey P. Blum, Vice Chair
Gregory Gentile, Commissioner
Dick Konrad, Commissioner
George Rossmann, Commissioner
Martha Sterne, 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 Minutes of the February 27, 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. Receive Information Related to Commissioners' Roles, Responsibilities, Meeting Procedures and Policies
3. Introduce the Senior Service Coordinator
4. Discuss Candidate Nominations for the 2025 Senior of Distinction Award
5. Discuss Annual Report for Fiscal Year (FY) 2024-2025
6. Discuss Commissioner Updates, Including Updates on Goals 1-7 of the Senior Services Roadmap

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].

Note: The ADA access ramp to the Town Council Chambers is under construction and will be inaccessible through June 2025. Persons who require the use of that ramp to attend meetings are requested to contact the Clerk's Office at least two (2) business days prior to the meeting date.

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



DRAFT
Minutes of the Community Health and Senior Services Special Meeting
February 27, 2025

The Community Health and Senior Services Commission conducted a special meeting in person on Thursday, February 27, 2025, at 4:00 p.m.

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

ROLL CALL

Present: Chair Yick, Vice Chair Sterne, Commissioner Gentile, Commissioner Konrad, Commissioner Rossmann, Commissioner Blum, Council Liaison Hudes, Youth Commissioner Krawez (entered 4:02 p.m.), Mayor Hudes

Absent: none

Staff Present: Assistant Town Manager Katy Nomura

CONSENT

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

The following changes to the minutes were noted:

Item 2 motion Blum motioned for Vice Chair Stern.

Item 7 motion missing "to" after Konrad.

MOTION: **Motion by Commissioner Blum** to approve the minutes of January 23, 2025, with the noted changes. **Seconded by Commissioner Konrad.**

VOTE: **Motion passed 8-0.**

VERBAL COMMUNICATIONS

Opened public comment.

No one spoke.

Closed public comment.

OTHER BUSINESS

2. Nominations for the 2025 Seniors of Distinction Award

Ada Koransky

- A representative of the board shared information on the program.

The Commission discussed nominations.

Opened public comment.

No one spoke.

Closed public comment.

MOTION: **Motion** by **Chair Yick** to move the item to the next meeting with commissioners prepared to nominate someone at that time. **Seconded** by **Commissioner Blum**.

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

3. Review Recommended Commission Work Plan Items for 2025 and make a recommendation to the Town Council.

The Commission discussed the item and made recommendations.

Opened public comment.

No one spoke.

Closed public comment.

MOTION: **Motion** by Commissioner Rossman to adopt the 2025 proposed work plan [Attachment 2] and reject the revised recommended work plan [Attachment 1]. **Seconded** by **Commissioner Blum**.

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

4. Review 2025 Goal Area Task Forces

The Commission discussed the item as it pertains to the assigned goal task forces.

Opened public comment.

No one spoke.

Closed public comment.

5. Review Areas of Focus for Goals 2-7.

The Commission discussed the item.

Opened public comment.

No one spoke.

Closed public comment.

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

The Commission discussed the item.

Opened public comment.

No one spoke.

Closed public comment.

Chair Yick left the meeting at approximately 5:15 p.m.

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

MOTION: Motion by Commissioner Blum to nominate Commissioner Gentile. **Seconded** by Commissioner Rossman.

VOTE: Motion passed 5-0-1. (Commissioner Krawez abstained, and Chair Yick absent)

Opened public comment.

No one spoke.

Closed public comment.

ADJOURNMENT

The meeting adjourned at 5:21 p.m.

Respectfully Submitted:

Katy Nomura, Assistant Town Manager



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

MEETING DATE: 03/27/2025
ITEM NO: 2

DATE: March 24, 2025
TO: Community Health and Senior Services Commission
FROM: Leif Christiansen, Senior Service Coordinator
SUBJECT: Receive Information Related to Commissioners' Roles, Responsibilities,
Meeting Procedures and Policies

RECOMMENDATION:

Receive Information Related to Commissioners' Roles, Responsibilities, Meeting Procedures and Policies

BACKGROUND:

In recent months, there has been a growing recognition of the importance of clarifying the roles and responsibilities of Commissioners, as well as the need to review existing procedures and policies. As the work of the Commission continues to evolve in response to community needs and priorities, all members need to have a clear understanding of their roles and the goals of the Commission.

DISCUSSION:

Reviewing the roles and responsibilities of the Commissioners, along with meeting procedures and policies, can help enhance the effectiveness of the Commission and ensure that each member is serving the community to the best of their abilities. Good governance is a core goal in the Town Council's strategic priorities, and to promote good governance, it is important that everyone clearly understands the roles and responsibilities of the Commission. Understanding this will help facilitate effective decision-making, ensure meetings run smoothly, and provide better outcomes for the community.

Topics to be reviewed include the Brown Act, parliamentary procedures, recent updates to Council adopted policies, working constructively with your Commission's staff liaison, and the roles of an advisory commission. Clarifying these aspects will enable the Commission to operate more efficiently and provide positive contributions to the community.

PREPARED BY: Wendy Wood
Town Clerk



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

MEETING DATE: 03/27/2025
ITEM NO: 3

DATE: March 20, 2025
TO: Community Health and Senior Services Commission
FROM: Leif Christiansen, Senior Service Coordinator
SUBJECT: Introduce the Senior Service Coordinator

RECOMMENDATION:

Introduce the Senior Service Coordinator.

REMARKS:

On December 30, 2024, the Town opened the recruitment for the part-time position of Senior Service Coordinator. The CHSSC was notified of the posting via email on January 6, 2025. The application deadline was January 26 – and interviews were conducted in mid-February. In late February an offer was made to a qualified by the Town of Los Gatos – and March 3, 2025, was the official start-date of the new position of Senior Service Coordinator.

It should be noted that Commissions do not have authority or decision-making capacity over job descriptions, labor relations, labor issues, hiring practices, or directing staff work. This update is provided as information only.



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

MEETING DATE: 03/27/2025

ITEM NO: 4

DATE: March 20, 2025
TO: Community Health and Senior Services
FROM: Leif Christiansen, Senior Service Coordinator
SUBJECT: Discuss Candidate Nominations for the 2025 Senior of Distinction Award

RECOMMENDATION:

Discuss candidate nominations for the 2025 Senior of Distinction Award.

REMARKS:

The CHSSC may wish to discuss possible candidate nominations for the 2025 Senior of Distinction Award based on the presentation given by a representative of Terraces of Los Gatos Citizen's Advisory Board, at the CHSSC's February 27, 2025 meeting.

Attachments:

1. 2025 Senior of Distinction Application
2. Commissioner Comments - Nomination of Jeffrey Blum for the 2025 Award

PREPARED BY: Leif Christiansen
Senior Service Coordinator

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

Dear Ms. Jayna Burtis,

As a member of the Community Health and Senior Services Commission (CHSSC), I would like to nominate Jeffrey Blum for the 2025 Senior of Distinction Award sponsored by the Terraces of Los Gatos.

Although a relatively new resident of Los Gatos, Jeff immediately began to build on his long history of community involvement which started while a 30+ year resident of Palo Alto.

Jeff has been Chair and Vice Chair of the Community Health and Senior Services Commission and is currently serving his second term. The CHSSC has been delegated by the Los Gatos Town Council to oversee the implementation of the Senior Services Roadmap. In that capacity, Jeff has made major contributions to Mental Health Efforts as well research on the development of metrics to assess the effectiveness and efficiencies of service providers.

Jeff is a lawyer and a highly trained and experienced mediator! He has frequently volunteered his services to resolve local issues and also brings those skills to local community groups' decision making.

Jeff is an active member of the noon time Rotary Club of Los Gatos. He has taken on leadership roles and served as both the Director of the Los Gatos Rotary and Co-Chair of the Rotary Community Services. He has been actively involved in the highly successful last two blood drives sponsored by the Rotary.

Jeff is also a member of Los Gatos Thrives, a recently formed 501c3 foundation. The Los Gatos Thrives Foundation is dedicated to building a new Los Gatos Community Center for all ages. Jeff is actively serving on two committees dedicated to this cause.

Many people will recognize Jeff's name because he is a frequent contributor to the weekly Los Gatan. Many of his articles focus on the many positives of engagement in community events and awareness of all that is available locally to residents.

In conclusion, Jeff has proven himself to be a valuable asset to Los Gatos through his own participation in many community organizations and events. He is very deserving of being recognized as a 2025 Senior of Distinction.

Sincerely,

Richard J. Konrad
CHSSC Commissioner



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

MEETING DATE: 03/27/2025
ITEM NO: 5

DATE: March 20, 2025
TO: Community Health and Senior Services Commission
FROM: Leif Christiansen, Senior Service Coordinator
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: 03/27/2025
ITEM NO: 6

DATE: March 20, 2025
TO: Community Health and Senior Services Commission
FROM: Leif Christiansen, Senior Service Coordinator
SUBJECT: Discuss Commissioner Updates, Including Updates on Goals 1-7 of the Senior Services Roadmap

RECOMMENDATION:

Discuss Commissioner updates, including updates on Goals 1-7 of the Senior Services Roadmap.

REMARKS:

Commissioners will have the opportunity to provide updates, including updates on Goals 1-7 of the Senior Services Roadmap.

ATTACHMENTS:

1. Commissioner Comments - Goal 2 – West Valley Community Services 2025 Program Description
2. Commissioner Comments - Goal 7 – February 2025 Update
3. Commissioner Comments - Goal 7 – Sample Service Provider Report
4. Commissioner Comments – Goal 2 – Mental Health Update

BACKGROUND INFORMATION ABOUT WEST VALLEY COMMUNITY SERVICES

West Valley Community Services is a nonprofit organization that has been providing safety net services to low-income and homeless individuals and families in the West Valley region of Santa Clara County for more than 50 years. Its mission is to unite the community to fight hunger and homelessness. Our work is guided by the vision of a community where everyone has food on their table and a roof over their head.

West Valley Community Services offers various services, including a food market, affordable housing, emergency financial assistance, a mobile food market, family support, access to public health and food assistance benefits, case management, and referral services. Our programs target families with children, at-risk youth, seniors, individuals, and disabled adults who are extremely low-income, living on a fixed income, homeless, or are at risk of becoming homeless. Our services are eligible based on federal poverty determinations, and we serve individuals and families living at or below 275% of the federal poverty line—for example, \$46,000 individual income or \$96,00 family income (four-person household).

For the past 50 years, West Valley Community Services has been the safety net for families experiencing short-term crises, helping families with food, housing, and emergency financial assistance in the West Valley. However, the trends have shown that the circumstances for the many families that access our services have not changed, and as a result, they continue to need access to essential services to survive. West Valley Community Services has become one of many clients' first responders. Through case management, we have successfully connected them with basic services such as access to health care services, information about health care coverage, free tax, and public benefits assistance, which helps to reduce poverty.

West Valley Community Services is our community's safety net. We ensure that low-income and homeless individuals and families receive the support and services they need to build the foundation for a brighter future.

- By providing supplemental food, West Valley Community Services prevents hunger, improves health and nutrition, and enables clients to spend more of their financial resources on housing, transportation, medical costs, and other life essentials. Last year, **4,203** of us provided individuals with weekly groceries to families facing hunger and helped provide **1,124,277 meals**.
- By providing case management, information, and referrals, West Valley Community Services is helping clients find the resources they need to acquire suitable housing, learn about public benefits, eat more healthily, cover healthcare expenses, and much more. Last year, we case-managed **350** households.

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- By providing access to a mobile food market, West Valley Community Services is making food market service accessible to all close to where they live. The mobile food market has several locations in West San Jose, Saratoga, and Los Gatos. Last year, we provided individuals with weekly groceries to **1,500** families facing hunger and helped provide **188,104** meals.
- By providing emergency rental and utility assistance, West Valley Community Services prevents clients from eviction and homelessness. This helps prevent clients from entering the downward spiral that can make returning to stability difficult or impossible. Last year, we supported **341** households for **\$1,067,000**.

A BRIEF HISTORY OF WEST VALLEY COMMUNITY SERVICES

West Valley Community Services began because of the spirit and energy of three public health nurses assigned to Cupertino in the early 1970s. These three women, Harriet Jackson, Julie Venkus, and Sue Borgstorm, shared the vision of having a location where people could get information on transportation, child care, help in the home, medical care, and more. They decided to call a meeting of Cupertino residents to discuss this concept.

Approximately 20 people attended a ‘brown bag’ lunch meeting held on March 3, 1972, at the YMCA. Representatives from the city, county, schools, churches, Salvation Army, service clubs, and citizens at large attended. As a result, the Cupertino Roundup was created.

Thanks to key Council Members, the City of Cupertino donated the seed money needed to get the Cupertino Roundup up and running. Space was provided at an elementary school, and later, help came from the Department of Social Services. In August 1973, the first month of operation, 14 families received referrals for assistance, and 100 to 125 phone calls were received and linked to mental health, housing, child care, emergency food, clothing, and transportation agencies. Realizing that the organization needed a permanent, hired staff leader to head the organization’s operations and volunteer team, Marilyn Christian became the first Executive director. Other directors have included Ruth Platt, Sally Brennan, Jan Stephenson, Mary Ellen Chell Naomi Nakano-Matsumoto, and Josh Selo.

The original Board of Directors included Catherine Gasich, Harriet Jackson, Joe Tembrock, Susan Fuller (Cupertino Library), Vi Konghorn (United Fund), Harvey Loew (Cupertino Schools), Vicki McElroy (De Anza College), Barbara Rogers (AAUW), and Cyndy Strite.

The Cupertino Roundup officially became Cupertino Community Services (CCS) in 1976, when it was

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incorporated into a public benefit nonprofit agency. 1985 CCS hosted its first BBQ/Auction fundraiser at Blackberry Farm. That tradition continued for over 20 years.

Over time, CCS continued to expand in size and reach. Outgrowing its food market/office space needs at Cupertino's Quinlan Community Center, the CCS Board of Directors and Executive Director, Cupertino City Council Members, and key Community Leaders embarked on a capital campaign that successfully resulted in the current Vista Drive office and housing complex, which opened in 2003.

In 2007, Cupertino Community Services changed its name to West Valley Community Services to better reflect its broader area. West Valley Community Services currently serves the communities of West San Jose, Cupertino, Saratoga, Los Gatos, Monte Sereno, and the surrounding mountain region.

In 2013, West Valley Community Services celebrated 40 years of service to the community and its 10th anniversary of Vista Village. In 2019, Assemblymember Evan Low named West Valley Community Services the Assembly District 28 Nonprofit of the Year. In 2020, we were named the Nonprofit of the Year by the Cupertino Chamber of Commerce.

Today, West Valley Community Services programs have grown exponentially, complementing our food, case management, financial coaching, and emergency rental assistance services to include an outreach program with the Park-it Marker, our mobile food market and case management services, additional off-site affordable housing, a newly renovated walk-through Market for clients, and senior adult transportation service.

PROGRAM DESCRIPTION: COMMUNITY ACCESS TO RESOURCES AND EDUCATION

One-third of Silicon Valley residents need to earn more income to be self-sufficient, impacting access to stable housing and healthy and nutritious food. The inability to afford healthy and nutritious food that is culturally resonant and meets dietary and health needs directly impacts health, cognitive function, longevity, and household stability. According to the book, "How the Other Half Eats: The Untold Story of Food and Inequality in America" by Priya Fielding-Singh, Ph.D., "an unhealthy diet is a leading contributor to mortality in the United States." The book also reports broad health disparities that "disproportionately harms individuals already marginalized in American society -low income and racial and ethnic minorities."

Despite the high level of wealth in our region, a growing number of individuals and families are experiencing the horrors of poverty, hunger, and homelessness. Many families struggle to put food on the table and pay their rent in the wake of staggering increases in gas, food, and electricity costs, stagnant wages, high rents, and a tight affordable housing market. According to the San Jose State University 2024 pain index, 216,400 people in Santa Clara County live in poverty, with 12.5% of children in poverty, using the California Poverty Measure. \$2,708 is the median monthly rent in the San Jose-Sunnyvale-Santa Clara metro area, making it the most expensive metro area to rent in the U.S. According to the San Jose Pain Index, to be self-sufficient in Santa Clara County needs to make \$59 in afford rent and the cost of living. Families living on minimum wage and seniors on fixed incomes feel the rent burden more and get evicted faster in Santa Clara County. Poverty creates further barriers to accessing critical services, including health services, nutritious food, and other necessities, contributing to poor physical and mental health. Poverty also inhibits socialization and engagement with the community. For low-income families with limited English language skills or seniors, finding where or how to access services is much more of a challenge. In some cases, these families may not know where to go or may not have reliable transportation to get the help they need. This can result in significant delays in service delivery, leading them further into financial crises, unhealthy or risky living conditions, or circumstances that make them vulnerable to being taken advantage of.

To qualify for the WVCS Food Market program, the applicant must be:

- Below 275% of the Federal Poverty
- Reside in our zip code service area or be homeless and within our services. The WVCS service area includes Cupertino, Los Gatos, Saratoga, Monte Sereno, Redwood Estates, West San Jose (95129 and 95130), and the unincorporated mountain regions.
- Complete and sign the Intake Form.
- Submit any other supporting documents that pertain to their case

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All clients meet with a case manager and are assessed using the Self-Sufficiency Matrix. Clients recertify once per year and are assessed annually to track their progress.

West Valley Community Services serves as our community's safety net. We ensure that low-income individuals and families in Cupertino access the services they need to feed their families, stay in their homes, and achieve the economic stability required to live and work in our neighborhoods. CARE focuses on improving the self-sufficiency of low-income families, individuals, and households at risk of homelessness by connecting them with community resources, making services readily available and accessible, and collaborating with them on capacity building.

The West Valley region has a large population of families who are more likely to live in poverty and are in greater need of services. They also face other unique issues, such as:

- **Lack of accessibility and availability of resources:** West Valley Community Services' service area comprises a broad and diverse socio-economic spectrum. Among the million-dollar single-family homes, there are also homes where the power or water has been shut off or multiple families rent rooms in single-family homes. Because of the large number of high-income families living in our service area who do not require basic needs, many of these services are located outside the Cupertino-Saratoga-Los Gatos corridor, creating accessibility issues for low-income individuals.
- **Isolation and lack of community connections:** Low-income individuals and families in affluent communities struggle with low self-esteem, isolation, and less social involvement. Individuals in need are too embarrassed and ashamed to ask for help. They cannot also access the resources to help them succeed or maintain a healthy standard of living.
- **Lack of public transportation:** The cost of owning and operating a car is beyond reach for most individuals served at West Valley Community Services. Given our mass transit system's limited reach or slow speed, people without cars need help accessing services.

To address these challenges, the Community Access to Resources and Education (CARE) program seeks to ensure that households living in poverty have easy access to public benefits, supportive services, and education resources that help families build financial and household stability. CARE services are offered on site in Cupertino. They will also be provided through our Park-it market, which operates in two community colleges, four public schools, and two affordable housing complexes in Saratoga and Los Gatos. West Valley Community is the only social services agency providing critical needs services to these communities.

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CARE achieves this goal by providing the following services:

- **Food Distribution.** WVCS provides two weekly distributions at our location in Cupertino. Families receive groceries provided by Second Harvest Silicon Valley and items donated by local stores and purchased by WVCS. By providing supplemental food, West Valley Community Services prevents hunger, improves health and nutrition, and enables clients to spend more of their financial resources on housing, transportation, medical costs, and other life essentials.
- **Mobile Food market.** WVCS operates a Mobile Food market with nine weekly locations in West San Jose, Saratoga, and Los Gatos to accommodate families and individuals with transportation challenges. By providing access to a mobile food market, West Valley Community Services is making food market service accessible to all close to where they live.
- **Case Management and Referrals.** WVCS provides individualized support to help the community access available resources for which they may be eligible. Staff support clients to navigate the system to find the resources they need to acquire suitable housing, learn about public benefits, eat more healthily, cover healthcare expenses, and much more.
- **Emergency Rental and Utility Assistance.** As a part of the County's Homelessness Prevention System in partnership with Destination Home, WVCS provides short-term emergency financial assistance to prevent evictions and utility cutoffs. WVCS also offers help for transportation, clothing, and other basic needs based on eligibility and availability of resources.
- **Workshops and Clinics:** Clients participating in the CARE program can access various free clinics and education opportunities, including cooking classes, health fairs, job fairs, resume writing classes, and more.

CARE brings services and resources closer to the target population, coordinating assistance internally and externally and helping low-income and homeless families navigate public benefits systems. In addition, clients can also participate in a host of supportive services offered by our agency, including access to the food market, emergency financial assistance to prevent homelessness, housing resources and referrals, and other resources. All of these services are provided free of charge.

Here are stories that exemplify how your support is changing the lives of West Valley residents:

Maria is a 48-year-old single mother, and her daughter Ana is 18. They recently immigrated to the USA from Colombia. They both came to WVCS seeking food services. Maria shared with the case worker that she left Colombia due to a legal lawsuit against someone trying to take away her property. Maria and her daughter Ana received death threats because of the lawsuit they started in court. I was impressed by both their resilience and big dreams for their future. Maria does not speak English, so she was referred to ESL (English as a second language)

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classes. Ana is 18 years old, and she speaks English well. The caseworker explored options for Ana, such as GED, Community college, and the importance of higher education. The family is getting income by working as house cleaners, but finding jobs independently has been challenging. They are happy to save money by coming to the food market. They very much appreciated this service and wanted to access case management services.

Jerry, a 56-year-old man, has been unhoused for over a year and is sleeping out of his car. Jerry suffered from a work-related injury a few years ago that has affected his mobility. Therefore, Jerry's car is essential to him for transportation and security. Jerry approached WVCS to request assistance to pay for his car registration. Jerry was happy as he recently purchased a bigger car for sufficient space for him and his dog to sleep at night. However, he was worried about getting a ticket or getting his car taken away from him since he needed to register the car under his name officially. Due to his injury, Jerry cannot work and depends on SSDI as his primary source of income. He has various expenses that left him without sufficient funds to pay for the car registration on his own. Jerry expressed his gratitude to WVCS for providing the assistance he needed to ensure he did not lose his main source of security and transportation.

Francisco is a 47-year-old man living in San Jose with his wife and children. He has two daughters; one is 18 years old, and the other is nine years old. Francisco and his family faced hardships when he was laid off. He could not secure a job opportunity despite actively looking for and applying for employment positions. He realized his wife's income was insufficient to cover their rent and expenses, so he applied for unemployment. Unfortunately, their combined income was not enough to cover their rent. Francisco came to WVCS seeking rental assistance and was approved for financial assistance. Francisco expressed his gratitude for the aid and mentioned it would be helping him and his family. In addition to financial support, WVCS provided him with a HEAP application to help cover his PG&E bill. He was referred to CalFresh/CalWORKs and encouraged to continue shopping at the food market at WVCS.

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.

**City of Palo Alto
Office of Human Services
Program Semiannual Report
Fiscal Year 2024**

Agency: Avenidas

Program: Senior Services Contract # C21178949

Prepared By: Kristina Lugo Phone #: 650-289-5400 Date: July 15, 2024

Semiannual: 1st _____ 2nd X
(July-Dec) (Jan-June)

QUANTITATIVE PERFORMANCE MEASURES

Goal #/ Objective #	Performance Measures	July through December		January through June		Total Actual to Date	Contract Goal
		Projected	Actual	Projected	Actual		
Goal #1 Frail Elders 1)	Provide adult day health care services to 100 participants	70	98	30	29	127	100
2)	Provide 8,000 days of adult health services to less independent seniors	4000	5,070	4000	5079	10149	8,000
3)	Provide Case Management to 40 frail, homebound seniors	20	27	20	30	57	40
4)	Provide counseling, referral, or enrollment to 200 families and caregivers through the Avenidas Rose Kleiner Center (ARCC)	100	118	100	115	233	200
5)	75% of ARKC participants will remain enrolled for 3 months or longer demonstrating improved or maintained functional levels	75%	94%	75%	96%	95%	75%

QUANTITATIVE PERFORMANCE MEASURES

Goal #/ Objective #	Performance Measures	July through December		January through June		Total Actual to Date	Contract Goal
		Projected	Actual	Projected	Actual		
Goal #2 Caregiver Support 1)	Provide support group assistance to 150 caregivers/attendees.	75	308	75	90	398 (ARKC and ACP)	150
2)	Provide conferences, workshops and classes on caregiving issues for 150 attendees through Avenidas Care Partners and ARKC.	50	123	75	125	248	150
3)	Provide individualized consultations and support to 150 caregivers.	75	75 75	75	158	233	150
4)	90% of caregivers report being better able to manage the care of their family member because of the health education received, and improved understanding of their family members' health status	90%	90 %	90%	90%	90%	90%
Goal #3 Transportation Assistance 1)	Provide transportation assistance to 200 older adults through Avenidas Door to Door and the ARKC.	100	261	200	100	361	200

QUANTITATIVE PERFORMANCE MEASURES

Goal #/ Objective #	Performance Measures	July through December		January through June		Total Actual to Date	Contract Goal
		Projected	Actual	Projected	Actual		
2)	Provide 2,500 services to seniors to Avenidas Door to Door to combat isolation during COVID (rides, grocery, medicine, other deliveries, assurance/assistance/referral calls)	1000	1123	1500	1470	2593	2500
3)	Provide 15,000 one-way trips through ARKC	7500	8623	7500	9176	17,799	15,000
Goal #4 Focus on Isolated 1)	Provide enrichment classes, services, and workshops to 1,500 individuals through Avenidas @450 Center, Avenidas Chinese Community Center @ Cubberly and online @ Avenidas Without Walls (unduplicated individuals)	750	1424	750	1736	2253 (unduplicated for FY24)	1,500
2)	Provide enrichment classes to 4,000 individuals through Avenidas @450 Center, Avenidas Chinese Community Center @ Cubberly and online @ Avenidas Without Walls (total registrations)	2000	3561	2000	4953	8414	4000

Commented [KL1]: Corrected

QUANTITATIVE PERFORMANCE MEASURES

Goal #/ Objective #	Performance Measures	July through December		January through June		Total Actual to Date	Contract Goal
		Projected	Actual	Projected	Actual		
3)	Provide volunteer opportunities to 350 volunteers through Avenidas Volunteer Corps	150 vol 2500 hours	309 vol 3942 hrs	150 (vol) 5,000 (hrs.)	230 vol 5,668 hrs	309 vol 9610, hrs	350 (vol) 5000 (hours)

NARRATIVE OF QUANTITATIVE PERFORMANCE MEASURES

Goal #/ Objective #	Performance Measures	Provide a description of how the objective was met, specific activities conducted and measuring tools utilized for <u>this reporting period</u> , if any.
Goal #1 Frail Elders 1)	Provide adult day health care services to 100 participants.	The Rose Kleiner Center served 29 new participants during the reporting period, exceeding the goal for the fiscal year serving 127 individuals. We are increasing the number enrollment of pending candidates (~2/week) and working toward our goal to increase back to our max capacity of 65 participants/day. We track all participants via electronic health record. The multidisciplinary team assesses and determines an appropriate plan of care for each participant. We develop a person-centered care plan for all participants and track interventions via flowsheets and progress notes. All participants have a quarterly review and biannual reassessment.
2)	Provide 8,000 days of adult health services to less independent seniors	Adult day health care is provided up to 5 days per week for actively enrolled participants. We provided 5,079 days of service Jan 1-Jun 30, 2024. Daily attendance records are maintained and saved in the participant health record. We continue to provide Emergency Remote Services (ERS) as needed. This allows us to provide services to participants if they are unable to come to the Center and assist in helping them to return to in-Center services more seamlessly. At the Center we provide a variety of activities throughout a typical day of attendance. Activities include socialization, music, cognitive stimulation, exercise, lunch, personal care, and as needed, nursing or therapeutic intervention. This year we began offering Music Mends Minds, a drum circle with a trained facilitator.
3)	Provide Case Management to 40 frail, homebound seniors	Care Managers are required to document every client interaction; conduct assessments, create and document plan of care with client, signed by clients. CM staff

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NARRATIVE OF QUANTITATIVE PERFORMANCE MEASURES

Goal #/ Objective #	Performance Measures	Provide a description of how the objective was met, specific activities conducted and measuring tools utilized for this reporting period, if any.
		<p>provide counseling and support to help clients access county, CA state and federal services, apply for housing, secure transportation, obtain emergency financial assistance for dental work, rent increase, medical equipment repair. CM assists clients connect to community and social events at senior centers. Conduct weekly or as needed check ins with clients, to review and update plan of care. Close case when client is stable. Avenidas recently started to work with Enhanced Care Management clients which tend to be higher risk and have higher needs. The goals of all CM services as Avenidas is to ensure our clients remain stable and healthy in the community for as long as it is safe.</p>
4)	<p>Provide counseling, referral, or enrollment to 200 families and caregivers through the Avenidas Rose Kleiner Center</p>	<p>We received 111 referrals this fiscal year. In addition to these new caregivers and families, we continually offer support and counseling to existing families for 127 total families served. This is an increase over FY 23. Counseling, referral, and help through the enrollment process is completed by our nurse and social worker. Information about each session is tracked in the electronic health record and a spreadsheet for tracking follow up services. We provide information to interested families and individuals about our services and other resources as needed.</p> <p>In addition to new callers, we also provide counseling and referral to current participants and their families. Many families are seeking support to know what other services are available, dementia education, and information about long-term care.</p>
5)	<p>75% of ARKC participants will remain enrolled for 3 months or longer demonstrating improved or maintained functional levels</p>	<p>Goal was met and exceeded at 95% . During the reporting period 6 participants discharged within 3 months after enrollment this fiscal year. Overall, this is a high retention rate. We have seen an increase in acuity levels, mental health concerns, cognitive decline and caregiver support needs. This is a testament to the demand for Adult Day Health Care Services in the community.</p>
<p>Goal #2 Caregiver Support 1)</p>	<p>Provide support group assistance to 150 caregivers/attendees.</p>	<p>Care Partners caregiver group facilitator conducts two monthly and one weekly caregiver support group. Unduplicated attendance in these various groups is 309 caregivers with the additional members being served through ARKC caregiver support. Focus is on emotional support, self-care, assisting members become educated consumers of relevant health, legal and financial services; including how to select quality home care assistance, assess local residential care communities, navigate medical discharge plans and transitions of loved</p>

NARRATIVE OF QUANTITATIVE PERFORMANCE MEASURES

Goal #/ Objective #	Performance Measures	Provide a description of how the objective was met, specific activities conducted and measuring tools utilized for <u>this reporting period</u>, if any.
		<p>ones to higher levels of care, cope with grief, loss and death of loved ones. Members are active users of many Avenidas services; such as Door to Door transportation, the Avenidas Rose Kleiner Center, and schedule one on one consults with ACP staff.</p>
2)	<p>Provide conferences, workshop and classes on caregiving issues for 150 attendees through Avenidas Care Partners and ARKC</p>	<p>ACP SW active member of conference task force; assist with developing conference theme, title, selecting session speakers. ACP SW facilitates a session each year on topics such as contingency planning, cultivating resilience, dementia care communications and strategies. The conference will be in Spring/Early Summer 2024. ACP has hosted it's Aging Wisley series this year, serving 70 attendees identifying as caregivers.</p> <p>In August, the Rose Kleiner Center hosted Day-Caring In Action Open House Tours serving 21 members of the community including caregivers and their care partners. They were able to see the Center in action, meet with members of the team, and receive a variety of resources, information and support. In November, in celebration of National Family Caregiver Month, the Center hosted "Self-Care Is Your Superpower" and served 32 individuals including caregivers and their care partners. The event honored the contributions of family caregivers in our community. We facilitated a variety of self-care activities and education regarding the importance of self-care, provided refreshments, professional support and celebrated with live entertainment.</p>
3)	<p>Provide individualized consultations and support to 150 caregivers.</p>	<p>ACP staff conduct in person and Zoom consults to help caregivers proactively plan for their care recipient's transition to higher levels of care, navigate hospital discharge plans, assist with referrals to home care, assisted and memory care, board and care, adult day health care; consider aging in place and or relocation to a care community, connect to peers, and provide emotional support to those grieving and or experiencing anticipatory grief. SW provides clients with relevant books, articles and tool kits for all aspects of caregiving.</p>
4)	<p>90% of caregivers report being better able to manage the care of their family member because of the health</p>	<p>We conduct surveys of clients, group members, conference participants and receive positive reviews/</p>

NARRATIVE OF QUANTITATIVE PERFORMANCE MEASURES

Goal #/ Objective #	Performance Measures	Provide a description of how the objective was met, specific activities conducted and measuring tools utilized for <u>this reporting period</u>, if any.
	education received, and improved understanding of their family members' health status	We are thanked for "creating safe space for compassionate dialogue." And for providing updated educational resources on health, legal and financial services. We provide patient care and caregiver advocacy bedside with families who spend hours in the ER, ICU, CCU, SNF, assisted and memory care, and during the final stages of life, while the care recipient is on hospice. SW will answer crisis calls off work hours and during holidays, to help solo caregiver clients who lack the support of friends or relatives. We affirm caregivers by helping them cultivate self-care practices, obtain respite. We help them develop their "Bill of Caregiver Rights" navigate loved one's transition to higher levels of care.
Goal #3 Transportation Assistance 1)	Provide transportation assistance to 200 older adults through Avenidas Door to Door, Avenidas Volunteer Corps, and the ARKC.	The Door to Door Program provides volunteer rides from our 9 volunteer driver and 1 part time paid driver, using Lyft as a backup provider of rides when driver schedules are full or to go beyond our geographical limits (volunteers use their own cars). We added on delivery of durable medical equipment from Avenidas' loan closet to seniors who cannot come to the center for pick up. We also have added on a partnership with the south Palo Alto food closet to deliver donated groceries to homebound seniors. We continue the grocery delivery efforts that first started during the pandemic. Door to Door serviced 190 clients this first six months of the fiscal year. Avenidas Rose Kleiner Center coordinated transportation for 81 individuals through four different transportation options; VTA Access Paratransit, Avenidas Door to Door Program, Contracted Provider and El Camino Road Runners.
2)	Provide 2,500 one-way trips through Avenidas Door to Door	2,593 services were provided through Door to Door staff and volunteers. The City of Palo Alto recently granted Avenidas with an Emerging Needs Fund grant. These funds will go to increasing services these next six months to further meet the needs of homebound, frail older adults. Funds were used to attract new volunteers.
3)	Provide 15,000 one-way trips through ARKC	ARKC staff has been scheduling safe transportation to and from the center and have seen an increase in transportation needs. We have four vendors that we use to provide transportation. Appropriate transportation is

NARRATIVE OF QUANTITATIVE PERFORMANCE MEASURES

Goal #/ Objective #	Performance Measures	Provide a description of how the objective was met, specific activities conducted and measuring tools utilized for <u>this reporting period</u>, if any.
		assessed by social worker and is determined by cognitive and physical abilities.
Goal #4 Focus on Isolated 1)	Provide enrichment classes, services, and workshops to 1,500 individuals through Avenidas @450 Center, Avenidas Chinese Community Center @ Cubberly and online @ Avenidas Without Walls (unduplicated individuals)	This is the number of unduplicated people who participated in: classes, workshops, clubs, and special events (see below for details) and who received services such as SALA (legal), tax counseling, HICAP (Medicare counseling), therapeutic nail care, massage, reiki, and/or used the medical equipment loan closet.
2)	Provide enrichment classes to 4,000 individuals through Avenidas @450 Center, Avenidas Chinese Community Center @ Cubberly and online @ Avenidas Without Walls (registrations)	This number reflects the total number of registrations in the programs offered at 450 Bryant Street (Lifelong Learning & Leisure, health & Wellness, Technology Plus), the Avenidas Chinese Community Center, and the Avenidas Rainbow Collective. Classes: fitness, wellness, fall prevention, art, crafts, music, drama, bridge instruction, technology, writing, mobile photography, current events, and more. Workshops: health topics, driver safety, photo journeys, safe driving, brain games, technology (including privacy and fraud/scam prevention), other general interest topics. Clubs: hiking, walking, needlework, art/crafts, chess/Mah Jong/bridge, music, book clubs, reading clubs, movies, LGBTQ specific. Special events: cultural/holidays, meet-ups, social/tea/appreciation.
3)	Provide volunteer opportunities to 350 volunteers through Avenidas Volunteer Corps	The Avenidas Volunteer Corps is comprised of approximately 309 volunteers who provide services at all three Avenidas sites, do work in the community, serve on committees, help with events, tutor children, provide rides and MedPal support, tech tutoring, support LGBTQ outreach, teach classes, serve on the board and support staff administratively.

UNMET PERFORMANCE MEASURES

Goal #/ Objective #	Unmet Performance Measures	Provide an explanation of why the objective is not being met and the corrective action taken to address the problem.
Goal #4, Obj #3	We have 309 current volunteers across all functions, reduced from our goal of 350.	Our volunteers are all working many hours collectively and this makes up the shortfall of our goal but our hope is to have higher numbers of

UNMET PERFORMANCE MEASURES

Goal #/ Objective #	Unmet Performance Measures	Provide an explanation of why the objective is not being met and the corrective action taken to address the problem.
		volunteers, especially for our transportation program. We have placed ads, using social media, and using our e-blast to attract additional volunteers.

UNMET CLIENT NEEDS

Please discuss any unmet client needs your agency has identified during this period. If none, please explain.

Through calls coming in to the Avenidas Door to Door program, we have identified that there are people living alone, or with limited family support, requiring more hands-on one on one transportation assistance. We applied to the City of Palo Alto's Emerging Needs fund to help grow our program and services to try to meet this unmet need. Door to Door has attracted new volunteers and is working to train and place them to help with this community gap that has emerged since the pandemic.

PROGRAM STAFFING LEVELS

Staff Position/Program	Effective Date of Vacancy	Effective Date Position Filled	Please indicate staff changes and discuss implications on service levels, if any.
All positions filled for above services			

PROGRAM STAFFING LEVELS

Staff Position/Program	Effective Date of Vacancy	Effective Date Position Filled	Please indicate staff changes and discuss implications on service levels, if any.

AGENCY CHALLENGES

Please discuss any challenges you may be facing agency wide that may impact the provision of your programs and services.

Like many non-profits, we continue to have challenges with workforce issues, reaching our fundraising goals to allow for balanced budget and funds left for growth and innovation. Looking ahead, we are facing a 200% increase in the older adult population in our area and will need to greatly increase our capacity to meet the changing demographics and increasing needs of this population, and develop strong partnerships with other organizations to achieve this goal.

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NARRATIVE STORIES

Please provide narrative stories that illustrate the impact that the city funding has made on your clients and families (Excluding real names).

ARKC Participant is diagnosed with Parkinsons, Mild Cognitive Impairment, Depression, Asthma, Osteoporosis and Hypertension. She lives with her husband, primary caregiver. In December, 2023, the day before she was scheduled to start the program she had a serious fall at home and it resulted in an emergency room visit. The Registered Nurse provided guidance and assisted to ensure when it was safe for her to begin attending the Center. The Social Worker provided support and conducted a home visit with the Physical Therapist. They provided information on how to prevent falls at home. She was able to start attending the program 2 days per week. She has been thriving at the Center, actively engaging in activities and receives nursing care as needed, regular Physical Therapy maintenance, nutritious meals, and has made new friends. Spouse/Primary Caregiver is receiving much needed respite and support as he gets 4 days of respite. Transportation is also provided. In April they increased her attendance to 4 days per week. She has not had any ER visits or Falls since enrolling in the Center.

Long-time Door to Door client was found to not be answering the door or phone. Door to Door team checks on many clients during the week, especially those with limited family support. Manager called for a wellness check and after much effort, client was found on the floor. Client was transferred to the hospital to receive much needed care. Avenidas services are integral to the Palo Alto and surrounding communities, to support our older adults and their families.

NARRATIVE STORIES

Please provide narrative stories that illustrate the impact that the city funding has made on your clients and families (Excluding real names).

YEAR END COMMENT FY23_24: In addition to the class/workshop/event registrations in FY 23_24, 41 individuals received Medicare counseling through HICAP, 42 people had meetings with Senior Adult Legal Assistance attorneys, 251 people received tax counseling from the AARP Tax Foundation, and 384 pieces of durable medical equipment were loaned to people in need. Loan closet recipients are especially grateful to be able to borrow equipment for the long or short term. Borrowers include post-surgery patients, people with injuries or chronic conditions, and those wanting to safely accommodate visiting relatives to name a . Donated equipment is accepted, thoroughly cleaned, tested for safety, and inventoried by center staff. Staff help borrowers identify what equipment they need if they aren't sure and show them how to use the equipment. If someone is home-bound, Avenidas door-to-door drivers are available to deliver the equipment. Equipment is free for anyone to borrow (wheelchairs require a \$25 refundable deposit which can be waived).

FINANCIAL STATEMENT

Please attach a copy of your agency's semi-annual financial statement.

For more information:

Please contact Alayna Cruz at: (650) 463-4906 Fax: (650) 856-8756
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Email: Alayna.cruz@cityofpaloalto.org

The Community Health and Senior Services Commission, having provided a comprehensive report on behavioral health to the Town Council within the past two years, recognizes that mental health challenges continue to escalate. As an advisory body, we wish to supplement our previous findings with updated insights, addressing the persistent growth of these needs.

Since our initial report, the landscape of mental health has become increasingly complex, with a "kaleidoscope" of expanding requirements straining existing resources and organizations. The magnitude of these issues often exceeds the scope of our commission members. While we acknowledge successes such as the Navigator Program at the Library, El Camino Health's Aspire Program in Los Gatos, and the potential Health Clinic at De Anza College—all of which represent steps towards implementing our 2023 Behavioral Health Report recommendations—these initiatives only begin to address the growing need.

To build upon our prior work and develop a more comprehensive strategy, we propose a multi-faceted approach:

- **Building upon our previous report:** We will revisit our initial recommendations, analyzing their implementation and identifying areas where progress has been impeded.

- **Conducting further research:** This will include examining the best practices in other communities, gathering updated data, and continuing our studies to gain a deeper understanding of the evolving mental health landscape.
- **Utilizing a current survey:** To gather real-time feedback and identify pressing needs within our community.
- **Providing actionable feedback:** Based on our research and analysis, we will offer concrete recommendations for the commission and the community to effectively address mental health issues.

Our goal is to chart a path forward that ensures accessible and comprehensive mental health support for all members of our community. We believe that by combining our prior analysis with new research and community input, we can develop a more effective and responsive approach.