

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:

To:

Subject:

Date:

Goal 5 Focus for 2025

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.