



**TOWN OF LOS GATOS
COUNCIL AGENDA REPORT**

MEETING DATE: 06/21/2022

ITEM NO: 20

DATE: June 15, 2022
TO: Mayor and Town Council
FROM: Laurel Prevetti, Town Manager on behalf of the Senior Service Committee
SUBJECT: Approve Senior Services Roadmap Goals as Recommended by the Senior Service Committee

RECOMMENDATION:

Approve senior services Roadmap Goals as recommended by the Senior Service Committee.

BACKGROUND:

The Senior Service Committee (Committee) was established by Council to examine in-depth the longer-term issues initially presented by the Community Health and Senior Service Commission and prepare a "roadmap" or plan for future senior service in Los Gatos. Per the establishing Resolution:

"The Committee should develop a long-term vision and strategic plan through extensive community outreach, including workshops, that would culminate in a comprehensive report of how best to serve the needs of the Town's older adult community. The Committee should leverage the breadth of Committee membership and existing coalitions in the identification and prioritization of needs and develop recommended solutions. The Committee should take into consideration the value proposition of recommendations, estimated level of effort, potential providers and service provision models, availability and timing of service delivery, and future funding requirements;"

DISCUSSION:

Over the past several months, the Committee and multiple Subcommittees have received pertinent information and developed multiple documents to provide critical input to the

PREPARED BY: Arn Andrews
Assistant Town Manager

Reviewed by: Town Manager

DISCUSSION (continued):

development of the Roadmap and its Goals. Following is a summary of the primary research products of the Committee:

Community Assessment Survey for Older Adults (CASOA) in Los Gatos was conducted by the Polco/National Research Center organization with a 22% response rate and a margin of error +/- 4.26%. The Survey was managed by Saratoga Area Senior Coordinating Council under Town contract and coordinated by a Survey Subcommittee.

CASOA survey results (April 2022) can be found here:

<https://drive.google.com/file/d/1W8-VVqgF2FJckT8tQcC8lArka4e1L04M/view>

Series of twelve Workshops engaging individual clubs and groups within Los Gatos between February and April 2022 to assess personal opinions and suggestions about senior service needs and opportunities. Groups participating included five different service clubs, senior living and faith groups, service providers and senior recreation groups. The Workshops were carried out by the Communications and Outreach Subcommittee (Attachment 1).

In-depth benchmarking of services and spending of seven cities (Campbell, Cupertino, Los Altos, Morgan Hill, Palo Alto, Princeton, and Saratoga) for comparison to Los Gatos during March – April 2022 and carried out by the Benchmarking Subcommittee. The 33 benchmarking areas were selected from four domains of living in alignment with the structure used by the CASOA Survey (Attachment 2).

With the aforementioned information, the proposed Roadmap Goals were selected by the full Committee and voted on by the Committee members during a May Study Session. The Committee recognizes that there are aspects of the proposed goals that range from short to long term. It is anticipated that progress is possible on some short-term areas over the next year, while other long-term areas require major development and efforts over multiple years.

Following are summaries of the proposed seven Roadmap Goals developed by the Committee in priority order based on Committee member voting. Attachment 3 contains the entire listing of Roadmap Goal and specific areas to be addressed.

1. Communications & Information Access

Older adults and caregivers need ways to learn information about available services, resources, and events in multiple formats. The survey and workshops point to this area as a critical need to solve problems, participate in community activities, and enhance one's quality of life. The benchmark results for other cities indicated that Los Gatos can do a much better job. This goal helps residents age in place.

DISCUSSION (continued):

2. Appealing and Inviting Facility (Renovate or Build)

Renovate or build a community facility including older adult space/services. Age-friendly communities have spaces that are welcoming where residents can come together to engage in social, educational, and enriching activities. Community centers which either include or are dedicated to the needs of older adults provide an important focal point for residents and are found in all benchmarked cities. Approaches to building or refurbishing facilities are many, and in every case have required a concerted, long-term effort with deliberate planning.

3. Increase Engagement in Social, Educational and Healthy Living Activities

Productive activities outside of work promote quality of life and contribute to active aging. Finding and engaging in social activity and volunteering in activities of interest becomes increasingly challenging as people age. Opportunities to participate and socialize with others, volunteer in meaningful and productive activities, and engage in the community in which one lives all contribute to a feeling of belonging and personal satisfaction.

4. Enhance Transportation Options for Older Adults

Livable communities facilitate transportation options for older adults, including auto, bicycling, walking, and public transportation. Older adults consider the need for flexible transportation options to be especially important as they age.

5. Volunteer Support and Engagement

Vibrant communities provide opportunities for older members to become volunteers and/or to find needed assistance from volunteers. Promoting and supporting volunteerism allows the community to marshal the expertise of seniors and to increase engagement of older adults for the benefit of the entire community.

6. Develop integrated governance, funding, and accountability for senior services

Currently, the Town has a distributed model of senior services with minimal central planning, measurement, coordination, or accountability for maintaining and advancing services. Benchmarking results show that most cities have a more integrated governance model which can result in greater support, more successful funding initiatives, and greater transparency of senior services operations. This area is challenging but could result in increased efficiencies, enhanced senior services, and long-term stability of programs. Successful governance models by other cities will be examined to determine the best model for Los Gatos.

7. Senior Housing - Information on Approaches and Options

Many older residents expressed a desire to continue to live in Los Gatos after retirement and to enjoy their community and friends as they age. Needs change as people age, requiring a knowledge of and advice on a wide range of senior living options. Mixed-use neighborhoods with nearby opportunities to eat, shop, work/volunteer, and receive services can enhance the

DISCUSSION (continued):

quality of life for seniors. The Town can support senior living by encouraging such developments and providing education, information, and opportunities for mutual learning on housing.

CONCLUSION:

The Senior Service Committee requests Council approval of the recommended set of Roadmap Goals for future, detailed development by the Senior Service Committee. These Goals will act as the basis of the comprehensive report of how best to serve the needs of the Town's older adult community as referenced in the Committee's Resolution. Once the report is finalized, the Committee will return to Council at a future date.

COORDINATION:

This staff report was coordinated with the Town Manager and the Senior Service Committee.

FISCAL IMPACT:

None

ENVIRONMENTAL ASSESSMENT:

This is not a project defined under CEQA, and no further action is required.

Attachments:

1. Survey Workshop Report
2. Benchmarking Report
3. Roadmap Goals