

COMMUNITY HEALTH & SENIOR SERVICES COMMISSION
(CHSSC)

Goals for Senior Services in Los Gatos



ANNUAL REPORT
JUNE 2024

INTRODUCTION/OVERVIEW:

The major accomplishment of the CHSSC in Fiscal Year July 1, 2023-June 30, 2024 has been the implementation of the Year One goals of the Senior Service Committee Roadmap endorsed by the Los Gatos Town Council on February 7, 2023.

This attached report includes individual reports from Goal Chairs, updated specific goal areas 1-7 with specific activities undertaken to attain those goals, participation in outreach activities and suggestions, requests, and a recommendation for moving the implementation of the Senior Road Map to the next level. These reports supplement the Annual Report presentation to the Los Gatos Town Council in August, 2024.

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CHSSC 2023-2024 ANNUAL REPORT: GOAL 1

*AN APPEALING AND INVITING FACILITY:

- CHSSC applauds all the work that has been accomplished thus far by the LG Thrives Foundation.
- CHSSC actively supports the work of the newly formed Los Gatos Thrives Foundation for Older Adults by serving on 2 sub-committees.
- One Commissioner serves on the Community Center Sub Committee; another Commissioner serves on the Initiative and Public Relations Sub Committee.
- CHSSC Chair serves as the liaison to the Los Gatos Thrives Foundation's Board.
- CHSSC co-sponsored with the Town a community input meeting on updates to the current Interim Community Center and identified the top two recommendations.
- The attached "Annual 2023-2024 Report" on Goal 1 provides additional detail.

CHSSC 2023-2024 ANNUAL REPORT: GOAL 2

*CORE SENIOR SERVICES: (social, emotional, physical, and mental health needs of seniors)

- Continued outreach to our 4 local services providers plus others that serve our Los Gatos community. The Live Oak Adult Daycare, the Live Oak Adult Nutrition, and the Los Gatos Rec 55+ program have representative members on the Goals 2-4 Task Forces.
- Members of the Goals 2-4 Task Force volunteered to be "*Points of Contact*" for support for 10 of our Service Providers.
- Four (4) Service Providers presented their 2024 Program Updates at CHSSC meetings. (attached)
- Service Providers have expressed interest in being located on-site to provide more access for seniors. The *Navigator Program*, currently available in the library, is a model for this kind of access.
- LG Rec's 55+ Program continues to offer an extensive, ever evolving Senior Program, including new and expanded programs such as pickleball and day trips for seniors. 55+ Program's enrollment continues to grow – as of April 2024, it equaled **681!!**
- Outdoor spaces for cluster seating and other sports venues continue to be explored. Neighborhood concerns have delayed the community garden and cluster seating projects.
- Sustainability concerns:** funding, more outreach for community awareness, duplication of services and programs, and access for low-income residents to all senior programs

CHSSC 2023-2024 ANNUAL REPORT: GOAL 3

*COMMUNICATION & ENGAGEMENT:

- The overarching aim of this goal area is implementing on-going efforts that develop more community awareness about the many Senior Services that are available and ensure better access and engagement of all seniors.
- The HUB, developed jointly by a CHSSC Task Force and LGRec's 55+ Program, receives an average of **358** clicks per month and is a major source of Senior Services Information. The HUB card has been highlighted and distributed widely at Town offices, local community-wide events sponsored by the Town and local service organizations, Los Gatos Rec's 55+ Program, and the newly formed LG Thrives Foundation.
- The HUB is advertised monthly in the PRINT and has been featured in The Outlook and The Los Gatan.
- One Commissioner writes an almost weekly column that is published in The Los Gatan and features information about various Senior Services, events, and opportunities to volunteer that are available.
- LG Rec's 55+ program & KCAT's Producers Network's ever increasing membership numbers speak to the high engagement of our seniors in the programs offered:
 - *LG Rec's 55+ Record high enrollment in 2023 of **806**; and, an enrollment of **681** as of April 2024.
- Sustainability/Growth:** there is a need for more intensive use of print and social media sites to advertise and engage more seniors in our programs. There is also a need to provide more technical and skill based training opportunities for seniors. *(The new program being offered via 55+ membership and automatic enrollment in West Valley will address some of these needs.)*

CHSSC 2023-2024 ANNUAL REPORT: GOAL 4

•VOLUNTEER SUPPORT AND ENGAGEMENT:

- Goal Area Chair surveyed surrounding communities to learn how they provide information about volunteering and how they organize their volunteer menu. *(Campbell, Cupertino, Saratoga, Los Altos, Mountain View, Palo Alto, Palo Alto Avenidas, Sunnyvale)*
- Software permitting, the Volunteer link on HUB is being expanded to include more organizations, such as Communities of Faith with streaming services and other non-profits, with additional drop down menus to ensure better and easier access for seniors.
- Much discussion has been held re: establishment of an Ad-Hoc Volunteer group. The Goal Areas 2-4 Task Force has many concerns about the potential organizational needs, manageability, and sustainability of such a group.
- **CHSSC requests clarification** from the Council on how to proceed with the developmental scope of the Volunteer Program.
- The CHSSC Task Force also recommends** that in order for this Volunteer Goal to be as fully developed as possible, a full time Age-Friendly/Senior Services Coordinator position needs to be created and funded by the Town.

CHSSC 2023-2024 ANNUAL REPORT: GOAL 5

*ENHANCED TRANSPORTATION OPTIONS:

- This goal area was assigned to the Complete Streets and Transportation Commission.
- Two CHSSC Commissioners attend Commission meetings and have highlighted the goals of the Senior Roadmap.
- A successful information and outreach program, called “*Ride and Taste Los Gatos*,” has been launched with the goal of developing more awareness of public transportation options.
- VTA representatives participated in “Spring into Green” event and distributed information.
- The liaisons to the Complete Street and Transportation Commission report the following CHALLENGES for older adults:
 - *No standard options focused for senior adults*
 - *First mode of transportation is still through personal vehicles or walking when feasible. Town shuttle or even ride-sharing options should be explored.*
 - *Decent walkway options are available but lack of clear signage, instructions for both walking older adults and others, including others drivers, is concerning, especially to connect east and west sides of Los Gatos (across Highway 17).*

CHSSC 2023-2024 ANNUAL REPORT GOAL 6

*SENIOR HOUSING: Information on Approaches and Options

- The Town Council determined that this area would be addressed after Los Gatos’ Housing Element was approved by the state of California, which just happened in May 2024.
- The Los Gatos Town’s Report on Senior Housing, published and accessible via the Town’s website and the HUB, will be reviewed and edited in Q3/Q4 of 2024

CHSSC 2023-2024 ANNUAL REPORT: GOAL 7.1

***INTEGRATED GOVERNANCE, FUNDING, AND ACCOUNTABILITY FOR SENIOR SERVICES:**

- This comprehensive and synthesizing goal area is the heart of the Roadmap!
- It includes a description of the benefits and proposed elements that will be needed to achieve an integrated model for governance and accountability for senior services.
- It proposes four recommended Town Council Actions for the first year to achieve this model.
 - *One-Three-Ten-year fiscal planning*
 - *Measurement and accountability tracking*
 - *Roles and responsibilities decisions*
 - *Roadmap maintenance and update process*
- Goal 7 also includes a proposed approach to sustain progress on the Roadmap in subsequent years.
- The **CHSSC** requests that the Council clarify what next steps CHSSC might take, if any, in terms of the recommended 4 Action Steps.

CHSSC 2023-2024 ANNUAL REPORT: GOAL 7.2

***INTEGRATED GOVERNANCE, FUNDING, AND ACCOUNTABILITY FOR SENIOR SERVICES:**

- Goal 7 also listed First Steps for **CHSSC** to take:
 1. Establish a measurement and tracking process based on the above recommendations;
 2. Review examples of annual senior services reports by other cities and the state to provide a starting point for an Annual Los Gatos Report;
 3. Collect metrics from other communities and service providers on what data and rate of collection is most useful for an efficient accountability tracking process.
- The Goal Area 7 Task Force addressed the first step in 2023-2024.

CHSSC 2023-2024 ANNUAL REPORT: GOAL 7.3

*INTEGRATED GOVERNANCE, FUNDING, AND ACCOUNTABILITY FOR SENIOR SERVICES:

1. During the fiscal year 2023-2024, the Goal 7 Task Force worked on “establishing a measurement and tracking process” based on the Goal 7 recommendations:

- In 2023, 7 Service Providers were interviewed and reports were generated. The process followed is detailed in the attached report. The reports were used to determine performance of Roadmap goals and identified critical areas in need of attention.

- However, since the publication of the Road Map, there has been pushback of that model by the independent Senior Service Providers (SVPs), whose participation is voluntary. Further, the SVPs are governed by independent Boards of Directors who were not likely to go along with an integrated governance model.

- It was proposed that CHSSC continue to provide encouragement and support to the SVPs and asked to further assess and report on the quality of their services to the Town Council. In 2024, Service Providers were asked to respond to these questions:

1. *How can the CHSSC better support and assist your program?*

2. *How does your program help to address the goals in the Senior Roadmap*

3. *What are your funding needs/wishes for the next two fiscal years?*

4. *What changes, if any, to the town's budgeting processes would be helpful for your budget planning?*

- Five Service Providers responded and 4 presented their updates to or at a CHSSC meeting

- The CHSSC requests the Town Council clarify if the attached SVP reports are adequate and for the Task Force to continue its oversight in this manner.

CHSSC 2023-2024 ANNUAL REPORT: GOAL 7.4

*INTEGRATED GOVERNANCE, FUNDING, AND ACCOUNTABILITY FOR SENIOR SERVICES:

- The CHSSC 's scope of authority in terms of budgeting/funding is limited.

- Thus, the Goal 7 Task Force's work has been limited to asking questions about the sustainability of each service provider as an entity, doing an overview of their budget (when given access), and asking them these two specific questions:

- What are your funding needs/wishes for the next two years?

- What changes, if any, to the Town's budgeting processes would be helpful for your budget planning?

- The CHSSC **recommends** that Service Providers be given more information about the funding timelines and more information about the process of applying for Town grants.

- The CHSSC also **recommends** that the Town should let Service Providers know which boards/commissions/town council subcommittees are responsible for reviewing funding requests.

CHSSC 2023-2024 ANNUAL REPORT

In conclusion, the CHSSC would like thank the Town Council for the opportunity to present our Annual Report tonight, are open to feedback and suggestions, and offer the following for the Town Council's consideration:

- Suggestions
- Requests
- Recommendation

*SUGGESTIONS:

- Software used to create & maintain the HUB could provide more drop down options and, thus, offer easier navigation for seniors if it were updated.
- A comprehensive, published, budget timeline would allow Service Providers opportunities to provide timely input re: funding requests and/or decisions.

CHSSC 2023-2024 ANNUAL REPORT

*REQUESTS:

- Service Providers request assistance and better access to the Town's grant opportunities.
- Service providers have expressed interest in *free use of* an on-site location in the interim Community Center to provide better service access for seniors.
- Community members have requested *free use of* a room in the Interim Community Center for group discussions on current events, etc., with clear guidelines for use.
- **CHSSC** requests that the Town Council clarify the role of the Youth Commissioner in terms of attendance at meetings and kinds of activities/projects she or he could be responsible for implementing or managing.
- **CHSSC** requests direction from the Town Council on next steps to be taken re: integrated governance model and the adequacy of service provider reports as presented.
- **CHSSC** requests guidance from the Town Council if they want CHSSC's work vis a vis oversight of the Roadmap goals to continue as it's currently being implemented.

CHSSC 2023-2024 ANNUAL REPORT

*RECOMMENDATION:

- CHSSC recommends that a dedicated full time Age-Friendly/Senior Services Coordinator be hired/appointed so that the integration and full coordination of senior services can move ahead as envisioned in the Senior Services Roadmap.

- Funding for such a position should be provided by the Town of Los Gatos

(Attached document details some suggested responsibilities of such a coordinator.)

May 28, 2024

To: Los Gatos Town Council

Fr: CHSSC Commissioners 2024

Re: 2023-2024 CHSSC Annual Report: Detailed Report on Goal Areas 1-7

GOAL AREAS	UPDATE AS OF OCTOBER 2023	UPDATE FOR ANNUAL REPORT JULY 1, 2023 - JUNE 30, 2024
GOAL AREA 1:		
•An appealing and inviting facility	The Los Gatos Foundation for Older Adults has been launched!	See attached report
GOAL AREA 2: CORE SENIOR SERVICES	UPDATE AS OF OCTOBER 2023	UPDATE FOR ANNUAL REPORT JULY 1, 2023 - JUNE 30, 2024
<u>Goal 2. First Steps</u>		
-Negotiate an agreement for continuation of 55 Plus social, educational, and healthy living program.	Completed	IN-PLACE. The Town signed a new lease and program agreement for the 23-24 fiscal year. Reduced funding resulted in some reduction of services but many new programs continue to be offered and supported. (See LG55+ Program Report dated April 15, 2024)..
-Re-establish adult day care services.	Completed	The Adult Day Care Program is operating close to capacity. Additional funding was provided for another full-time staff member. (See report prepared by former Director Lisa Lenoci and presented to the CHSSC in April '24.)
- Continue support of community essential core services by non-profits.	Support is provided by having CHSSC members serve as reps on some non-profits.	Support continues to be provided by having CHSSC and Task Force members serve as liaisons to core service providers and on some non-profits.
DETAILS ON EACH PROJECT:		
PROJECT S1 Support Continuation of Social, Educational, Healthy Living and Meal Services for Older Adults - Ensure continuation of senior adult recreation, social, educational and healthy living provided by the 55 Plus program. Q1/23	The Town of Los Gatos has negotiated an agreement with the LGS Rec/55 Plus program to continue providing social, emotional, educational, and healthy living service. The LG Rec successfully obtained a one million dollar grant over 4 years to sustain the program through mid-2028. The Town also received \$125,000 in funding from the county to support a .2 case manager position & Adult Day Care	The Town of Los Gatos has negotiated an agreement with the LGS Rec/55 Plus program to continue providing social, emotional, educational, and healthy living services for the fiscal year July 1, 2023-June 30, 2024. Since there was less funding allocated, there has been some reduction in services. (For more details, see the attached report from LG Recreation 55+ Program that was discussed at the May 23, 2024 CHSSC meeting.) Although LG Recreation successfully obtained a one million dollar grant over 4 years, that money is not solely for the 55+ program.
- Ensure continuation of the Live Oak Nutrition Program and funding to provide food security for older adults. Q1/23	Director Kathy Mlinarch has the program up and running. She is funded to serve approximately 53 seniors but is serving an average of 80 per day. There is a need for additional funding. See a full report on the program prepared by Dick Konrad and Kathy Mlinarch. .	Director Kathy Mlinarch continues to manage, grow, and promote the Live Oak Nutrition Program. A hot nutritious meal is served 5 days a week. Despite a grant from the county and a generous donation of \$35,000 from SASCC, the current program is running at a deficit. Current and projected funding shortages remain a concern for sustainability. (For more details, please see the attached update that was presented to the CHSSC at its April 25, 2024 Meeting.)

<p>-Promote and enhance food security and healthy options for older adults, including supplemental food collection and distribution, local food bank services, etc. Q3/23</p>	<p>Donated food is collected 3 days a week from local stores (Safeway and Trader Joes) and distributed on Fridays. There is a need for a pick-up truck and volunteer drivers.</p>	<p>Donated food is picked up 3x a week and distributed. The recent donation of a refrigerated van from Second Harvest Food Bank has enhanced the program's ability to store donated food items. St. Luke's and House of Hope also provide food to the community.</p>
<p>PROJECT S2 Support Re-establishment of Adult Day Care Services - Promote establishment, support, and use of adult day care services in Los Gatos <u>Q3/23</u></p>	<p>The LG Adult Daycare Program has reopened in a remodeled space on the Los Gatos Methodist Church. Campus. Under the direction of Director Lisa Leoni, the program is currently serving approximately 20 adults. There is a goal to expand to 30. See the full report on the program prepared by George Rossmann and Lisa Leoni.</p>	<p>The Los Gatos Adult Daycare Program has continued to grow and thrive. Under the direction of former Director Lisa Lenoci, the program is currently at capacity. Recent funding for an additional full time staff member has provided for further expansion and/or creation of a wait list. The physical plant does need some additional upgrades, i.e., third room – floor and painting; need for a private space for consultation with potential enrollees and their families.</p>
<p>- Establish facilitated caregiver support programs for families and family caregivers. <u>Q2/24</u></p>	<p>Provided through the Adult Daycare Program.</p>	<p>Limited but offered through the Adult Daycare Program.</p>
<p>- Promote caregiver respite programs. Q4/26</p>	<p>Future planning.</p>	<p>Limited respite programs offered thru the county and Sourcewise.</p>
<p>- Facilitate an expanded adult day care program with more space and a controlled-access outdoor area to provide services for future growth. <u>Q4/27</u></p>	<p>Future planning!!!</p>	<p>Funding for an additional staff member will allow for expansion but limited space also impacts this ability. Some add'l updates should be made to the space.</p>
<p>PROJECT S3 Support Continuation of Other Core Services in Los Gatos by Community Organizations</p>		
<p>- Advocate for support of community nonprofits that provide services and assistance to older adults in Los Gatos (WVCS, SASCC, Next Door Domestic Violence, Jewish Family Services, House of Hope, local hospitals, etc.). <u>Q1/23</u></p>	<p>Awareness of these services is provided thru The Outlook, the Print, the HUB, The Gatan, and postings in the 55 Plus program lobby. Access to HUB cards has been provided by placement of the HUB cards in 10+ locations throughout LG.</p>	<p>Awareness of these services continues to be provided thru The Outlook, the Print, the HUB, The Los Gatan, and postings in the 55 Plus program lobby. Access to HUB cards has been provided by placement of the HUB cards in 10+ locations throughout LG. Our newly created CHSSC brochure is also widely distributed. St. Luke's and House of Hope have been added to core Service Providers.</p>
<p>- Promote and advocate on behalf of services for older unhoused people and for those in danger of becoming unhoused. Q3/23</p>	<p>The Town of Los Gatos allocated \$100,000 to support services for older unhoused adults. This allocation supports weekly showers, free lunches, and temporary housing during extremely hot or cold weather.</p>	<p>The Town of Los Gatos allocated \$100,000 to support services for older unhoused adults. This allocation supports weekly showers, free lunches, and temporary housing during extremely hot or cold weather.</p>
<p>- Advocate for and seek to expand the availability of case management workers serving older adults in Los Gatos. <u>Q4/24</u></p>	<p>Dedicated funding is desired. The Town has received funding that could be used support such a position.</p>	<p>Dedicated funding is needed for this to occur.</p>
<p>- Establish an ongoing mentor program to enlist local organizations and seniors</p>		

<p>with special skills to provide social, educational & healthy living enrichment courses. Q2/24</p> <p>- Promote County fall prevention programs. <u>Q3/23</u></p> <p>- Promote programs that provide information on personal safety devices, scam/fraud avoidance, and legal assistance. Q3/24</p> <p>PROJECT S4 Support CHSS Commission Objectives to Establish a West Valley Health Clinic with Mental Health Services</p> <p>-Support the Community Health and Senior Services Commission efforts, as well as those by community groups and the County to establish a health clinic in the West Valley. <u>Q2/23</u></p> <p>- Monitor and promote County initiative and government grant opportunities to provide mental health services in the West Valley.</p> <p>-Promote establishment of a mental health task force in the West Valley. <u>Q4/23</u></p> <p>- Create a mental health information directory. <u>Q4/24</u></p> <p>PROJECT S5 Expand Use of Parks, Community Gardens, and Other Facilities</p> <p>- Support the efforts of the Parks Commission as they relate to senior use of parks, community gardens and related facilities.</p>	<p>Future planning; need for a coordinator to establish and track such a program.</p> <p>Periodic programs are offered by LGRRec/55 Plus program and the library.</p> <p>Periodic programs are offered by LGRRec/55 Plus program and the library.</p> <p>In process through the efforts of Supervisor Joe Simitian's office in conjunction with De Anza College.</p> <p>In process through the efforts of Supervisor Joe Simitian . Set up of the 988 call center has been established.</p> <p>See the initial Needs Analysis of Mental Health Services prepared by Commissioners Jeff Blum and George Rossmann. The report calls for the establishment of a Task Force to develop a Roadmap similar to the Senior Services Roadmap.</p> <p>Future planning. Currently, LGS created the LGS Connect resource for youth, collaborated on the HUB for 55 Plus, and information is available in both The Print and the Outlook. Navigator program also provides information.</p> <p>Efforts are supported by attendance at Park Commission meetings and contacts with the Director of Parks and Public Works. Spoke at Town Council meeting requesting a Senior Friendly Community Garden.</p>	<p>There is a need to further define such a program and a need for advertising and organization. There is a need for a coordinator to establish and track such a program.</p> <p>Periodic programs continue to be offered by LGRRec/55 Plus program and the Library.</p> <p>Periodic programs continue to be offered by LGRRec/55 Plus program and the Library.</p> <p>A Health Care Clinic, serving the West Valley, is in the planning and feasibility stages to be established at DeAnza Community College.</p> <p>Thru the efforts of Supervisor Joe Simitian, a 988 call center has been established and the TRUST program has been expanded to cover Los Gatos.</p> <p>See the initial Needs Analysis of Mental Health Services prepared by Commissioners Jeff Blum and George Rossmann in 2023. The report calls for the establishment of a Task Force to develop a Roadmap similar to the Senior Services Roadmap but this is subject to staff resources.</p> <p>Currently, LGS created the LGS Connect resource for youth, collaborated on the HUB for 55 Plus, and information is available in both The Print and the Outlook. The Navigator program also provides information.</p> <p>Efforts are supported by attendance at Park Commission meetings and contacts with the Director of Parks and Public Works. Chair of Goal 2 Spoke at Town Council meeting requesting a Senior Friendly Community Garden. Neighborhood opposition has delayed progress. Requested that the Parks Commission agendaize the Senior Roadmap for discussion and update.</p>
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<p>- Establish exercise programs in parks and on Town plaza. <u>Q4/23</u></p> <p>- Initiate a program to enhance cluster seating in parks for meet up areas. <u>Q2/24</u></p> <p>- Support and promote establishment and multigenerational use of community gardens (volunteer planning, landscape design, site plot layout). <u>Q4/24</u></p> <p>- Expand recreational use of existing parks and facilities (e.g., pickleball by striping to selected Town tennis courts, bocce ball facility renovation at Oak Meadow Park, establish lawn bowling site, etc.). <u>Q1/26</u></p> <p>PROJECT S6 Health and Welfare Assessment</p> <p>- Provide a continuing assessment of community essential services for older adults in Los Gatos. <u>Q1/24</u></p> <p>-Review the welfare safety net status for older adults and the utilization and coordination of older adult services with County and community non-profit programs. <u>Q1/26</u></p>	<p>Los Gatos Rec and the Parks Commission need to work out a program.</p> <p>Cluster seating was discussed with the Parks Commission and the Director of Parks and Public Works.</p> <p>Attended Town Council meeting and recommended speeding up the establishment of the Community Garden. Chair is in regular contact with Kevin Arroyo who has been the lead on garden planning by the public.</p> <p>Pickleball expansion is being investigated by the Parks Commission and Town Staff. LG Rec/55Plus Program has already expanded their program to include pickleball.</p> <p>The HUB has been substantially expanded and a HUB card has been distributed throughout the community. The 55 Plus program tracks membership and the number of calls received re: senior services. The 55 Plus program is increasing membership: currently there are 804 members.</p> <p>We are working with Sourcewise and selected providers. Community members serve on county wide task forces and/or organization to keep us in the loop. Recently, ADRCs (Aging and Disability Resource Connection) funding has been allocated and will be awarded to a local organization to implement.</p>	<p>Los Gatos Rec and the Parks Commission need to collaborate and work out a program.</p> <p>Cluster seating continues to be discussed with the Parks Commission and the Director of Parks and Public Works. Little progress is being made. Little progress will continue to be the case on a Community Garden until other areas are address.</p> <p>Chair attended Town Council meeting and recommended speeding up the establishment of the Community Garden. Chair is in regular contact with Kevin Arroyo who has been the lead on garden planning by the public. Negotiations with neighbors is holding up the project. Perhaps the Community Foundation should be approached about management.</p> <p>LG Rec/55Plus Program has expanded their program to include many opportunities to participate in pickleball. Discussions about additional locations for pickleball courts have generated neighborhood opposition.</p> <p>Four of the Core Senior Services Providers presented reports to the CHSSC in April/May 2024 on their services offered, number of participants, feedback from users, sustainability issues and need for more outreach for increased community awareness. The Goal 7 Task Force sent an email to many West Valley Service providers requesting feedback and input. Few responded.</p> <p>Community members serve on county wide task forces and/or organization to keep us in the loop. We are working with Sourcewise and selected providers. The West Valley Service Providers Network meets in Los Gatos and highlights various programs' availability.</p>
GOAL 3: COMMUNICATION & ENGAGEMENT	STATUS UPDATE AS OF OCTOBER 2023	UPDATE FOR ANNUAL REPORT JULY 1, 2023 - JUNE 30, 2024
FIRST STEPS:		
*Expand & promote information HUB	The HUB has been substantially expanded and a HUB card has been distributed throughout the community. The 55Plus program tracks membership and the number of calls received re: senior services. The 55 Plus program is increasing membership: currently has 804 members.	The HUB continues to expand and is updated periodically. A HUB card has been distributed throughout the community and is available at all public events. The 55Plus program tracks membership and the number of calls received re: senior services. From July 2023-April 2024, 55+ line received 2381 calls = average of 238 calls per month; HUB resource page was visited 3503 times with an average of 350 visits

<p>•Expand engagement of the senior community by increasing participation in social, educational & healthy living activities.</p> <p>•Engage volunteers to implement programs</p>	<p>Volunteers have implemented First Fridays Happy Hours for Seniors and have helped the Adult Day Care Program and the Live Oak Nutrition program.</p>	<p>per month; April Print had 800 online visits in addition to the PRINT copies picked up at Rec Center.</p> <p>CHSSC and Task Force volunteers have publicized and assisted with the Los Gatos Thrives Foundations' new monthly movie program for seniors and families as well as Special Events for Seniors. The LG Rec's 55+ Program has continued to offer many day trips for seniors in addition to its in-house special activities for seniors. . The 55 Plus program shows continued growth:</p> <p>•2023: Membership = 806 (record high) 40% ages =70-79; 32% ages 80-89; 5% ages 90+</p> <p>•2024: Membership as of April: 681 = great start</p>
DETAILS ON EACH PROJECT:		
<p>PROJECT C1: Information HUB Development and Deployment</p> <p>-- Refine, edit, and broaden HUB 2.0 to make access to senior services much more intuitive and broaden HUB coverage to include other senior services in the local community: Q4/23</p> <p>- Recruit and sustain a volunteer Hub advisory group to collect information on what's not available, help maintain the accuracy of the HUB information and promote HUB. Q2/23</p> <p>- Develop a program with merchants to help promote Hub. Q2/23</p> <p>- Identify a HUB administrator with technical skills to incorporate identified missing services and maintain the HUB advisory group. Q2/24</p> <p>- Create conceptual design including master release schedule e.g., 2.0, 3.0, 4.0. Q2/24</p> <p>- Evaluate the benefits of developing a mobile app. Q4/24</p>	<p>The HUB is intuitive and has been expanded significantly. This is an on-going process. As new requests come in, additional information is added to the HUB. The Volunteer link is working on incorporating other senior services in the community and broaden the HUB's coverage. Liability and risk must be reviewed, as well as redundancy. .</p> <p>Early planning. 55 Plus has a small group of volunteers to edit the HUB for accuracy. A small group of seniors is needed to work with the CHSSC to assess the HUB and determine what is needed, missing, etc. LG Recreation staff edits and updates the HUB as needed.</p> <p>The HUB card has been distributed to 10+ locations in the community. The Chamber has agreed to have a CHSSC member speak at the meeting of the local businesses about the HUB.</p> <p>LG Recreation staff serves as the primary administrator. Edits and updates of the HUB are on-going.</p> <p>In discussion</p> <p>In discussion</p>	<p>The HUB is intuitive and continues to grow and expand. As new requests come in, additional information is added to the HUB. The Volunteer link is working on incorporating other senior services in the community, such as Communities of Faith with streaming services, and broaden the HUB's coverage. The HUB will be able to provide links only to non-profit organizations needing volunteers!</p> <p>The 55 Plus Program has a small group of volunteers to edit the HUB for accuracy. LG Recreation staff edit and update the HUB as needed. A small group of seniors is needed to work with the CHSSC to review the HUB and determine what is needed, missing, etc.</p> <p>Planning is in place for this to occur in Q3/Q4 of 2024. The HUB card has been distributed to 10+ locations in the community and more locations are planned in Q4/2024. The Chamber has agreed to have a CHSSC member speak at the meeting of the local businesses about the HUB.</p> <p>Outreach is in the plans for contacting local places of worship and senior living communities for presentations and distributions of HUB cards and CHSSC brochures.</p> <p>LG Recreation staff serves as the primary administrator of the HUB. Edits and updates of the HUB are on-going and changes made, if software permits. The 55+ Program was awarded a Certificate of Excellence by the California Parks and Recreation Society In 2023 for the HUB.</p> <p>Under discussion</p> <p>Task Force determined not feasible at this time.</p>

<ul style="list-style-type: none"> - Invite the creator of Cupertino Senior Services website to review and make suggestions. Q4/23 - Coordinate with government agencies to take advantage of resources. Q2/24 - Partner with District 5 County Supervisor to benefit other cities and offset costs. Q2/24 - Incorporate video tutorials into HUB (e.g., how to sign up for RYDE, etc.) and explore and utilize evolving technology tools Q4/24 - Use digital inclusion initiatives to teach people how to access information on the HUB, use QR codes, etc. Q4/23 - Utilize KCAT to advertise and to help develop videos for HUB. Q2/24 - Continue tracking HUB clicks and identify the most popular areas. Q1/23 - Continue tracking the number of calls that come into the office for older adult information from all sources (55 Plus; Chamber; Others). Q1/23 - Require Town participation and promotion to ensure success of objectives. Q1/23 	<p>Completed; the Cupertino Senior Services manager visited the LGS site and provided positive feedback on the design.</p> <p>Coordination has been established with local, county, and state officials.</p> <p>In discussion</p> <p>In discussion</p> <p>In discussion, G Rec has covered these topics in the Tech with Teens program and Resource Fair, but additional opportunities may be made available.</p> <p>55Plus and CHSSC need to work with KCAT to accomplish this goal</p> <p>55 Plus program does this continually but is unable to identify most popular areas due to software limitations.</p> <p>On-going</p> <p>The Town has not yet identified a .2 person to do this.</p>	<p>Completed in 2023.</p> <p>CHSSC Commissioners attend monthly meetings of various government agencies. The West Valley Service Providers Network meets in Los Gatos in our local Chamber of Commerce .</p> <p>Supervisor Simitian has been active in supporting senior services in the West Valley. Contact will be made with the newly elected SCC Supervisor for District 5 in January 2025.</p> <p>CHSSC has requested that KCAT work with LG Rec 55+ Program and high school students to develop these short videos.</p> <p>LG Rec has continued to cover these topics in the Tech with Teens program, Resource Fair, and one time classes but additional opportunities may be made available. Short videos would be very helpful, too.</p> <p>55Plus, CHSSC and KCAT need to work collaboratively to accomplish this goal</p> <p>55 Plus program does this continually but is unable to identify most popular areas due to software limitations. Currently, LG Rec reports that they receive an average of 238 calls per month and the HUB pages is visited an average of 350 visits per month.</p> <p>LG Rec 55+ Program reports an average of 238 calls per month re: information for seniors.</p> <p>The Town does include info about the 55+ Program and Senior Events in its community newsletter. The Town did allocate funding for a .2FTE position which was absorbed by Town staff to assist with prep work for CHSSC. There is a need for a dedicated Age-Friendly/Senior Services Coordinator position.</p>
<p>PROJECT C2: Promotion of Community Awareness and Engagement in Services</p> <ul style="list-style-type: none"> •Publicize senior services available in LG: <ul style="list-style-type: none"> -nutrition; -adult day services; -recreation and socialization opportunities; -educational opportunities and health fairs. Q1/24 	<p>Articles have been written in The Los Gatan and The Outlook, which publicize the CHSSC and the 55Plus Program. The Print is available online. There was community participation in the 55 Plus Health Services Fair and the SSAC Health Fair.</p>	<p>Articles have been written The Outlook and Town Newsletter, which publicizes the CHSSC and the 55Plus Program. The Print is available online. There was community participation in the 55 Plus Health Services Fair, the SAC Health Fair, and recent Resource Fair. One CHSSC Commissioner writes an almost weekly article that is published in The Los Gatan. These articles highlight senior activities. The 55+ Program, the HUB, and the CHSSC.</p>

<ul style="list-style-type: none"> •Collaborate with other local organizations to promote Town and community events and services. Q3/24 •Join the AARP Network of Age-Friendly Communities Q3/23 •Promote on-going awareness of HUB and Town senior events in Town in social media, website, and newsletter in local newspapers, with articles and ads. Q4/23 •Increase participation in Town events. Q2/23 •Establish an outreach ambassador volunteer program (go to where older adults live to promote awareness and participation. Q2/23 •Promote use of faith-based community services (e.g., Jewish Family Services of Silicon Valley's Aging with Dignity and Healthy aging Programs. Q3/23 	<p>The PRINT promotes Town and Community events. Local service organizations participated in the Health Services Fair. The Chamber of Commerce also publicizes our events.</p> <p>In process</p> <p>The HUB has been promoted in The Gatan, The Print and The Outlook. A HUB info card is available at 10+ locations in the community.</p> <p>LGRec and CHSSC members are participating in the Christmas parade and discussing participation in Spring into Green.</p> <p>55 Plus is investigating utilizing senior members, who also belong to local adult communities, as ambassadors.</p> <p>CHSSC has requested an invite to address the Interfaith Council to promote the Roadmap and the HUB; we are also in contact with JFS to promote their activities.</p>	<p>The PRINT, The Los Gatan, and the LG Weekly promote Town and Community events. Local service organizations participated in the Health Services and Resource Fairs. The Chamber of Commerce also publicizes our events.</p> <p>Completed</p> <p>The HUB has been promoted in The Los Gatan, The Print and The Outlook. A HUB info card is available at 10+ locations in the community, along with CHSSC brochures, and is distributed at all community wide events.</p> <p>LGRec55+ Program and CHSSC members participate in all the special events that take place in Town: Spring into Green, etc.</p> <p>55 Plus is investigating utilizing senior members, who also belong to local adult communities, as ambassadors.</p> <p>CHSSC continues to ask to address the Interfaith Council to promote the Roadmap and the HUB; letters are being sent to Communities of Faith and Senior Housing to inform them of the HUB and other Senior Programs and Activities.</p>
<p>PROJECT C3: Events Calendar</p> <ul style="list-style-type: none"> •Initiate an events calendar website that includes Town meetings and special events. Q2/24 •Establish connectors (APIs) to various organizations information Q2/24 •Include monthly events summary in the monthly older adult newsletters. Q3/23 •Assist with community holiday events and promotion Q2/24 •Develop a mobile app for smart phones to sign up for local events. Q4/24 	<p>In discussion</p> <p>Contact information is available through the HUB. The Print includes monthly events and The Outlook has basic information. Volunteers are available through the Service Clubs.</p> <p>In discussion</p>	<p>In discussion – suggest integrating with LGRec 55+ program's website and Town's website</p> <p>Contact information is available through the HUB.</p> <p>The Print includes monthly events and The Outlook has basic information.</p> <p>Volunteers are available through the Service Clubs, CHSSC members, and Task Force members.</p> <p>Q4/24</p>
<p>PROJECT C4: Provide and Engage Older Adults in Social, Healthy Living, and Life Learning Skills.</p> <ul style="list-style-type: none"> •Promote monthly special social activities Q1/23 	<p>55Plus and LGS already address the majority of these items in C4 on an ongoing basis</p> <p>The Print promotes Senior Social activities</p>	<p>55Plus and LG Rec 55+ already address the majority of these items in C4 on an ongoing basis</p> <p>The Print, the Outlook and The Los Gatan all promote Senior Social activities. The 55+ Program offers Special Events and Day Trips for Seniors,.</p>

<ul style="list-style-type: none"> •Organize First Friday monthly event Q1/23 •Greatly increase engagement in ongoing LGS Rec activities and classes (exercise, swimming, etc.) senior club activities and other programs. Q1/23 •Promote programs with emphasis on multigenerational activities Q1/23 •Establish diet, nutrition, & healthy living classes and programs. Q3/23 •Promote technology training programs (including library programs, etc.)Q1/24 •Promote personal safety and cyber security presentations and classes. Q1/24 •Develop training classes to enhance marketable skills Q4/24 •Partnership with West Valley CC to deliver local life-learning courses oriented to older adults. Q3/24 •Develop Distinguished Guest Lecture program Q3/30 	<p>First Friday events have occurred; currently, looking for a new venue.</p> <p>LGS publishes a seasonal brochure of available activities and distributes to all households in Los Gatos.</p> <p>55 Plus used youth volunteers to help with the Annual Picnic. Youth volunteers help with the Live Oak Nutrition and Adult Day Care programs. Youth volunteers help with local programs on digital inclusion.</p> <p>Periodic programs have been made available through 55 Plus program and the Library.</p> <p>The 55 Plus and the Library have provided periodic programs.</p> <p>55Plus and the Library have had speakers on these topics.</p> <p>SASAC has partnered with West Valley College to offer classes.</p> <p>LGS has programs that increase skills. SASCC has just established a partnership with West Valley College to enroll seniors and provide free classes.</p> <p>In process</p>	<p>CHSSC actively supports the activities being promoted by the LG Thrives Foundation, as well as the 55+ Program, for seniors and their families.</p> <p>LGS publishes a seasonal brochure of available activities and distributes to all households in Los Gatos. The monthly 55+ Print also advertises extensive offerings.</p> <p>55 Plus uses youth volunteers to help with the Annual Picnic. Youth volunteers also help with the Live Oak Nutrition and Adult Day Care programs. Youth volunteers help with local programs on digital inclusion and assist at special events, such as the Mother's Day Luncheon. KCAT also offers opportunities for multigenerational events and collaboration.</p> <p>Periodic programs have been made available through 55 Plus program and the Library.</p> <p>The 55 Plus and the Library have provided periodic programs. KCAT will be approached about developing short videos for seniors to better utilize the HUB.</p> <p>55Plus and the Library have had speakers on these topics.</p> <p>SASAC has partnered with West Valley College to offer classes. Once people join the 55+ Program, they will be automatically enrolled in West Valley and able to take free classes.</p> <p>LGS has programs that increase skills. SASCC has just established a partnership with West Valley College to enroll seniors and provide free, short terms skills based classes.</p> <p>Q3/30</p>
<p>Project C5: Transition to In-Person Services at New Community Center.</p> <ul style="list-style-type: none"> •Publicize new dedicated senior facility space for senior programs. Q1/32 •Have an information kiosk near the entrance to verbal, posted and printed materials, including volunteer information Q2/32 	<p>All projects listed under Project C5 await the opening of a new, inter-generational, Los Gatos Community Center!</p> <p>But, it should be noted that the current LGS Recreation space</p>	<p>All projects listed under Project C5 await the opening of a new, multi-generational, Los Gatos Community Center!</p> <ul style="list-style-type: none"> • A community input meeting was held to determine some immediate repairs to the interim community center.

<ul style="list-style-type: none"> •Central point of coordination for Senior Services including tech support Q3/32 •Large room exercise classes and weekly dance in new community center. Q2/32 •Host local community theater, music, and dance group programs. Q3/32 •Promote engagement by organizing regional large group meetings (SCC Cities Association, SSC Seniors Agenda, Caregiver Conference, Aging Wisely Conference, etc.) Q4/32 	<p>provides some of these items.</p>	<ul style="list-style-type: none"> •LGTF is hosting another community meeting to determine “must haves” for a new multi-generational community center. <p>But, it should be noted again that the current LGS Recreation space provides some of these items.</p>
<p>GOAL 4: VOLUNTEER SUPPORT & ENGAGEMENT</p>		<p>UPDATE FOR ANNUAL REPORT JULY 1, 2023 - JUNE 30, 2024</p>
<p>Goal 4. First Steps</p> <ul style="list-style-type: none"> • <i>Establish an ad hoc volunteer task force.</i> • <i>Create a listing of organizations needing volunteers.</i> • <i>Engage service clubs in the initiative.</i> <p>PROJECT V1: Establish Volunteering Task Force</p> <p>- Collaborate with the Community Health & Senior Services Commission and/or other commissions to form an ad hoc task force with Town liaison identified. Consider adding guest members. Q1/23</p>	<p>In process</p> <p>In process</p> <p>In process</p> <p>Many conversations have been held regarding this first goal to form an ad hoc task force with the Town Liaison. Currently, the Goal Area committees, which consist of CHSSC members and representatives from Los Gatos Recreation, Kiwanis, Rotary, the Episcopal Church and a few other community members, constitute our Volunteer Task Force. As we continue to seek other members, there is a need for volunteers to serve as ambassadors to our local senior communities and provide feedback on the content of the HUB.</p>	<p>On hold; members of the Goal Area 4 currently serve as the Volunteer Task Force. It is scheduled to meet as needed and/or once a month on the 3rd Wednesday at 3:00pm @ the LG Methodist Church.</p> <p>The LG REC 55+ Program and the CHSSC worked collaboratively to develop and launch the HUB on the Los Gatos Rec 55 Plus Program website in 2023. This page provides a comprehensive list of information and services that support older adults living in the Los Gatos community. Included on The HUB is a Volunteer Engagement link whereby organizations, that need volunteers to support their respective missions, can be listed.</p> <p>Q3/Q4/24</p> <p>On hold Conversations have continued regarding this first goal to form an ad hoc task force with the Town Liaison. Currently, the Goal Area committees, which consist of CHSSC members and representatives from Los Gatos Recreation, Kiwanis, Rotary, the Episcopal Church and a few other community members, constitute our Volunteer Task Force. Furthermore, the CHSSC is unable to coordinate a project of this magnitude on its own. It requires a full-time, paid, resource coordinator to manage a pool of volunteers and coordinate their assignment into specific volunteer opportunities. This goes beyond the reasonable scope of a Commission staffed with part-time volunteers alone.</p>

<p>Develop a list of groups needing volunteers for programs, events, and activities. Q2/23</p> <ul style="list-style-type: none"> - Establish a joint alliance of service clubs for volunteering composed of a designated person from each organization with an alliance representative on the ad hoc task force. Q4/23 <p>PROJECT V2: Recruit and Build a Volunteer Community with the Ad Hoc Task Force</p> <ul style="list-style-type: none"> - Establish a process to coordinate between organizations needing volunteers. Q4/23 - Provide links on The HUB to organizations needing volunteers. Q2/24 - Establish methods for volunteers to connect to opportunities via print and electronic communications. Q2/24 - Include volunteer opportunities in local event calendars. Q3/24 - Publicize opportunities and recruit volunteers at community events (First Fridays, etc.). Q3/24 - Issue volunteer opportunity alerts. Q4/24 - Promote volunteerism and explore new ways to marshal the expertise of older adults in Los Gatos. - Ensure equitable and inclusive opportunities to increase engagement of older adult volunteers. (continuing) <p>PROJECT V3 Establish a Volunteer Corps</p> <ul style="list-style-type: none"> - Obtain part time staff support for coordinated volunteer intake and coordination of the Volunteer Core. Q1/25 	<p>IN process</p> <p>Nancy Pearson has volunteered to be the point person for setting up at least one meeting per year to discuss goals.</p> <p>Currently, the HUB does have a link for volunteers. The information found there are links to the Los Gatos Recreation 55 Plus program, membership in 501 © 3 nonprofit service volunteer clubs such as, AAUW, Kiwanis Club, LWV SWSCV, Lions Club, Rotary Club AM & PM, and the Town of Los Gatos. Conversations have been held regarding some redesign and additions such as, Religious/Spiritual Communities, etc. There is also an extensive list of 501©3 nonprofits operating in Los Gatos that is being vetted to determine who can, who wants or who should be listed. A major area of concern relates to liability issues. A decision has been made that the LG Recreation and/or the Town of Los Gatos will list these opportunities but those who wish to volunteer must deal directly with the organization regarding volunteer activities, location, etc. The LGRec and the Town of Los Gatos assume no responsibility.</p> <p>The Goal Area 4 Committee has determined that in order for this area to become a vital part of our Senior Services Program, a coordinator is needed to establish, coordinate and oversee such a program. Without such a staff person, it will be impossible to get this Volunteer Program functional as envisioned.</p> <p>Future project</p> <p>Future project</p>	<p>On-going process, for example, ST. Luke's and House of Hope have been recently added.</p> <p>Under discussion</p> <p>Currently, the HUB does have a link for volunteers. The information found there are links to the Los Gatos Recreation 55 Plus program, membership in 501 © 3 nonprofit service volunteer clubs such as, AAUW, Kiwanis Club, LWV SWSCV, Lions Club, Rotary Club AM & PM, and the Town of Los Gatos. Conversations have been held regarding some redesign and additions such as, Communities of Faith, etc.</p> <p>Chair of Goal 4, Commissioner Sterne, surveyed surrounding communities (Campbell, Cupertino, Saratoga, Los Altos, Mtn. View, Palo Alto, Palo Alto Avenidas, Sunnyvale) to learn how they list their Volunteer Links.</p> <p>There is also an extensive list of 501©3 nonprofits operating in Los Gatos that is being vetted to determine who can, who wants or who should be listed. Due to liability issues, it has been determined that the LG Recreation and/or the Town of Los Gatos will list these opportunities but those who wish to volunteer must deal directly with the organization needing/wishing for support. etc. The LGRec and the Town of Los Gatos assume no liability.</p> <p>The Goal Area 4 Committee reiterates that in order for this area to become a fully functioning part of our Senior Services Program, an Age-Friendly/Senior Services coordinator is needed to establish, coordinate and oversee the program. Without such a staff person, it will be impossible to get this Volunteer Program functioning as envisioned.</p> <p>Future project</p> <p>On request</p>
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<ul style="list-style-type: none"> - Establish a volunteer coordinating team with required service clubs' representation. Q1/25 - Develop a method for volunteer tracking. Q3/25 - Provide periodic events for volunteers to socialize and exchange information on opportunities. Q3/25 <p>Establish a senior mentorship service that utilizes talents and skills that can be shared in a multigenerational setting. Q2/25</p> <ul style="list-style-type: none"> - Develop and coordinate volunteer opportunity exchanges (volunteer tables at Town events, bulletin boards, volunteer fair, etc.). Q4/25 - Develop opportunities exchange site on The HUB. Q4/25 - Establish a referral process to support connections between those with needs for household chores and service providers, clubs (including high school and middle school), other groups interested in volunteering and local businesses. Q4/26 - Establish and support a volunteer information component to the welcome kiosk at the new community center. Q1/32 	<p>Future project</p> <p>Future project</p> <p>Future project</p> <p>Future project</p> <p>Future project</p> <p>Future project</p> <p>Future project</p> <p>Future project</p>	<p>Future project</p> <p>Future project</p> <p>Future project</p> <p>Future project</p> <p>Future project although information has been gathered about the Avenidas program in Palo Alto as a model.</p> <p>Future project</p> <p>Future project</p> <p>Future project</p>
GOAL AREAS 5: Transportation Options	STATUS UPDATE AS OF OCTOBER 2023	UPDATE FOR ANNUAL REPORT JULY 1, 2023 - JUNE 30, 2024
<p>1-Year</p> <p><i>Form senior transportation advisory committee (tracking, input, advocacy). Promote availability of mobility options and information.</i></p> <p><i>Increase use of existing Bus 27 and advocate for expanded local transit services.</i></p>	<p>Taskforce bringing reps from CHSSC and CTSC has been formed. Focusing on bringing awareness around existing public transportation options.</p> <p>Planned an event (hopefully recurring) utilizing bus 27 for the older adults</p>	<p>Taskforce still functioning. Richard Conrad, co-liaison, will also be part going forward.</p> <p>"Ride & Taste LG" program in full swing with 3 completed events. Bi-monthly event bringing together 20 seniors, with VTA providing transportation overview, riding on 27, having sponsored lunch in Los Gatos establishment, then shopping. Goal - bringing seniors together, highlighting public transportation options and challenges, supporting local businesses.</p>

<p>3-Year</p> <p><i>Implement a Town shuttle.</i></p> <p><i>Expand mobility services - auto, bicycle, walking, & public transportation. Add Age-Friendly accessible walking paths.</i></p> <p>10-Year</p> <p><i>Create Age-Friendly accessible walking track. Develop a door to door shuttle service.</i></p> <p>FIRST STEPS:</p> <p><i>Establish collaboration with Commissions and form a Senior Transportation Advisory Committee</i></p> <p><i>Start exploring shuttle options.</i></p> <p><i>Expand community knowledge of available mobility options.</i></p> <p><i>Take action to create a more walkable Town.</i></p> <p>Goal 5: PROJECTS</p> <p>PROJECT T1: Implement and Promote Transportation Awareness and Use</p> <ul style="list-style-type: none"> - Collaborate with Complete Streets & Transportation Commission and Community Health & Senior Service Commission to form an ad hoc Senior Transportation Committee with Town liaison identified. Consider adding guest members. Q1/23 - Obtain community input on needs & concepts. Q3/23 - Seek grant opportunities in the transportation area. - Monitor General Plan 2040- Section 5- Mobility- Implementation Programs A-S. Q2/24 - Establish a mechanism for continuing assessment of Los Gatos, County, 	<p>Completed (functioning)</p> <p>In progress</p> <p>In progress</p> <p>Future planning</p> <p>Good progress has been made in creating transportation awareness in Los Gatos, primarily through "Ride and Taste LG" initiative. Details below.</p> <p>Collaboration started and on-going. Taskforce has been created with representatives from Complete Streets & Transportation Commission, Community Health & Senior Services Commission and community at large.</p> <p>Gathering of community input in progress. Not formally. Perhaps, a good idea to formalize the process in Q1'24</p>	<p>Explore options, research existing services in nearby cities, and possible collaborations.</p> <p>Explore grants</p> <p>Completed (functioning)</p> <p>In progress</p> <p>In progress</p> <p>Future planning</p> <p>"Ride and Taste LG" initiative is in full execution mode. 3 events already happened. We have funding secured for next year. Need CHSSC support, too</p> <p>Collaboration on-going. Taskforce has been functioning with representatives from Complete Streets & Transportation Commission, Community Health & Senior Services Commission and community at large.</p> <p>Gathering of community input in progress, informally during community events and gatherings. Goal is to gather input on needs in Q2/Q3 2024.</p>
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<p>State and Federal master plans, laws and grants involving all forms of mobility impacting older adults for possible recommendation. Q4/24</p> <p>- Explore wheelchair accessible parking needs. continuing</p> <p>- Track VTA bus actions. continuing</p> <p>- Enhance community knowledge and use of RYDE, VTA Access, and Santa Clara County Mobility Management Program (e.g., intro to use bus pass, low income senior passes, eligible registered dining participant passes). Q3/23</p> <p>- Promote distribution and awareness of the VTA Senior Mobility Guide. continuing</p> <p>- Link transportation information and new options to The HUB. continuing</p> <p>- Promote use of bicycles through education, training and repair, safety programs and classes. Promote development and awareness of bike and pedestrian pathways, support for more bikeways, valet use for older adult events with secure bike parking facilities. – continuing</p> <p>- Achieve increased community use of existing Bus 27 and use data to advocate for expanded local VTA transit services. Q2/26</p> <p>- Develop “Transportation Los Gatos” software that links all forms of mobility (Flex Denmark Model). Q1/32</p>	<p>Held a few meetings with VTA reps. No major changes in the plan for Los Gatos.</p> <p>"Ride and Taste LG" - the taskforce has planned a first senior daycation event with the goal to share senior community with existing transportation options. The event will start at the LGS rec with knowledge sharing of transportation options for seniors. The VTA reps will attend in person. The event will continue by seniors riding the VTA bus (#27) to free sponsored lunch at Double D's then continuing shopping local in Los Gatos. Based on the success of the first event, the goal is to host these on a regular basis (ideally, monthly). Hope is that this event will bring seniors together and help them understand existing transportation options and identify needs.</p> <p>Future project</p> <p>Future project</p>	<p>Held meetings with VTA reps. No major changes in the plan for Los Gatos.</p> <p>"Ride and Taste LG" - the taskforce has planned and executed on senior daycation event called "Ride & Taste LG" with the goal to share senior community with existing transportation options. 3 events have already been executed with great success. The event starts at the LGS rec with knowledge sharing of transportation options for seniors. The VTA reps attend in person. The event continues by seniors riding the VTA bus (#27) to free sponsored lunch at a local restaurant (Double D's, Los Gatos Cafe, Baja Fresh so far) then continuing shopping local in Los Gatos. Based on the success of these events, the goal is to host these on a bimonthly basis. Hope is that this event will bring seniors together and help them understand existing transportation options and also identify needs. We have funding secured for a year through SASSC (Saratoga Area Senior Coordinating Council). CHSSC should fund, too. (Flyer for second event on the side)</p> <p>VTA was present at “Spring into Green” Event and distributed information.</p> <p>Future project</p> <p>Future project</p>
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<p>PROJECT T2: Advocate for an Age-Friendly Walking Plan</p> <ul style="list-style-type: none"> - Coordinate with existing commissions and the General Plan to advocate for an Age-Friendly walking plan. Continuing - Create a more walkable Town through signage, increased benches, safer and more accessible sidewalks and crosswalks. Q4/23 - Create an Age-Friendly accessible walking track (Campbell Community Center track as a possible model) accessible to public at fixed hours, suitable for people with mobility limitations. Q2/26 - Add new walking paths in Town parks. Q3/24 - Conduct a senior safety zone study. Q2/25 - Enhance signage, pavement markings, evaluate extended traffic signal timing, and participate in a Vision Zero collaboration. Q4/26 	<p>Community feedback collection in progress. No concrete progress yet on action items.</p> <p>Future project</p> <p>Future project</p> <p>Future project</p>	<p>Will plan for community feedback collection in Q2/Q3 2024 and identify areas for action</p> <p>Future project</p> <p>Future project</p> <p>Future project</p>
<p>PROJECT T3: Expand Mobility Options Including Evenings and Weekends</p> <ul style="list-style-type: none"> - Work with RYDE to extend weekday hours of service M: Q4/23 - Explore Town shuttle options and focus on the best option. Consider fixed+flexible Town shuttle: contract or volunteer based, collaboration with large scale developers and employers, cooperative programs with neighboring cities (e.g., Cupertino VIA shuttle), cooperative programs with new Town community developments, cooperative programs with local businesses or senior housing entities, and explore possible subsidies). M: Q4/24 - Launch a Town shuttle that provides or includes an evening and weekend older adult transportation service. Q4/26 - Promote ride voucher programs with health care providers. Q3/25 	<p>Initial discussion/exploration Initial offline conversation has started. Extension of RYDE hours or exploration of other ride-sharing options focused on older adults</p> <p>Future project</p> <p>Future project</p>	<p>Initial discussion/exploration continues Initial offline conversation has started. Extension of RYDE hours or exploration of other ride-sharing options focused on older adults.</p> <p>Future project</p> <p>Future project</p>

<p>- Create or expand existing programs to include a door-to-door shuttle service. M: Q1/32</p> <p>Transportation challenges for older adults</p>	<p>Future project</p> <p>Future project</p>	<p>Future project</p> <p>Future project</p> <p>-No standard options focused for senior adults</p> <p>-First mode of transportation is still through personal vehicles or walking when feasible. Town shuttle or even ride-sharing options should be explored.</p> <p>-Decent walkway options available but lack of clear signage, instructions for both walking older adults and other others including drivers concerning, especially to connect east and west sides of Los Gatos (across Highway 17). This should be a relatively low hanging fruit to ensure safety of walking older adults.</p>
GOAL 6: SENIOR HOUSING- INFORMATION & APPROACHES	UPDATE AS OF OCTOBER 2023	UPDATE FOR ANNUAL REPORT JULY 1, 2023 - JUNE 30, 2024
Goal 6 First Steps:		
<p>•Establish an older adult housing advisory committee for inventorying housing options and advocacy.</p> <p>*Promote development of affordable housing for older adults.</p> <p>*Advocate for older adults living independently in the community</p>	<p>It was decided by the Los Gatos Town Council that this goal area, except for an inventory of residential options, would be addressed after Los Gatos' Housing Element has been approved by the state of California</p>	<p>Los Gatos' Housing Element was approved by the state of California in May 2024.</p> <p>The Los Gatos Town's Report on Senior Housing is accessible via the Town's website and the HUB. It will be reviewed and edited as needed in Q3/Q4 of 2024.</p> <p>This is an on-going goal that guides the CHSSC in their oral and written publications.</p>
GOAL AREA 7: INTEGRATED GOVERNANCE, FUNDING, AND ACCOUNTABILITY FOR SENIOR SERVICES	UPDATE AS OF OCTOBER 2023	UPDATE FOR ANNUAL REPORT JULY 1, 2023 - JUNE 30, 2024
<p>Committee proposed four (4) recommended Town Council actions the first year to achieve the:</p> <p>Proposed Integrated Governance Model</p> <p>•One-three-ten year fiscal planning</p>	<p>This is a comprehensive and culminating goal area developed to ensure governance, funding, and accountability measures are in place to ensure successful implementation of the Roadmap.</p> <p>The Proposed Integrated Governance Model has four recommended Town Council Actions to achieve this model.</p>	<p>2023: Outreach and reports generated with 7 service providers to assess alignment with the Senior Roadmap Goals and needs to accomplish that alignment.</p> <p>Service Providers, governed by their own Boards, resisted double reporting to the CHSSC.</p>

<ul style="list-style-type: none"> •<i>Measurement and accountability tracking</i> •<i>Roles and responsibilities decisions</i> •<i>Roadmap maintenance and update process</i> 		
Goal 7 Projects:		
<ul style="list-style-type: none"> •Integrated governance model that includes : Distinct roles for non-profits; Coordinated management model ; Sustainable financial planning; Methods for measurement, accountability, and maintaining transparency •One-Three-Ten Year Fiscal Planning •Measurement and Accountability Tracking •Roles and Responsibilities •Roadmap maintenance and update process 	<p>During 2023, this Goal Area Team focused on outreach to our 4 main local service providers, plus others who serve the community, to gather information on needs, such as financial, enrollment, sustainability.</p>	<ul style="list-style-type: none"> •2024: letters sent to extensive list of service providers to list their primary accomplishments and how CHSSC can better assist them in meeting goals. Few responded. •Service Providers, governed by their own Boards, resisted double reporting to the CHSSC. •Service Providers were asked to respond to 2 questions: <ol style="list-style-type: none"> 1. What are your funding needs/wishes for the next two years? 2. What changes, if any, to the Town's budgeting processes would be helpful for your budget planning. •There will be an on-going assessment of the Core Services Providers through reports and newly identified Task Force members as point of contact identified in Goal 2. •Overarching concern for all Service Providers and the CHSC is sustainability and more community awareness. •Dedicated Age-Friendly/Senior Services Coordinator is needed to address this area.

May 2, 2024

To: CHSSC

Fr: Jeff Blum, Chair Goal 1

Re: Annual Report of Community Health and Senior Services Commission to Town Council

Goal One: Appealing and Inviting Facility

Projects:

Needs analysis, fundraising, optimize existing space, community facility direction, community facility design, community facility construction, community facility operations

These projects are to occur over an anticipated period of up to ten years.

*Fund raising:

A 501(c)3 nonprofit organization was created, a **fund-raising committee** was recruited, and planning sessions were held.

*Liaisons from CHSSC were appointed to the Los Gatos Thrives Foundation for Older Adults, the nonprofit group founded to attain goal one. One member of CHSSC serves on the community center committee, which is intended to determine the size, scope of services, and needs of the community for a new center (**needs analysis**). The community center is also tasked with finding a suitable location for a center. The other CHSSC member is on the foundation's marketing/communications committee, which is intended to promote and educate the community about the needs for, and desirability of having, a new community center. This committee arranged for monthly Monday morning movie premieres at the Los Gatos Theatre. The goal is to promote the foundation and its goals. The first such movie (May 6th) allowed attendees to watch a first run movie (Fall Guy with Ryan Rosling) and receive a coffee and a pastry, for \$10. The liaisons also participated in a presentation to the town council to better inform council members about the progress the foundation is making in implementing goal one.

*With the assistance of CHSSC liaisons, the foundation has developed a timeline and other committees (in addition to those mentioned above) to implement goal one.

*One of the liaisons had an article published concerning the foundation and its goals. With the assistance of the liaisons, a website has been established for the foundation. The foundation has also developed a logo relating to the attainment of goal one.

*As a part of its **needs analysis** and for **optimization of existing space**: the foundation and CHSSC considered what upgrades are needed for the existing Los Gatos Recreation facility: CHSSC co-sponsored with the Town and held a community workshop to discuss upgrades. This well attended event (approximately 40-50 people participated) brainstormed ideas in answering questions about what types of improvements/upgrades should be made and what types of services should be offered. Following this workshop, in furtherance of goal one's project for **optimization of existing space**, CHSSC reviewed the results from it and made recommendations to the town council about the types of upgrades most appropriate and the criteria to be used in selecting service providers to utilize space in the upgraded facility.

***Further needs analysis:** Tours of other community centers: The CHSSC liaisons participated in tours of community centers in Los Altos, Mountain View, Morgan Hill, Saratoga, and Palo Alto, to gain ideas for a new/improved community center in Los Gatos. In addition, the tours aided in helping organize and prepare presentations for workshops, as additional **needs analysis**.

***Additional needs analysis:** The foundation is creating a survey to distribute to town residents, which will inform the community about the foundation, explain the need for a new center, and solicit information from town residents about what they consider as priorities for a new/improved community center.

***The foundation's survey will be followed by a workshop to obtain further input from the community and to further inform the community about the goals of the foundation and aid in needs analysis.** This workshop ("Community Center Dreaming") will be held June 20th from 5-8:30 p.m. at the Masonic Lodge. It will ask attendees to focus on the question of what we, as a community, want in a community center.

***CHSSC will review the results of the survey and the Community Center Dreaming workshop in August or September and recommend next steps for the foundation vis a vis fulfillment of goal one project to do a needs analysis.**

***Community facility direction/development of a design example/model:** The foundation has obtained commitments from architectural staff and students on a voluntary basis, to assist with possible design and construction plans for a new community center.

May 6, 2024

To: Los Gatos Town Council

Fr: George Rossman, Chair Goal 7

Re: Annual Report 2024: Goal 7 - Governance

In 2023 Reports were generated for the following core service providers:

- * 55 Plus
- * Live Oak Nutrition
- * Live Oak Day Care
- * West Valley Community Services
- * SASCC
- * KCAT
- * Jewish Family Services

The following process was followed:

1. Provide each of the listed entities with the Road Map goals.
2. Ask them to outline their services of older adults and then discuss with them which of the seven goals epitomize what they are doing.
3. Determine to what extent these groups are fulfilling the Road Map goals.
4. Determine what services are most needed for the implementation of the goals and ask them how they might expand their services to cover those needs.
5. Let them know that we want to partner with them in providing those services that align their goals with the goals in the Road Map.
6. Ask them a number of questions:
 - a. How do they communicate with older adults?
 - b. What does their outreach to older adults entail?
 - c. How do they bring in new people?
 - d. How do older adults get to their events?
 - e. How can the town help their organization?
7. Ask them to provide us with a brief written summary of their responses to our inquiries.
8. Inform the groups we will be providing the town council with a report.
9. Consider creating additional inquiries to these service providers tailored towards their unique services.

The reports were used to determine performance of Road Map Goals and identified critical areas in need of attention.

This year (2024) letters were sent to the extensive list of providers in the Service Providers Network. We asked them about their primary accomplishments in 2023 and how CHSSC can help in achieving 2024 Goals. There was little to no response. Recently, the House of Hope and St. Luke's were added to the core list and a liaison was assigned to each core provider.

The Road Map envisioned that an integrated governance model with accountability for senior services would yield significant benefits: increased efficiencies, enhanced services, additional sources of support, and greater long-term stability of programs. However, since the publication of the Road Map, there has been significant pushback of that model by the independent Senior Service Providers (SVPs), whose participation would be voluntary. Further, the SVPs are governed by independent Boards of Directors who were not likely to go along

with an integrated governance model. So instead of pursuing that model, it was proposed that CHSSC continue to provide encouragement and support to the SVPs and asked to further assess and report on the quality of their services to the Town Council.

Further analysis of the services provided in our community and their impact is necessary. Like the earlier assessment, much of the critical information would be obtained through collaboration with the SVPs, either in the form of reports or presentations. The objectives of this continuing analysis are to

1. Expand the number of SVPs interviewed,
2. Utilize both common (service quality, sustainable business plan) and unique (strategy, capacity, participation) metrics to provide a broad assessment of the capabilities of our SVPs.
3. Uncover weaknesses in service coverage and operations based on these metrics and external benchmarks,
4. Indicate to our SVPs how they might alter or expand their service operations to fulfill Road Map goals. Here are two specific questions that we would like answered.
 1. What are your funding needs/wishes for the next two fiscal years?
 2. What changes to the town's budgeting processes would be helpful for your budget planning?

There will be an ongoing assessment of the Core Services Providers through reports to the Commission.

CHSSC Recommends: Appointment of an Age Friendly/Senior Services Coordinator

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 older adults and to increase engagement of older adults for the benefit of the entire community. Our Committee found that many older adults want to volunteer, and many others need volunteers for help. With volunteer time in California currently estimated at approximately \$30hr by the Independent Sector organization, the many 1000's of hours available locally represents an important resource for the Town to take advantage of as much as possible.

An Age-Friendly Coordinator could address many of these goals:

- Integrate the delivery of services to older adults
- Assist with implementing the Senior Services Committee's Road Map
- Report and make recommendations to the Town Council about his/her observations concerning the delivery of services and how best to streamline the services provided by service providers
- Act as the point of contact for the Commissions, Service Provider organizations, Los Gatos Foundation For Older Adults To Thrive, and regional nonprofits providing services for Los Gatos older adults
- Be the point of contact for the key provider of recreational services to older adults (currently LGS Recreation)
- Receive information from the three CHSSC activities coordinators involving Communication & Engagement, Roadmap Tracking, and Annual Assessments
- Serve as the point of contact for questions about volunteer opportunities as Roadmap projects advance in support of this goal
- Facilitate review and presentation to Town Council of the Annual Assessment of Senior Services provided by the CHSSC for receipt by the Town Council
- Provide information and support for the Town Council review of the Roadmap progress and governance on a semiannual basis

As the Roadmap successes accrue in future years and senior services delivery advances, there may be considerable leverage gained by increasing the fractional 0.5 FTE allocation to the Town's Age-Friendly Coordinator. This graded approach could facilitate the transition of Los Gatos senior services governance from a fragmented model to an integrated partnership model.

Next steps:

1. An Age-Friendly Coordinator is hired
2. Funding: Town of Los Gatos, Los Gatos Thrives Foundation, Grants,
3. Purposed: Ensure the Coordinator is briefed on the senior services landscape. This position would provide an important step to realizing the Roadmap vision of a coordinated partnership for senior services between the Town, Town commissions and boards, the Los Gatos Foundation For Older Adult to Thrive, community service providers, and other nonprofits and regional providers.

LIVE OAK ADULT DAY SERVICES - CHSSC REPORT

Program Update

April 25, 2024

FROM: LISA LENOCI, Program Director

Live Oak Adult Day Services ("Live Oak") operates a specialized adult day program. It was started in 1983 in Los Gatos in response to a demand for services for an aging population and an increased rate of dementia. That need has continued to grow. Live Oak currently has four sites in Santa Clara County, including the one in Los Gatos. It is a 501(c)(3) organization.

Live Oak and the Roadmap Goals:

Live Oak's program addresses a few goals of the Senior Roadmap, namely, core services (an adult day program), caregiver respite and support, and volunteer engagement.

Scope of Services:

Live Oak's mission is to improve the quality of life of its senior participants by removing them from social isolation and offering a variety of stimulating activities to improve their psychological and physical well being. The program includes a variety of activities such as music, art projects, chair exercise, bingo, trivia, reminiscing and many cognitive activities. The program also includes the service of a nutritious breakfast, lunch and snack each day. A corresponding objective is to extend the time the seniors can remain in their homes and avoid or delay a move to long-term care. A companion goal is to provide support and much needed respite to their family caregivers. In addition to providing respite, Live Oak currently hosts three caregiver support group meetings each month and shares information with the family caregivers regarding useful resources such as health fairs and conferences.

Seniors Served:

The seniors served by the program are seniors who suffer from various cognitive and/or physical impairments including Alzheimer's, mild to moderate dementia, Parkinson's, stroke, and cerebrovascular diseases. Eligible seniors are those who are unable to participate in mainstream community programs and who would benefit from socialization, physical activity and mental stimulation.

Since the Los Gatos site reopened in June 2023, it has served 10 Los Gatos residents. That number has and will continue to fluctuate. Live Oak currently serves a total of 23 seniors at its Los Gatos site. Seven of those are residents of Los Gatos and the others reside in the surrounding communities of Campbell and San Jose.

Not too long ago, the Los Gatos site was on the verge of starting a waiting list but with staffing and turnover that was averted. Live Oak operates Monday - Friday from 9 AM - 3 PM. The participants do not all attend every day. There is not a minimum number of days required for attendance but at least two days per week is recommended to help establish a routine. The roster fluctuates based on turnover and ongoing enrollments.

Capacity is partly dictated by staffing and partly by the size of the Los Gatos site. Live Oak maintains a 1:5 ratio (one staff for every 5 participants). Currently, based on staffing, the number of participants is limited to 15 per day. A new Assistant Director has been hired and is scheduled to start the middle of May. At that time, the number of daily participants can be increased but given space limitations, the total will only increase to about 18-20. However, this is beneficial in many respects. A smaller size group is less chaotic and helps to maintain the supervised, structured setting of the program.

Volunteers/Intergenerational Activity:

Live Oak welcomes volunteers of all ages. Volunteers help to keep the program vibrant and greatly assists with the budget. Some of the volunteers spend time interacting and socializing with the senior participants and assist staff in the service of the daily activities. Those volunteers join us for either the whole 6 hour day or a partial day. Others volunteer their time for a specific one-hour activity such as providing musical entertainment or leading an exercise class. Several of those volunteers are seniors so we have seniors entertaining seniors.

Other times the volunteers are high school students working on their community service hours. Many of those student volunteers come from Bellarmine. Bellarmine mandates that their students complete a certain number of community service hours each year and in their sophomore year, the hours must be completed at either an environmental organization or one that serves the elderly or the physically/mentally challenged. However, the number of volunteers from Los Gatos High School has recently increased, including a significant number of students recently from the badminton team.

In addition to the intergenerational interaction between the senior participants and high school volunteers, the program participants enjoy watching the young children at the adjacent Grace Preschool play outside and on occasion, an interactive activity is planned with the preschool.

Financials:

Live Oak is supported by a diversified funding portfolio which includes client fees, government funding, foundation grants, individual donations and fundraising. The total budgeted revenue for the year is \$139,792.24, although the YTD Actual is \$167,417.81. From the clients, there is a recommended daily contribution for attendance, ranging from \$25 - \$90 a day, based on income. The client fees generally account for only about 50% of the operating budget so outside funding is needed to enable Live Oak to bridge the gap and fully cover expenses. Our total budgeted expenses for the year are \$213,985.29 (the YTD Actual is \$151,255.17). The major expenditures include payroll, rent, performers/independent contractors and food/supplies. A totality of all funding sources is needed to fully cover expenses and there is an ongoing need for further grants and donations. Also, about 70% of the clients fall in the very low to extremely low income range. Live Oak abides by the philosophy that no one will be denied enrollment due to inability to pay. Some sponsorship opportunities are available. The Veterans Administration provides financial assistance to veterans in some cases. For the past few years, Santa Clara County offered an adult day services subsidy pilot program to assist low income seniors who might otherwise lack the financial means to participate in an adult day program. Each of the adult day programs in the County were allocated a certain number of slots. Since Live Oak's Los Gatos site reopened last June 2023, five of the program's participants have benefited from that County program. However, the subsidy program is slated to end at the end of this fiscal year. There is a need for financial sponsorship opportunities for low income seniors.

Ways the CHSSC and Town Can Best Support Live Oak and Its Sustainability:

- **Publicization or Promotion:** The CHSSC and Town can assist Live Oak in its efforts to familiarize the community with the services offered by the adult day program. For the program to be sustainable, there is an ongoing need to increase or at least maintain enrollment. Live Oak maintains a website, participates in various local resource and health fairs, and receives referrals from a number of sources including Kaiser and similar health providers, the Alzheimer's Association, LGS Rec 55+, and Live Oak Senior Nutrition. However, the Hub would be a great additional resource. To increase the effectiveness

of the Hub, it is requested that a cross-reference amongst categories be added. Currently Live Oak is listed under the category for “Adult Day Program”. However, not everyone is familiar with adult day programs and in their search for resources, they may search under other categories such as “Alzheimer’s & Dementia” or “Caregiver Support”.

Efforts are already under way to list Live Oak under the Volunteer Opportunities category on the Hub. That is much appreciated. Many of Live Oak’s performers are paid but a few provide entertainment and assistance on a volunteer basis which helps with the budget and helps Live Oak offer an eclectic array of activities.

- **Funding:** It may go without saying that funding is certainly a way the Town can support Live Oak. As referenced above, Live Oak depends on a myriad of funding sources to operate the program and continuously is searching and applying for further grants. In the past, Live Oak has generously received a \$12,000 grant from the Town. A continuation of that grant and/or an increase in the amount of the grant for the next two years would greatly assist Live Oak in continuing to provide services to the residents of Los Gatos and the surrounding communities.

If additional funding is available, consideration of a sponsorship for low income seniors to attend Live Oak would be desirable. The County subsidy program was covering attendance at the adult day programs for up to 3 days a week at a daily rate of \$85.

Budget Planning:

Live Oak is not currently familiar with the Town’s budgeting processes. Information regarding the process and timing would be helpful. Similarly, it would be helpful to know which committees and/or commissions make funding recommendations to the Council regarding senior services and the meeting schedules of those committees and commissions and the timing of their recommendations to the Council.

**Live Oak Senior
Nutrition & Service Center**



Since 1974

PROGRAM UPDATE

APRIL 25, 2024

Kathy Mlinarich
Executive Program Director

1

Supporting a Healthy Senior Community

Senior Dine-in Lunches

Monday thru Friday

* SC County Senior Nutrition Program

Open Table Food Bank 4x

Monday, Tuesday, Wednesday, Friday

*Second Harvest Food Bank

Senior Activities & Socialization

Yoga, Tai Chi, BINGO, Special Events



Our Live Oak Dine-in Clients

- Seniors 60+
- Registered with SCC Senior Nutrition Program
- Live in Los Gatos & surrounding communities
- Average 85 people served Monday-Friday
- Many Clients:

Have only 1 healthy meal a day

Eat & live alone. Need Socialization

Have poor access to food and/or unable to cook



Live Oak Dine-in Funding

	FY 2023-24	FY 2024-25	
Projected Income	\$229,663	\$262,395	County Grants Town of Los Gatos Donations Fundraisers
Projected Expenses	\$343,897	\$475,570	Food Occupancy Payroll Insurance Supplies
Projected Shortfall	-\$114,234	-\$213,234	



Funding Needs For Next 2 Fiscal Years

- Reimbursement for meals not covered by County
- \$213,174 shortfall for 2024-25 fiscal year
- Payroll: 1 full time director, 2 part time employees
- Additional employee hours expected as we expand.
- Growth, an aging facility and our newly donated van add to program operating costs



What changes are needed to help with the LG Town budget planning process?

- Ongoing information about our program offerings and financial status?
- Participation in LG budgeting decisions that affect us?
- Parks & Rec and Senior 55+ Center resource sharing?
Limited instructors & supplies for on-site programs.

Live Oak strives to be a model for some aspects of the new community center. This includes, no or low senior fees, food service, social activities and learning events.



How is the Roadmap Supported by Live Oak?

Socialization identified as Senior Roadmap Priority

- Dine-in meals provide a safe place to eat nutritious meals and socialize with friends
- Many clients arrive at 10:45am and stay until 3:00pm
- A recent surveys found that over **65% come to our program for socialization**



Live Oak Socialization & Health Programs

No Cost Senior activities & opportunities

- Chair Yoga, Tai Chi, BINGO
- Museum Tours
- Health screening & seminars
- Entertainment: *Dance & theatre groups, musicians*
- Holiday special celebrations
- Live Oak Volunteering (20+ senior volunteers)
- Senior 'volunteer' lead social outings
 - * hiking, plays, meals



Open Table Food Bank

- Partnering with Second Harvest of SV
- Groceries offered 4 days/week
- 64,000 lbs. of food provided in 2023
- 25-30% increase expected in 2024-25
- Refrigerated van donated by SHFB
- Additional information, pictures, & a recent news article in the agenda packet.



CHSSC Supporting Growth & Sustainability?

- Promote & keep us visible within the community
- Help with Social Media development
- Monitor & inform us of new grant opportunities
- Assist with Grant Writing
- Support volunteer recruitment



Thank You

Live Oak Senior
Nutrition & Service Center



Since 1974



Los Gatos-Saratoga Community Education & Recreation
208 East Main Street, Los Gatos, CA 95030
Phone: (408)354-8700 www.lgsrecreation.org

Prepared For: Town of Los Gatos Community Health and Senior Services Commission
Prepared By: Lisanne Kennedy, Recreation Coordinator, lkennedy@lgsrecreation.org
Prepared On: 4/15/2024

This document provides an update about 55 Plus Program activity as requested by the CHSSC.

Program Update

LGS Recreation 55 Plus Program provides comprehensive free or low-cost programs for people ages 55 and over. For a full listing of programs visit The PRINT archive www.lgsrecreation.org/55-plus/the-print/. Office hours are Monday through Friday from 9am-5pm for drop-in and calls to 55 Plus Office.

From July 2023-April 12th:

- ☐ 55 Plus phone line received 2381 calls which is an average of 238 calls/month *this does not include calls that go to the front office, or directly to staff extensions.
- ☐ The HUB resource page was visited 3503 times which is an average of 350 visits/month
- ☐ The APRIL Print had 800 online visits and physical copies printed and picked up from our center.
- ☐ We also receive and respond to emails sent to 55plus@lgsrecreation.org

55 Plus Annual Membership

- ☐ 2023 Membership - 806 *record high year
 - 40% ages 70-79, 32% ages 80-89, 5% ages 90+
- ☐ 2024 Membership as of 4/15/2024 - 681 *great start to 2024

Membership Historical Data: 2017- 395 2018 - 394 2019- 372 * 2020 – 270 2021 – 277 2022- 652**	Membership is annual and expires in December, typically the largest growth in membership is within the first quarter. *LGS membership numbers were 372 at onset of the SASSC outsourcing agreement in 2019, at the conclusion of the SASSC contract membership numbers were 270 as reflected in Q1 of year 2020. The onset of COVID 19 Pandemic in March 2020 prevented rebuilding of membership. **Town of Los Gatos ARPA Grant Funding Year
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Participation and Programs

- From July 2023-December 2023
 - **572 programs** with **7389 participants**.
 - Special Events Included: July Picnic (200 Participants), July Social Dance (47), Halloween Hula (25), Thanksgiving Lunch (150), November Social Dance (29), Holiday Morning Social (50), Swinging into the Holidays Dance with live music (53)
 - Guest Speakers included: Brain Health, and Cellphone Training Courses
 - Not included in these statistics 143 participants attend Great Getaway Bus Trips
- From January 2024 – April 12
 - **371 programs** have been offered with **4623 participants**
 - Special Events Included: February Dance (36), March Dance (51), April “Pi”e Day Social (30), and Mah Jong Tournament (20)
 - Guest Speakers Included: Identify/Avoid Scams, Sleep, Dementia Panel, and Healthy Eating
 - Added low-cost 55+ Yoga class and Zumba Toning classes and are now offer exercise classes 5 times a week
- Upcoming April-June 30
 - April Celebration of Arts theme with additional Hands-on Art Classes (materials provided), Free Zumba Dance Party, Author Talk, and Drumming Circle
 - Upcoming Special Events: Mother's Day High Tea, Resource Fair, Vasona Boats & BBQ

Feedback from Members (Quotes Collected at the end of 2023)

- Really appreciate all the fun and creative activities you and your team put together for the community. We are very lucky.
- Helps with isolation to socialize.
- We look forward to continuing meeting new, fun people from our community.
- My social circle has broadened significantly. I look forward to further enjoyment of senior life.
- I thoroughly enjoy the activities Los Gatos Senior center offers and always look forward to your newsletters and information.
- I can't say enough good things about this program from the number of offerings to the wonderful people that work there, it's just great. Also, the newsletter that is put out is great.
- I have improved my balance, and I am very grateful for the fitness classes. Getting older is not easy and any help is appreciated. The group is always supportive of each other. We have created a community within these classes. I love that the classes are held at the Los Gatos Rec center.
- My experience joining 55+ has been very positive. I have never been able to enjoy exercise until I enrolled in Zumba Gold and met (the instructor). She is the reason I am always excited to go to Zumba. It is what I look forward to each week.

- I love this organization and what it provides for seniors.

Fiscal Update

The 55 Plus program is nearly non-revenue generating. Historically, our Agency subsidized the 55 Plus program from the profits of fee-based programming from other departments within our Agency and this approach is no longer sustainable. In 2022, LGS Recreation was allocated a \$328,500 ARPA grant from the Town of Los Gatos to restore services to pre-pandemic levels. With support, we demonstrated we were able to grow our community in both membership and program expansion. The funds highlighted that the program can be successful and impactful when in partnership with the Town, but to be sustainable, financial support is required. From January 2023-June 2023, LGS Recreation assumed the full financial burden of the 55 Plus program. LGS Recreation was proactive in supporting program sustainability by creating donation opportunities, seeking additional grant opportunities, and advocating to Town Council for continued support. In July 2023, the Town appropriated \$225,000 to LGS Recreation to provide Senior Services.

LGS Recreation continues to seek long term sustainability for the 55 Plus Program. The Agency continues to do our part to seek grants to fund the 55+ program. While State funding has been awarded for \$250,000/year over the next 4 years, it is to be used for adult enrichment (age 18+) with a focus on mental wellness and decreasing social isolation for adults of all ages. The awarded funding certainly supports components of the 55+ roadmap and aligns with both agency goals and those of the 55+ roadmap; it is not exclusive to that program area and does not cover all goals and objects.

CHSSC Support

The Commission can support the 55 Plus Program by continuing to promote to seniors and other service providers and advocating for an equitable partnership between the Town and LGS Recreation to deliver the 55 Plus program through ongoing funding and lease abatement. LGS Recreation and the 55 Plus Program are in a unique position to support and implement many of the projects outlined as priorities in the roadmap because it greatly aligns with the goal of our program. The purpose of our 55 Plus Program is to offer recreation programs and services to Older Adults to increase connectedness and improve physical, cognitive, and psychological health. Our goal is to use recreation and leisure activities to improve the behavioral wellbeing of seniors in our community. Crossover between 55 Plus and Roadmap was outlined in detail in our report showing High, Medium and Low plans for Senior Services to the Town Council when we asked for financial support for FY23/24. The Town allocated an amount below the Low plan request and with great effort and funding to subsidize the differential, we anticipate our good work to continue. The Agency is anticipating Adult Recreation Center and Youth Recreation Center lease negotiations and seeks free use of space, as is customary in all other aligned programs and communities. 55 Plus Programs have an impactful presence and hub at the ARC and over 50% of programs at the YRC are for 55+/Adult Enrichment. Below are a few examples of how we are currently addressing the goals outlined in the roadmap.

- Core Senior Services:
 - Providing social opportunities for seniors through events and programs
 - Providing a variety of engaging guest speakers
 - Promote other local service providers to members, connecting seniors to resources
 - Maintain HUB Resource Page
 - Expanded fitness options for members (ex. addition of Yoga, Zumba Toning)
- Communication & Engagement
 - Monthly publication of the PRINT with a community board highlighting other programs/events
 - HUB Web Resource
 - Annual Resource Fair (planned for 5/16) *networking for providers and seniors!
 - Volunteer engagement and development with a vetting process and Agency best practices

Our Agency is passionate about offering a 55 Plus Program and continuing to build a community of active and engaged older adults!



KCAT PUBLIC MEDIA
LOS GATOS | MONTE SERENO | SILICON VALLEY



REPORT FOR CHSSC
5/15/24



Thank you CHSSC for your continual encouragement and participation in this innovative program!

The Town of Los Gatos and CHSSC have clearly made a commitment to prioritize our senior community. We are proud of what has been accomplished and excited about the future of The Producers Network. TPN has been transformative for our seniors and goes well beyond typical 55+ activities by combining storytelling, media education, volunteering, and socializing into a creative, immersive, and impactful experience.

In addition, KCAT and The Producers Network have been supporting the Senior Roadmap by providing media services as needed. Most recently, we filmed a video and promoted the Los Gatos Seniors Thrive Foundation's Monday movie event.





Giving a voice...

One of the most endearing and meaningful aspects of the pilot program is that we have created a warm and welcoming environment enabling people (from 55-98 years young!!) to give their time and talent, get involved, learn unique skills, enjoy socialization and find new paths of fulfillment by combining media and storytelling.

The Producers Network has become a very special place to support the mental health and wellness of a wide variety of 55+ individuals while helping them grow and thrive in new adventures. With our ability to pivot quickly to meet the needs of the community, KCAT has successfully developed an engagement program and philosophy which contributes to the vitality of the Town and the well-being of our seniors.

The Producers Network Pilot

2nd year Achievements

kcat.org/producers

We have successfully executed our plan to **create from scratch an impactful and innovative program, The Producers Network (TPN), serving adults 55+.**

- ✓ Exceeded goal of 50 participants to 200+ with 85% unique to local senior programs
- ✓ Produced 30 new show and podcast episodes
- ✓ Continue to offer well-attended monthly meetings with expert speakers, hands-on learning, brainstorming in a warm, social setting
- ✓ Create better infrastructure, website registration, and participant engagement via surveys; promote TPN in newspapers, friend-bring-a friend, and word-of-mouth; and design the TPN brand for ads, shirts, signage, etc.
- ✓ Welcome new participants with 1:1 meetings to ascertain interests
- ✓ Promote a cross generational environment of students continually working with adults 55+ in a variety of fun and creative projects
- ✓ Ongoing expansion of technical trainings to produce and film more shows as The Producers Network grows
- ✓ Ongoing purchases of user-friendly equipment to accommodate and better serve seniors so they excel in their roles as producers, directors, filmmakers and editors
- ✓ Continually provide the Producers Network with volunteer opportunities in the community and at KCAT, such as Jazz on the Plazz, Oktoberfest, Music in the Park, Town, Veteran and service club events
- ✓ Calendar red carpet premiere events to showcase all of the work and new shows created by The Producers Network
- ✓ Embark on new and exciting adventures to add to the menu of opportunities at KCAT: documentaries, murder mystery movie, pop-up podcasts, and more!

FY24 Goals for The Producers Network

kcat.org/producers

- **Hire a full-time manager position** to implement a revenue generating program model which will include events, classes, podcasts, donations
- Increase number of participants to ~250+ by expanding marketing outreach in local newspapers and targeted social media platforms, broaden “friend-bring-a-friend” program, and schedule speaking engagements to the retirement community, service groups and other organizations to recruit new people
- Add 5 new TV and podcasting shows with 8 episodes each
- Offer video production services to create Legacy videos for families
- Continue to increase volunteerism in the community and at KCAT
- **KCAT will launch a multi-faceted funding campaign to sustain The Producers Network based on metrics, achievements, and growth opportunities.**

Sources include:

- Local, regional, state and federal foundations and philanthropy groups
- Community fundraising events and programs (Friends of the Producers)
- Sponsorship opportunities for businesses and donors (shows, podcasts)
- Create KCAT Society/Endowment designed to encourage 55+ volunteers and friends to consider KCAT in their planned giving

ARPA Financial Report as of 4/30/24

ARPA Grant 2024							
	REVENUE	Program Engagement & Marketing Manager	Tech Support & Training	Marketing and Engagement	Program Specific Equipment	Total Expenses	Net Operating Income
Balance - as of 1/1/24	\$65,318.64						\$65,318.64
ACTUAL							
January		\$3,301.25	\$1,133.25		\$19.46	\$4,453.96	\$60,864.68
February	\$1,000.00	\$3,223.75	\$68.75		\$19.50	\$3,312.00	\$58,552.68
March		\$3,365.00	\$258.50	\$133.72	\$19.50	\$3,776.72	\$54,775.96
April		\$2,990.00	\$193.75	\$51.34	\$19.50	\$3,254.59	\$51,521.37
May							
June							
July							
August							
September							
October							
November							
December							
YTD	\$66,318.64	\$12,880.00	\$1,654.25	\$185.06	\$77.96	\$14,797.27	\$51,521.37

\$14,797.27

During this pilot program period, we have acquired valuable insights, patterns, and metrics that we can now leverage to secure grants, sponsorships, and other forms of sustainable financial support for years to come. Next year The Producers Network will be self-sustainable and boast a business model that is fundable to sponsors and grantors.

Thank you CHSSC for your support!

On behalf of the Board of Directors of KCAT PUBLIC TV & RADIO, we thank the council and commissioners for your belief in us to launch a pilot senior program from scratch.

Your support has enabled KCAT to implement this proof of concept which serves as a vital program in our community.

