

## SENIOR SERVICES ROADMAP GOAL 7 Task Force

Team Meeting on February 14, 2025

Attendees: George Rossmann, Jeffrey Blum, Richard Konrad

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

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

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

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

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

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2009 lease agreement, way out of date. 5/2023 meeting with CHSSC – LGSR insulted.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

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 Currently, Los Gatos relies on limited feedback mechanisms and operates under an outdated lease agreement with Los Gatos Recreation (LGS Rec.), hindering effective M&A. However, the successful models implemented in other cities, particularly Palo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