

SENIOR SERVICES ROADMAP GOAL 7

A Measurement and Accountability Questionnaire

October 30, 2024

The strengths and needs of older adults in Los Gatos are constantly changing. In April 2022, a Community Assessment Survey of Older Adults was taken to enable our local government, and other stakeholders to understand more thoroughly and predict more accurately the services and resources required to serve its aging population. A Senior Services Roadmap (SSM) for Los Gatos was prepared. A key element of the SSM is to continually assess the delivery of services to older adults to improve those services and judge their impact. Every town faces this problem, and some have been more successful than others in addressing it. So, this Task Force has decided to look outside of our community for activities and practices that could enrich our senior service landscape.

Background questions for the town:

Have you recently surveyed your older adult community to understand its wants and needs?

How often do you conduct such surveys?

Does your town have? 1. Someone who coordinates the activities of service providers. 2. An advisory committee for senior services, like the Los Gatos Community Health and Senior Services Commission?

How often do you meet with it?

How do you assess the goals of your service providers? Goals such as quality, sustainability, strategy, capacity, and participation.

What is the town's financial investment in Senior Service programs?

ATTACHMENT 1

Questions exploring the nature of Senior Programs supported by the town:

Over the years, how have services and resources required to serve an aging population expanded in your community?

Community Engagement:

- How are older adults involved in the planning and delivery of senior services in your community?
- What opportunities exist to increase community engagement and participation in senior services?

Service Provider Collaboration:

- How effectively do service providers in your community collaborate to meet the needs of older adults?
- What are the barriers to their effective collaboration?

Social Isolation and Loneliness:

- What are the primary causes of social isolation and loneliness in your older adult community?
- What types of social programs and activities have you found most effective in reducing social isolation and loneliness?

Housing:

- How does your community address the issue of affordable housing for older adults? Are there any programs or incentives to encourage its development?

Technology Access and Literacy:

- How comfortable are older adults in your community with technology, such as computers, smartphones, and tablets?
- What are the primary barriers to technology adoption among your older adults?

Transportation Needs:

- What are the primary transportation challenges faced by older adults in your community?
- What types of transportation services do you need to improve mobility and access to essential services?

Data Collection and Analysis:

- What data is collected to measure the impact of services provided?
- How is this data analyzed and used to improve service content and delivery?

Outcome Measurement:

- What metrics are used to measure the effectiveness of senior services in your community?
- How do you measure client satisfaction with the services provided?

Staff Training and Development:

- What training and development opportunities are provided to staff to ensure they are equipped to meet the needs of older adults?