



**TOWN OF LOS GATOS  
COUNCIL AGENDA REPORT**

MEETING DATE: 08/06/2024

ITEM NO: 19

DATE: July 30, 2024  
TO: Mayor and Town Council  
FROM: Laurel Prevetti, Town Manager  
SUBJECT: Provide Direction on Senior Services Coordinator Options

**RECOMMENDATION:**

Provide direction on Senior Services Coordinator options.

**BACKGROUND:**

On May 21, 2024, the Town Council directed staff to look into the cost of either hiring or contracting for a 0.4 full time equivalent (FTE) for a Senior Services Coordinator.

At its June 11, 2024 meeting, the Community Health and Senior Services Commission (CHSSC) discussed the 0.4 FTE Senior Services Coordinator position and made a motion to recommend to Town Council that the Town hire a full-time Senior Services Coordinator with duties as described in the Commission's Annual Report (page 30) (Attachment 1).

**DISCUSSION:**

The cost of a Senior Services Coordinator depends on the specific duties of the position. The following are some options for the Senior Services Coordinator providing varying levels of expertise to older adults. For the Council's consideration, the following information is organized by existing Town classifications with duties for the Senior Services Coordinator identified for each as well as the estimated cost.

For all options, any real-time functions, such as answering phones, would be limited by the number of hours worked and would need to take into account that sick time or time off would result in delayed responses since there would not be a back-up staff person to do the work in the Senior Services Coordinator's absence. In addition, for all options, this position would be

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Assistant Town Manager

Reviewed by: Town Manager, Town Attorney, and Finance Director

DISCUSSION (continued):

under the supervision of the Town Manager's designee and would therefore have their day-to-day role directed by the Town Manager and not any elected or appointed body.

For the purposes of this analysis, costs were estimated as if the position were to be hired as Town staff. If the position is contracted out, it is assumed the costs may be similar; however, until the Town requests proposals, the actual costs could vary. Estimated costs are provided both for 0.4 FTE and 1.0 FTE given the CHSSC's recommendation and the possibility that recruiting for a part-time position may be challenging.

*Option 1: Administrative Assistant*

- Examples of potential Senior Services Coordinator duties:
  - Answer phone calls regarding senior services
  - Respond to requests for information regarding senior services.
  - Serve as a navigator to help seniors access the appropriate senior services from outside agencies and non-profits, providing some follow up if needed.
  - Compile information from senior services providers that is publicly available or provided directly (does not include analysis or recommendations on such information).
- Cost (calculated using FY 2023/24 salary schedules):
  - 0.4 FTE (unbenefited): \$35,636
  - 1 FTE (benefited including pension costs): \$146,871

*Option 2: Administrative Analyst*

- Examples of potential Senior Services Coordinator duties:
  - Act as a Town liaison to senior services providers by serving as a key point of contact, communicating any feedback from users regarding their services, and sharing other information that might be useful to the providers.
  - Coordinate among senior services providers.
    - Note: The coordination could involve sharing what other providers are doing, suggesting synergies and opportunities to collaborate among different providers, and to have a general pulse on service provider activities and needs. This would not be the same as directing the providers as they are not under the purview of the Town.
  - Provide suggestions on potential changes in service delivery or ways the Town/providers could better support seniors.
    - Note: Providers would not need to implement any suggestions as the Town does not have authority over them.

DISCUSSION (continued):

- Support implementation of the Senior Roadmap.
  - Note: The amount of support provided would be limited by the number of hours per week and bandwidth after completing other duties. It is also worth noting that not all of the Senior Roadmap actions are for the Town to implement; however, the Senior Services Coordinator could facilitate and monitor the implementation actions of other groups in some instances.
- This higher-level position could also perform duties included in Option 1: Administrative Assistant. If the Council would like the Senior Services Coordinator to perform the duties of Option 1 and Option 2, a full-time position will be necessary for the workload.
- Cost (calculated using FY 2023/24 salary schedules):
  - 0.4 FTE (unbenefited): \$47,322
  - 1 FTE (benefited including pension costs): \$212,042

*Option 3: Senior Case Manager*

Note: The Town does not have the internal expertise to manage the responsibilities and liability that come with a position at this level and would need to contract out these duties to an outside organization.

- Examples of potential Senior Services Coordinator duties:
  - Provides casework services to individuals in the areas of crisis intervention, stabilization, and goal planning.
  - Conducts intakes, assessments and follow up appointments with individuals and family members to obtain information for formulating program/service eligibility and case plans.
  - Identifies social, economic and physical needs and barriers with clients; and assesses client's support systems, available community resources and other factors to develop an appropriate case plan.
  - Determines client eligibility for services offered by other organizations; collects client information; evaluates and verifies applicable client information.
  - Ensures compliance with all Federal, State, local, and department laws, regulations, and requirements.
- Cost: If this option is chosen, staff would conduct a Request for Proposals (RFP)/Request for Qualifications (RFQ) to determine actual costs.

If there are other duties not represented in the above options, Council should identify them at the meeting and staff can return with further information.

DISCUSSION (continued):

It is worth noting that the Town received a County grant that provides funding for case management for older adults which could be used for senior services navigation support as described in Option 1 or true case management as described in Option 3. This grant could potentially supplement or partially pay for this position with \$74,000 in one-time funds if the position includes either of these functions. As staff understands it, the grant funds are intended to be used for services in alignment with Option 1. However, if the intent for these grant funds was for true case management as described in Option 3, Council's direction would be helpful at this time.

CONCLUSION:

Staff looks forward to Council's direction on this topic. The Council's discussion may be guided by the following questions:

- Which options and duties does Council wish this position to fulfill?
- Would Council prefer this position to be a Town employee or to be contracted out?
- Would Council prefer 1 FTE, a 0.4 FTE, or other part-time option?

FISCAL IMPACT:

There is not fiscal impact associated with this discussion; however, should Council wish to add a Senior Services Coordinator, staff will return with a budget adjustment request to fund such a position as directed by Council.

ENVIRONMENTAL ASSESSMENT:

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

Attachment:

1. CHSSC's Recommendation for Senior Services Coordinator Duties