

From: [Emily Sprugasci](#)
To: [Katy Nomura](#)
Subject: Senior Service Coordination
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Attachments: [image001.png](#)
[image002.png](#)
[image003.png](#)
[image004.png](#)

[EXTERNAL SENDER]

Hi Katy,

On August 6, 2024, a series of scenarios were presented to Council regarding Senior Service Coordination. It was Council's direction that the CHSSC connect with LGS Recreation to understand our current and potential role in these efforts. Three options were presented initially, and additional discussion highlighted what may be considered a "Navigator" position and a "Case Manager" position. We courteously provide clarification and suggestions toward an even richer collaboration, submitted as a longstanding prominent and favorable community partner to the Town of Los Gatos.

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*

This role, as specifically described above, is fulfilled by our 55 Plus team and with additional support by LGS Recreation administration. The 55 Plus office receives hundreds of calls, web visits, emails, and in person visits each month specifically for senior services, responds to requests for information, serves as navigator to help seniors access appropriate senior services from outside agencies and non-profits, and provides onsite resources and support. Information from senior service providers is compiled and publicly available both online, by phone, and onsite at the Adult Recreation Center. Specifically, the HUB online resource has been developed, vetted, and maintained by LGS Recreation and continues to scale to the requests and needs of the community. Should Council seek duties beyond what is currently in place, further follow up for example, this effort can be addressed with expanded staffing via Town support. For high-level reference, a full-time assistant position is approximately \$98,540 (benefited) mid-range.

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.*
- *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*

This position may best be appointed to a consultant or contracted individual and though not an LGS appointed individual, we'd continue to seek a high level of engagement. While LGS Recreation is not solely responsible for the CHSSC Senior Roadmap implementation, we do serve as a key organization and resource for the senior and greater community. Our agency mission and efforts continue to align with the strategic priorities of the Town.

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.*

The LGS Recreation 55 Plus program has advocated and previously proposed to Town Council the need for a non-medical Case Manager hosted at the Adult Recreation Center with Town support. This role would improve social service navigation in complex cases. We are very motivated to revisit this opportunity for LGS to contract/onboard this role as part of an expanded negotiation. While the 55 Plus program currently provides support and referrals, this addition would take it even further via individualized appointments, follow up, need identification, eligibility, and compliance oversight. Our vision was that an onsite case manager, enmeshed with the 55 Plus program, would be able to build rapport with the senior community and further community support by hosting requested support groups and providing educational presentations. This effort supports our program mission to offer recreation programs and services to Older Adults to increase connectedness and improve physical, cognitive, and psychological health, as well as Town initiatives. Our previous study identified that a 0.5 FTE Case Manager may cost anywhere from \$54K to \$135K annually. Pellerin grant funding is allocated to support aligned and supplementary efforts to the Case Manager position, but funds will also be broadly allocated in agency-wide efforts to support the objectives of the grant award. Our hope and expectation is that the Case Manager position may be supported in collaboration with all stakeholders.

We look forward to continuing the discussion and appreciate the consideration.

Kind regards,



Emily Sprugasci

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