



**TOWN OF LOS GATOS
COUNCIL AGENDA REPORT**

MEETING DATE: 09/17/2024

ITEM NO: 13

DATE: September 12, 2024
TO: Mayor and Town Council
FROM: Katy Nomura, Interim Town Manager
SUBJECT: Provide Direction on a Potential Senior Services Coordinator, Approve an Expenditure and Revenue Budget Adjustment in the Amount of \$74,135 to Allocate Fiscal Year 2023/24 Carryforward Grant Funding, and Approve Any Other Necessary Expenditure Budget Adjustments

RECOMMENDATION:

Provide direction on a potential Senior Services Coordinator, approve an Expenditure and Revenue Budget Adjustment in the amount of \$74,135 to allocate Fiscal Year 2023/24 Carryforward County Grant funding, and approve any necessary other expenditure budget adjustments.

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.

On June 11, 2024, 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).

On August 6, 2024, the Town Council considered options for the Senior Services Coordinator position that can be found as part of the agenda materials for Item 19.¹ Town Council directed staff to return to CHSSC for a recommendation on the options provided, with the following

¹ August 6, 2024 Town Council Agenda:

<https://meetings.municode.com/adaHtmlDocument/index?cc=LOSGATOS&me=c13ef8d36bca4042a68150a109ee5ee8&ip=True>

PREPARED BY: Katy Nomura
Assistant Town Manager

Reviewed by: Town Attorney and Finance Director

suggested working parameters: look at the elements of options one and two; work in collaboration with LGS Rec; and start the position as a contract service in the range of about \$110,000 for around one full-time position.

On August 22, 2024, the CHSSC considered the options and felt the Analyst position was the most appropriate level. The CHSSC recommended that the Town Council, as a pilot program, hire a contracted 0.8 FTE Senior Services Coordinator with the job responsibilities found in the core ideas contained in the duties as described in the Commission's Annual Report (page 30) (Attachment 1) and the supplemental duties found in Attachment 2. It was recommended that the contract should emphasize a collaborative and collegial relationship between the contractor and service providers to ensure an integrated senior services model.

DISCUSSION:

On August 6, 2024, the Council considered options for duties for a Senior Services Coordinator at the levels of an Administrative Assistant, Analyst, or Case Manager.

Analyst Duties

Given the direction from the Town Council and the recommendations from the CHSSC, staff recommends that the duties of the potential Senior Services Coordinator align with the Analyst level and include:

- 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 and assess service gaps/unmet needs.
 - 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.
- Collect information from and about senior service providers and share them with the senior community.
- 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.
 - This could include elements of encouraging volunteering as appropriate.
 - 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.

While these examples of duties do not incorporate every element of what was recommended, they attempt to capture the most appropriate duties with flexibility to expand or evolve. Certain duties that were recommended may not be appropriate or feasible. For example, the 55+ HUB website is hosted and maintained by LGS Recreation and it would not be appropriate or necessary for another contractor to have access. In addition, while measuring service provider performance could be enlightening, the Town does not have authority over their performance and would be better served focusing on service gaps. It is also worth noting that while this position, if approved, would undoubtedly interact with the CHSSC in the course of business, the position would not report to the CHSSC and would conduct work as directed by the Town Manager or their designee.

If the position is contracted out, staff would conduct a Request for Proposals (RFP)/Request for Qualifications (RFQ) to determine actual costs. For reference, a 0.75 FTE benefited Analyst with the Town would cost an estimated \$182,000. If the Town Council would like to proceed with a contracted position, it may be most appropriate to set a not-to-exceed dollar amount and staff would issue an RFP/RFQ with that information and direction, allowing respondents to determine how many hours that level of funding would support.

Administrative Assistant/Navigator Duties and Case Manager Duties

In the context of potential Administrative Assistant and Case Manager duties, the Town Council previously discussed the \$74,135 in one-time County grant funding that the Town has available for senior case management and/or senior services navigation support, which align with the duties explored at the Administrative Assistant level. Since the proposed duties at the Analyst level do not cover these functions, this funding would not be able to be used for the position.

Staff confirmed that senior services navigation support is already being provided by LGS Recreation as expressed in the information LGS Recreation provided regarding the Senior Services Coordinator options (Attachment 3). LGS Recreation indicated that if enhancements to their senior services navigation support are desired, such as an additional level of follow up, this could be implemented with additional funding. Regarding non-medical case management, LGS Recreation expressed interest (Attachment 4) in partnering with the Town to bring non-medical case management to the senior community. LGS Recreation committed to contributing \$10,000 of the grant funding they received through Assemblymember Pellerin's office for this fiscal year to support this effort should the Town wish to collaborate with them to provide senior case management. When combined with the Town's grant funding, this results in approximately \$84,135 to support senior case management. LGS Recreation is uniquely positioned to provide these services as they operate the Adult Recreation Center, the existing 55+ program, and have a willingness and interest in providing case management services to the community at the ARC.

PAGE 4 OF 4

SUBJECT: Senior Services Coordinator

DATE: September 12, 2024

Unless directed otherwise, staff will proceed to enter into an agreement with LGS Recreation to provide non-medical senior case management for the Town for the remainder of the fiscal year.

CONCLUSION:

Staff looks forward to Town Council's direction on this topic. If the Town Council wishes to proceed with a contracted Senior Services Coordinator with the proposed Analyst level duties, a motion to approve a budget adjustment in the desired not-to-exceed amount will be necessary.

FISCAL IMPACT:

On December 19, 2023, the Town Council directed staff to use the \$125,000 grant from the County to fund one FTE for Adult Day Services and to contract for senior case management services with the rest of the funds. Of these funds, \$74,135 remains available for senior case management services. To recognize these funds in the current fiscal year, revenue and expenditure budget adjustments in the amount of \$74,135 are required. These grant funds are sufficient to contract for case management services, and when combined with LGS Recreation's proposed contribution of \$10,000, would result in \$84,135 available for senior case management services.

If the Town Council wishes to add a contracted Senior Services Coordinator, a budget adjustment in the desired amount will be needed and would come from the available Capital/Special Projects Reserve.

Since the County grant funding cannot be used for this position, the funds would come from the Town's General Fund. If the position is contracted, the use of funds could be for one year to limit the fiscal impact and allow the Town Council to evaluate whether or not to continue funding such a position at the same level. In previous Town Council discussions on this topic, questions were raised in terms of how to fund this position. If Town Council desired, staff could return with options for offsetting budget cuts for Town Council's consideration.

ENVIRONMENTAL ASSESSMENT:

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

Attachments:

1. CHSSC's Recommendation for Senior Services Coordinator Duties
2. CHSSC's Supplemental Duties of Senior Services Coordinator
3. LGS Recreation Senior Service Coordination Information
4. LGS Recreation Case Manager Interest