

# Goal 1

Appealing & Inviting Facility

# Projects

- Conducted by Los Gatos Thrives Foundation (LGF):
  - F1: Needs Analysis (Completed)
  - F2: Fundraising (In Progress)
- Conducted by Town and Los Gatos Saratoga Recreation (LGSR):
  - F3: Optimize Existing Space (In Progress)
    - Rotational partner space, large hall divider, and safety lighting improvements implemented. Other improvements still underway.
- On hold until F2 is complete or other funding is identified; would be subject to the CIP process:
  - F4: Community Facility Direction
  - F5: Community Facility Design
  - F6-7: Community Facility Construction/Operations

# Goal 2

## Core Services

# Goal 2 Projects

- **S1: Support the Continuation of Social, Educational, Healthy Living & Meal Services for Older Adults**
  - LGSR continues to run the 55+ Program and offer diverse programming. The Town and LGSR are reviewing the 55+ Program as outlined in the lease and will bring forward an item to the CHSSC for input when ready.
  - Live Oak Nutrition continues to operate.
  - In 2025, West Valley Community Services launched its Park-It Market (grocery pick up) twice a month at the library.
  - **The Town would like to promote the HUB as the central location for senior information and is looking to partners to cross-promote this resource so the community and clients of all providers can be better connected and informed.**
- **S2: Support Re-establishment of Adult Day Services (Complete except for expansion)**
  - Live Oak Adult Day Services continues to operate, supporting seniors, caregivers, and families. They are not looking into expansion at this time.

# Goal 2 Projects

- **S3: Support Continuation of other Core Services**

- The community and service providers can continue to advocate for senior services, unhoused services, and senior case management.
- The Town is currently supporting West Valley Community Services (WVCS) in a request through Congressman Liccardo's Office to fund a mobile navigation center van that would be able to provide case management and other support to west valley cities.
- The Town is requesting the County's Fall Prevention Program be added as a resource on the HUB (<https://www.svhap.org/local-resources>; <https://www.sccfd.org/education-and-preparedness-overview/community-education-programs/adult-senior-safety-programs/>). Valley Medical also offers a program: <https://scvmc.svh.org/healthcare-services/trauma-center/injury-prevention/older-adults-fall-prevention-program>.
- The HUB already includes legal assistance resources and the Sr Services Coordinator is looking into resources for personal safety and scam/fraud avoidance. The Library has conducted tech workshops on a variety of topics including recognizing online scams.
- Other updates on promotion of services are described in Goal 3.

# Goal 2 Projects

- **S4: Support CHSSC Objectives to Establish a West Valley Health Clinic with Mental Health Services**
  - The County of Santa Clara Behavioral Health Services (BHS) is the lead agency to support the establishment of mental health clinics. The County also contracts with local non-profit organizations that provide mental health services – and serves as the Mental Health Plan for County Medi-Cal recipients. <https://bhsd.santaclaracounty.gov/services-group/adult-and-older-adult>
  - The Town is not able to dedicate resources to pursuing a new West Valley Health Clinic or to monitor initiatives/grant opportunities. Interested community members and service providers should connect directly with the County.
  - The County has a Behavioral Health Board/Commission composed of community members at large, clients and family members of clients using the behavioral health system.
    - A potential next step could be for a commissioner to monitor these activities to report back anything of note to the CHSSC. <https://bhsd.santaclaracounty.gov/behavioral-health/behavioral-health-board>
  - BHS has an Outpatient Provider Directory (Mental Health) that includes service-providers (AACI, Gardner, etc.), doctors., etc., that offer treatment and support. Additionally, Care Solace contracts with Los Gatos Union School District to assist students and their families in connecting to mental health services in Santa Clara County.
    - <https://bhdservices.sccgov.org/>
  - BHS offers drop in navigation hours at the Library every Tuesday.

# Goal 2 Projects

- **S5: Expand Use of Parks, Community Gardens and other Facilities**
  - LGSR offers recreational programs in parks.
  - Cluster seating in parks, **community gardens**, and physical improvements to parks and facilities are subject to the CIP process.
    - Currently, due to budget constraints the Pinehurst Community Garden is a Tier 2 project that is currently not funded this year. Should the project be funded in the future, staff will engage the CHSSC for input as appropriate.
- **S6: Health and Welfare Assessment**
  - Assessment of senior services is described further in Goal 7.
  - The County Department of Aging and Adult Services is responsible for review the welfare safety net status for older adults and is the best source for this information.  
<https://ssa.santaclaracounty.gov/departments/department-aging-and-adult-services>

# Goal 3

Communications & Engagement

# Goal 3 Projects

- **C1: Information HUB Development**

- The HUB is up and running, administered by LGSR, including **a feedback option for the community to suggest edits/updates.**

[https://forms.office.com/pages/responsepage.aspx?id=\\_8kdgvOgRkOHLMwiKcE4JLjvdLYww\\_BJhaUeO2pLX5lURDhRMkZIODFBUzVXMFRTR1VSUkExVFRGNi4u](https://forms.office.com/pages/responsepage.aspx?id=_8kdgvOgRkOHLMwiKcE4JLjvdLYww_BJhaUeO2pLX5lURDhRMkZIODFBUzVXMFRTR1VSUkExVFRGNi4u)

- Other major updates/redesigns or mobile apps are not contemplated at this time due to bandwidth/expertise constraints.
- Links to video tutorials can be included on the HUB, but would need to be provided by the service provider.
- **Clarity needed on “program with merchants to help promote HUB.”**
- **The Town would like to promote the HUB as the central location for senior information and is looking to partners to cross-promote this resource so the community and clients of all providers can be better connected and informed. Staff is communicating this to partners and providing additional Hub Cards. The CHSSC’s continued support by promoting the HUB to providers and community members is invaluable.**

# Goal 3 Projects

- **C1: Information HUB Development (Cont.)**

- The County Department of Aging and Adult Services sends out a monthly newsletter filled with local resources and information pertaining to older adult resources/funding opportunities.

<https://ssa.santaclaracounty.gov/departments/department-aging-and-adult-services/seniors-agenda>

- A potential next step could be for commissioners to sign up and monitor these activities to report back anything of note.
- The Library provides one on one Tech Tutoring to help with laptops, phones, tables, and technology issues every Tuesday from 3:00 to 4:30 p.m. The Library also provides monthly Tech Workshops on a wide variety of technology topics. Past topics have included topics such as: tips and tricks for booking travel online, how to save and share photos with family members, how to use AI tools, how to recognize online scams, how to use a 3D printer, and more. Please check the library event calendar for times and topics:  
<https://losgatosca.libcal.com/calendar?cid=11830&t=g&d=0000-00-00&cal=11830&inc=0>.

# Goal 3 Projects

- **C2: Promote Community Engagement**

- The Town is actively promoting the HUB and will be working with service providers to cross-promote as described in C1. The West Valley Service Provider Network is a key way for providers to engage/cross-promote/collaborate.
- The Town joined AARP Network of Age-Friendly Communities.
- The Town will continue to promote Town related events and LGSR promotes their events. A broader community calendar/promotions would need to be taken up by a third party or the service providers directly.

- **C3: Events Calendar**

- The Town has an Events Calendar on the home page of its website that highlights meetings and local events.
- LGSR prepares a monthly newsletter, The PRINT, which promotes future events, and highlights past events by telling stories and summarizing the activity.
- APIs and a mobile app are not feasible for the Town but a community group or service provider could develop such a tool/resource.

# Goal 3 Projects

- **C4: Provide Social, Healthy Living & Life Learning Skills**
  - LGSR will continue to promote its monthly activities via the PRINT, their website and in-person to members when they visit the facility.
  - LGSR is always working on ways to increase engagement and adjusts programming to ensure programming stays relevant.
  - LGTF currently promotes and manages the well-attended Monday Movies on the first Monday of each month.
  - West Valley College's Senior Guided Pathways program provides support to older adults (50+) in the areas of education (including technology), aging and job training.  
<https://www.westvalley.edu/schools/continuing-education/sascc/index.html>
  - Nutrition and food services are provided by providers such as Live Oak Nutrition and West Valley Community Services
  - A Distinguished Guest Lecture program would need to be put on by a service provider.
- **C5: Transition to In-person Services at New Community Center (On hold pending Goal 1)**

# Goal 4

## Volunteer Support and Engagement

# Goal 4 Projects

- **V1: Establish Volunteer Task Force**

- CHSSC created Goal 4 Task Force, currently led by Vice Chair Sterne.
- Goal 4 Task force is working with LGTF/WVSP to develop a volunteer coordination system.

- **V2: Recruit and Build a Volunteer Community**

- The Goal 4 Task Force, through LGTF/WVSP and a community volunteer (Volunteer Coordinator), is planning to prepare a volunteer interest/contact list – and will prepare periodic (i.e., monthly, every other month, etc.) announcements/email notifications to promote local volunteer opportunities. Potential volunteers would then reach out to the service provider directly to engage. This will initiate an organized system to recruit volunteers in local, volunteer roles (i.e., RYDE) and a link to join the contact list can be provided on the HUB. Once volunteers are placed, they can discuss other opportunities, like specialized roles based on unique skill sets.
- While the LGTF/WVSP volunteer coordination could expand and evolve, attending events to recruit volunteers would be dependent on the service providers conducting this activity.
- The type of volunteer opportunities would be dependent on the service providers providing the opportunity.

# Goal 4 Projects

- **V3: Establish a Volunteer Corps**

- Refer to V2.
- The current focus is to establish the volunteer coordination system in V2 and future management/tracking of volunteers/referral process/ambassador volunteer program (C2)/technology solutions/volunteer social events would be up to the discretion of LGTF/WVSP or other service providers if it is feasible.
- A senior mentorship service would need to be run by a community group or service provider.

# Goal 5

Enhanced Transportation Options for Older Adults

# Goal 5 Projects

- **T1: Implement and Promote Transportation Awareness and Use**

- A Goal 6 task force has formed and regularly attends the Complete Streets and Transportation Commission (CSTC). While there is not enough staff capacity to add another committee with a dedicated Town liaison, the Goal 6 task force seems to be collaborating well in their interactions with the CSTC.
- Regarding community input, the 2024/2025 Age Friendly Survey and the 2022 CASOA survey were completed by hundreds of Los Gatos residents who gave feedback and ideas related to public transit.
  - Stakeholders can stay engaged through the Age Friendly Survey and Action Plan process to share ideas on how to further promote transportation programs in the West Valley.  
<https://ssa.santaclaracounty.gov/departments/department-aging-and-adult-services/seniors-agenda>
- Parks and Public Works staff pursue grants as appropriate and as bandwidth allows. There is not enough bandwidth to assess all County, state, and federal master plans and grants but staff stays connected regionally to stay updated on the relevant aspects.
- Individuals can visit the Town of Los Gatos website to use the Interactive General Plan website to review Chapter/Section 5 (Mobility Element) to review the various implementation programs and timelines. <https://www.losgatosca.gov/2138/General-Plan>
- VTA has an open data portal which can inform on historical ridership, congestion management, active transportation, etc.: <https://data.vta.org/>
- If the Goal 6 Task Force is interested in monitoring VTA activities, they can view meetings and agendas here: <https://www.vta.org/about/board-and-committees>

# Goal 5 Projects

- **T1: Implement and Promote Transportation Awareness and Use (Cont.)**
  - The VTA Senior Mobility Guide, and other transportation information, is currently available on the HUB. <https://www.vta.org/sites/default/files/2022-03/Senior%20Mobility%20Guide%202022.pdf>
  - VTA is ultimately the decision maker on any expansion of service, though community members/organizations can increase ridership and advocate for additional service. Out of ideas generating by the CHSSC/CSTC, a community led program Ride and Taste LG formed and encourages seniors to ride transit. When appropriate, Town staff advocates for increased service, but VTA typically makes the decision based on ridership.
  - Developing “Transportation Los Gatos” software is not feasible given bandwidth and expertise; this may be more appropriate as a regional initiative.
  - Wheelchair accessibility in Town parking lots is ongoing and projects are addressed through maintenance or the CIP process.
  - Silicon Valley Bicycle Coalition promotes bicycle safety, training, and repair. Community groups can connect with the Silicon Valley Bicycle Coalition to learn about bicycle safety, repair, commuting, etc. SVBC also does not cost classes/presentations to community groups and agencies that have a minimum of 10-participants. <https://bikesiliconvalley.org/learn-ride/learn>

# Goal 5 Projects

- **T2: Advocate for an Age-Friendly Walking Plan**

- The CHSSC can continue to coordinate with CSTC as the lead advisory Commission. Projects will be subject to the CIP process. The Bicycle & Pedestrian Master Plan may be a useful resource.  
<https://www.losgatosca.gov/2347/Bicycle-and-Pedestrian-Master-Plan>
- An Age-Friendly Accessible walking track or any other walking paths would be subject to the CIP process. Additional clarity on what is intended by a walking track could be helpful.
- Town staff actively evaluates signs and markings, in collaboration with the LGMSPD, to make sure our public areas are safe and accommodating to all users.
- **Clarity needed on what was meant by a “senior safety zone study.”**

- **T3: Expand Mobility Options – Including Evenings and Weekends**

- The RYDE program is currently operating per the schedule it has capacity for – and the Town doesn't currently have the resources to operate its own Town shuttle.
- The VTA Mobility Assistance program is designed to address transportation gaps/barriers for priority communities like older adults, individuals with disabilities, etc. The program partners with programs like Catholic Charities and Silicon Valley Independent Living Center to support residents through the application process. <https://www.vta.org/programs/access/mobility-assistance-program>
- The VTA Access program provides ride/shuttle service to eligible individuals with disabilities who cannot use conventional public transit (i.e., bus, light rail, etc.)  
<https://www.vta.org/programs/access>
- Heart of the Valley Services for Seniors appears to provide door to door rides.  
<https://www.servicesforseniors.org/services-programs>

# Goal 6

Senior Housing – Information on Approaches and Options

# Goal 6 Projects

- **H1: Inventory Residential Options**

- SV@Home – an organization focused on “addressing Santa Clara County’s urgent need for affordable. Annually, in May (affordable housing month) – SV@Home brings together local advocacy groups, non-profit organizations, governments, etc., to raise awareness/drive action around housing issues in SCC. <https://siliconvalleyathome.org/>
- The Town has a Housing Programs page on its website that includes a Housing Resources Guide, information on the BMR administrator (Housekeys) and information about residential options for older adults. The Goal 6 task force just completed a review and suggested edits for the Housing Resources Guide.  
<https://www.losgatosca.gov/345/Housing-Programs>

- **H2: Enable Development of Affordable Housing for Older Adults**

- The Town adopted its Housing Element (HE) in 2024 and it includes policies like HE-2.7 & HE-2.8, etc., are related to senior/special needs housing/programs. There is also a Senior Housing Resources program (pg. 44) described in the HE. Town staff is implementing the HE as fast as they are able.  
<https://www.losgatosca.gov/1735/General-Plan---Housing-Element>

# Goal 6 Projects

- **H3: Establish Aging in Place Programs**
  - **Clarity needed on what is meant by a “Los Gatos Village.”**
  - A home maintenance helper referral service would need to be run by a third party or the volunteer coordination system if they felt it was feasible. Heart of the Valley Services for Seniors appears to provide handy person work.  
<https://www.servicesforseniors.org/services-programs>
  - The Town’s Community Grants Program, within its capacity, provides a limited amount of funding to service providers offering rental assistance and other services. For example, Rebuilding Together Silicon Valley, an organization that coordinates home accessibility modifications and repairs, received funding in the last round of grants.

# Goal 6 Projects

- **H4: Facilitate Crisis Housing/Emergency Preparedness Resources**
  - In the event of a disaster, the Town will coordinate with the American Red Cross, Santa Clara County Office of Emergency Management, and other partners to provide emergency sheltering. The Town does not maintain separate senior-specific shelters; however, the County's Functional Assessment Service Team (FAST) program will be integrated into shelter operations to identify and address access and functional needs for older adults. All residents are encouraged to maintain personal emergency plans, including alternative places to stay, so that emergency resources can be prioritized for those with the highest need.
  - The Town will share and amplify preparedness information relevant to older adults through existing outreach efforts, such as wildfire, earthquake, and PSPS information. Preparedness resources will reference materials from Santa Clara County OEM, Ready.gov, and other established sources, with emphasis on evacuation planning, access and functional needs, and aging-in-place considerations.
  - Residential care and assisted living facilities are regulated by the California Department of Social Services, Community Care Licensing Division (Title 22, California Code of Regulations, Division 6, Chapter 8). They are required under Health & Safety Code §1569.695 and related statutes to maintain disaster and mass casualty plans, continuity of operations, and relocation procedures. The Town does not provide direct oversight of these facilities.
- **H5: Monitor and Evaluate Housing Needs Stock**
  - The Town is required to provide annual reporting on Housing Element implementation progress.

# Goal 7

Integrated Governance, Funding & Accountability

# Goal 7 Projects

- Integrated Governance Model
- Fiscal Planning
- Measurement & Accountability Tracking
- Roles & Responsibilities

While benefits of an integrated governance model are outlined in the Roadmap, the Town does not currently have the capacity or financial ability to implement this. However, the Town can focus on assessing older adult services and methods for measurement by implementing an annual survey to service providers and provide the data to the CHSSC. It is important to note that the Town does not have authority over non-profits and survey participation would be voluntary.

The Town will continue to consider ways to ensure senior services are provided in a collaborative manner with the staff resources available. Much of this has/will involve the Senior Services Coordinator creating connections/processes among providers that will continue after the temporary position concludes. The CHSSC can continue to monitor the state of senior services in Los Gatos to suggest improvements and collaboration.