



# **Senior Services Roadmap**

## **Update and Next Steps**

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ATTACHMENT 2

## **Introduction**

In 2023 Senior Services Roadmap was prepared by the Senior Services Committee, which consisted of Council members, CHSSC commissioners, and various other service providers and volunteers from the Los Gatos Community. The report was endorsed by Town Council in 2023.

## **Goal 1: Appealing & Inviting Facility**

### **F1: Needs Analysis**

- Completed by Los Gatos Thrives Foundation (LGTF)

### **F2: Fundraising**

- Ongoing Project of LGTF

### **F3: Optimize Existing Space**

- Conducted by Town and Los Gatos Saratoga Recreation (LGSR):  
Rotational partner space, large hall divider, and safety lighting improvements implemented.  
Other improvements are still underway. Los Gatos Saratoga Recreation (LGSR) is currently providing a variety of programming in the current Adult Recreation Center (ARC) for over 1000 members.

Projects on hold until F2 is complete or other funding is identified:

### **F4: Community Facility Direction**

### **F5: Community Facility Design**

### **F6: Community Facility Construction**

### **F7: Community Facility Operations**

### **Next Steps for the Town:**

- Maintain and optimize the existing facility as a warm and inviting location.
- Continue lease agreement between the Town and LGSR to ensure continuation of 55+ Program programming at the ARC.
- Other next steps would be pending completion of F2.

## **Goal 2: Core Senior Services**

### **S1: Support the Continuation of Social, Educational, Healthy Living & Meal Services for Older Adults**

- LGSR continues to run the 55+ Program and offers a full calendar of diverse programming.
- The CHSSC has provided input to the Town regarding the 55+ Program and the lease agreement.
- The Live Oak Nutrition program continues to operate.

- West Valley Community Services has its Park-It Market (grocery pick up) twice a month at the Library.
- LGSR continues to manage the HUB, making it a user-friendly online resource for Seniors. Community members can make recommendations to changes or improvements through an easy form linked on the main page.
- The Town would like to promote the HUB as the central location for senior information and is looking for 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)**

- Live Oak Adult Day Services continues to operate, supporting seniors, caregivers, and families. They consistently have no waiting list, and do not have a need for expansion at the Los Gatos location at this time.

**S3: Support Continuation of Other core Services in Los Gatos by Community Organizations**

- 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 provide case management and other support to West Valley Cities.
- The Senior Services Coordinator, LGSR, and the CHSSC have worked on the HUB to provide information on Senior Services including medical, housing, education, mental health, caregiver support, legal services, tech support, fall prevention programs, transportation and many other community resources.
- Any mentorship program coordinating seniors would need to be run by a community group or service provider.

**S4: Support CHSS Commission 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 unable 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 composed of community members at large, clients and family members of clients using the behavioral health system. Any member of the community or the CHSSC could attend these meetings and report on relevant updates 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 continues to have drop-in navigation hours at the Los Gatos Library every Tuesday.

**S5: Expand the Use of Parks, Community Gardens and other Facilities**

- LGSR continues to provide recreation in local parks. In order to implement exercise programs in parks or Town Plaza, LGSR would require a subsidy or no-cost model for parks/Town Plaza use.
- Any new community gardens, cluster seating or park improvements are subject to the CIP process and are not in the current budget.
  - 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 reviewing 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>

**Next Steps for the Town:**

- Continue to engage community service providers to meet the needs of older adults.
- Continue to receive input from community service agencies and the CHSSC regarding core senior services.
- At such a time that the community garden becomes funded, staff will engage the CHSSC for input as appropriate.
- The CHSSC can support these efforts by staying informed on Behavioral Health Board meetings and sharing the information they learn with staff and each other.
- CHSSC members, in their personal capacity, could explore and participate in existing programs and report back on their experiences and needs identified. (This would be done as a participant or observer, not as an auditor or person with authority over these programs.)

## **Goal 3: Communications and Engagement**

**C1: Information HUB Development and Deployment**

- 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= 8kdqvOqRkOHLMyiKcE4JLjvdLYww BJhaUeO2pLX5IURDhRMkZIODBUzVXMFTR1VSUkExVFRGNi4u>
- Other major updates, redesigns or mobile apps are not contemplated at this time due to bandwidth/expertise constraints. The HUB is a successful tool,

demonstrated by data, over 5,500 times this calendar year. Links to video tutorials can be included on the HUB if provided by the service provider.

- The HUB is promoted through the LGSR 55+ Program as a Senior resource guide. HUB information cards are distributed to service providers in the community, and the Town provides HUB cards at the ARC, Library, Town Hall, and CHSSC meetings in Town Chambers. Any merchant or service provider who would like to be listed on The HUB can reach out to LGSR 55+ at the above link.
- The Town would like to promote the HUB as the central location for senior information and is looking for 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.
- The Library currently 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>.

#### C2: Promotion of Community Awareness and Engagement in Services

- 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.

#### C4: Provide and Engage Older Adults in Social, Healthy Living, and Life Learning Skills Activities

- LGSR will continue to promote its monthly activities via The Print, their website and in-person to members when they visit the ARC.
- LGSR is constantly assessing their program and working on ways to increase engagement and adjusts programming to ensure relevance.

- Los Gatos Thrives Foundation currently promotes and manages well-attended Monday Movies on the first Monday of the month at the Los Gatos Theatre.
- The Town and other agencies publicize their services, programs and events through their websites and social media, advertising and newsletters. The HUB is also a resource for this.
- 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.
- LGSR and the Jewish Community Center offer nutrition/food classes. <https://apjcc.org/fitness1/services/>
- Multigenerational programs and additional training classes can be added to the HUB if they are available in the community.
- 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)

- LGSR provides robust programming which includes social, educational, emotional support, recreation and field trips. Offering up to seven different activities per day, recreation and socialization programming at the ARC is successful and has a membership of over 1,000. LGSR is also continuing the Town's pilot of dedicating at least one room to service providers for direct service provision.

Next Steps for the Town:

- Continue to communicate with seniors to promote services, resources and events to feel a sense of belonging.
- Continue to promote the HUB, including providing resource cards.
- Continue to publicize Town and official 55+ events as appropriate through the official Town of Los Gatos channels.
- The CHSSC can support these efforts by continuing to promote the HUB in the community and identifying additional resources to suggest for the HUB.

## Goal 4: Volunteer Support and Engagement

V1: Establish Volunteering Task Force

- The CHSSC created a Goal 4 Task Force, currently led by Vice Chair Sterne.

V2: Recruit and Build a Volunteer Community

- The Goal 4 Task Force, through LGTF/WVSP and a community volunteer (Volunteer Coordinator), are 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 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.

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.

Next Steps for the Town:

- Once a volunteer coordination newsletter is created through LGTF/WVSP, the Town will work with LGSR to get a link on the HUB so interested parties can sign up to receive the notifications.
- The CHSSC can continue to support by promoting the volunteer coordination newsletter and encouraging volunteers to support the administration of the newsletter.

## Goal 5: Enhanced Transportation Options for Older Adults

T1: Implement and Promote Transportation Awareness and Use

- The CHSSC Goal 5 task force regularly attends the Complete Streets and Transportation Commission (CSTC) meetings.
- 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 area.

<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/>
- Community members, including the CHSSC Goal 5 Task Force, can stay informed on VTA activities by viewing meetings and agendas.  
<https://www.vta.org/about/board-and-committees>.
- 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>
- The Town of LG assesses ADA needs in parking lots on an ongoing basis. If there is a compliance need it is addressed either by maintenance or through the annual concrete process. Feedback regarding this issue can be submitted to the Town Public Works department.  
<https://www.losgatosca.gov/FormCenter/PPW-15/Report-a-Parks-Public-Works-Concern-87>.
- 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. <https://bikesiliconvalley.org/learn-ride/learn>.
- Developing “Transportation Los Gatos” software given bandwidth and expertise; this may be more appropriate as a regional initiative.

## 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. The Los Gatos High School track is open for walking on weekday mornings from 6:00am-8:00am and evenings when school activities are not taking place. LGHSD is working on ways to open the track to the public on weekends.
- 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.
- It is not currently feasible to conduct a “senior safety zone study”, but the Town cares about safe walking routes for all citizens, including Seniors. Feedback regarding walking safety can be addressed with Parks and Public Works department at <https://www.losgatosca.gov/FormCenter/PPW-15/Report-a-Parks-Public-Works-Concern-87>.

## T3: Expand Mobility Options – Including Evenings and Weekends

- The RYDE program is currently operating per the schedule it has capacity for, and the Town does not 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 collaborates with LGSR to offer the Ride and Taste Los Gatos, and the Daycation programs, which encourage seniors to try public transit.
- 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 offers door-to-door rides. <https://www.servicesforseniors.org/services-programs>

**Next Steps for the Town:**

- Continue to promote safe transportation for seniors and all community members.
- Continue to receive feedback regarding transportation needs and issues from residents and area agencies. Participate in VTA discussions related to bus routes as needed.
- The Town will be updating its Bike/Ped Master Plan in the next 5 years and will put an emphasis on senior walking.
- The CHSSC can support these efforts by continuing to attend CSTC meetings to stay informed and engaged.
- The CHSSC can support these efforts by attending VTA meetings or viewing agendas/minutes and sharing the information they learn with staff and each other.

## **Goal 6 – Senior Housing – Information on Approaches and Options**

### H1: Identify and Inventory Residential Options for Older Adults

- SV@Home focuses on addressing Santa Clara County's urgent need for affordable housing. 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 Housing Programs page on the Town website includes a Housing Resources Guide, information on the BMR administrator (Housekeys), and information about residential options for older adults. The Goal 6 task force completed a review and suggested edits for the Housing Resources Guide. <https://www.losgatosca.gov/345/Housing-Programs>.
- The Town adopted its Housing Element (HE) in 2024, and it includes policies like HE-2.7 & HE-2.8, etc., related to senior/special needs housing programs. The Town is implementing the HE as fast as they are able. <https://www.losgatosca.gov/1735/General-Plan---Housing-Element>.

## H2: Enable Development of Affordable Housing for Older Adults

- The Town adopted its Housing Element (HE) in 2024, and it includes a Senior Housing Resources program. The Town is implementing the HE as fast as they are able. <https://www.losgatosca.gov/1735/General-Plan---Housing-Element>.
- Any programs and funding for housing income support or home modification and repairs would be done by a third party.

## H3: Establish Aging in Place Programs (Including a Los Gatos Village)

- Heart of the Valley Senior Services offers handywork for low income seniors. <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 has received funding through past grants. <https://rebuildingtogethersv.org/programs/>
- A Los Gatos Village program would need to be organized by a third party.

## H4: Facilitate Crisis Housing

- 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.
- Care facilities and other providers are required to have safety plans per CA code. The Town does not provide direct oversight over these facilities.
- 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.

## H5: Monitor and Evaluate Needs & Stock

- The Town is required to provide annual reporting on Housing Element implementation progress.

### Next Steps for the Town:

- Continue to provide required annual reporting on Housing Element implementation progress.
- Continue to keep the Town website updated with current housing options such as the Housing Resource Guide.
- Continue to accept community feedback on senior housing needs through the Planning Commission and Town Council meetings.

## **Goal 7: Integrated Governance, Funding & Accountability for Senior Services**

The Town of Los Gatos is in a unique position because it cares about its senior residents and wants their needs met, however the Town does not provide or have oversight over direct services. It is for this reason that the idea of the integrated governance model is challenging. While the Town is not currently in a position to implement this from an oversight, bandwidth, and funding perspective, the Town can focus on assessing older adult services by implementing an annual survey to service providers and providing the data to the CHSSC.

The Senior Services Coordinator has assessed programs available to Town seniors, including needs and gaps. A service provider survey was distributed by the Town with results provided to the CHSSC.

### Next Steps for the Town:

- Continue to issue the service provider survey to gather information from service providers.
- The CHSSC can continue to monitor the state of senior services and suggest improvements and collaboration.