

**COMMUNITY HEALTH AND SENIOR SERVICES COMMISSION
(CHSSC)**

June 18, 2025

To: Los Gatos Town Council

Fr: CHSSC Commission

Re: 2025 Mid-Year Update

This 2025 Mid-year Update is being submitted so that the Los Gatos Town Council is aware of the work that the CHSSC Commission has worked on the past 6 months. Each of the 7 Goal Areas identified in the Senior Services Roadmap have been annotated.

The CHSSC would appreciate any feedback the Town Council wishes to communicate in terms of the direction and focus that the CHSSC has been following.

**COMMUNITY HEALTH AND SENIOR SERVICES COMMISSION
(CHSSC)
MID – YEAR REPORT
2025**

**The CHSSC has been providing oversight on the implementation
of the 7 Goal Areas identified in the Senior Services Roadmap.**

- 1. Appealing and Inviting Facility**
- 2. Core Senior Services**
- 3. Communication and Engagement**
- 4. Volunteer Support and Engagement**
- 5. Transportation Options for Older Adults**
- 6. Senior Housing- Information on Approaches & Options**
- 7. Integrated Governance, Funding, and Accountability for
Senior Services**

**This CHSSC mid-year 2025 update will be supplemented with a year-end report
to be submitter early in 2026.**

Goal 1: Appealing and Inviting Facility

An intergenerational offering of space for meetings, clubs, community events, recreational, cultural, educational, learning, health education and informational services.

Submitted by Commissioner Jeff Blum

•Los Gatos Thrives has established a number of committees to facilitate the implementation of their mission which is to: *sponsor and support programs and facilities that promote a sense of community and belonging.*” Commissioner Blum served on the original Building Committee and is currently on the Fund-raising Committee and Community Center Project’s Communication Committee. Commissioner Yick attends the Los Gatos Thrives Foundation Board meetings as a liaison and is also currently serving as the chair of the Community Center Project’s Communication Team

•The fund-raising committee is considering a variety of options for funding the construction of a new facility, including a bond, grants, donor contributions, and endowments, etc. Other towns and cities, such as Burlingame, which recently completed the construction of a new community center, have been contacted to learn about how they approached their project. The Committee is also considering hiring a capital campaign consultant and developing annual targets.

•As a member of the Community Center Communication Team, Commissioner Blum recently wrote and had published an article discussing the history of the community center construction concept and promoting the project currently.

•Another Los Gatos Thrives committee is investigating potential sites for a new community center.

•Los Gatos Thrives continues to offer its monthly Monday Morning Movie at the Los Gatos Theater, during which patrons can see a first run movie and receive a pastry and coffee, for \$10. The idea of this program is to promote the community center project and bring older adults together for socialization. Turnout has been robust, averaging close to 100 per showing. The last movie was Mission Impossible- The Final Reckoning, shown on June 2 and had 170 people in attendance.

•On June 1st, Los Gatos Thrives held an unveiling of two conceptual renderings of the proposed community center. This event was held at The Terraces of Los Gatos from 5:00pm to 7:00pm. A sold out attendance of 90 was recorded!

Goal 2: Core Senior Services

Submitted by Commissioner Dick Konrad

•There is continued outreach to the selected Top Ten Service Providers. The following are some notable updates:

- Live Oak Nutrition has obtained a refrigerated truck to collect perishables from local stores to distribute to needy Seniors.
- West Valley Community Services has provided over \$1Million in emergency assistance, and has donated over 1.1 million meals. They also have a mobile food pantry that serves Los Gatos.

- Jewish Family Services provides care management, basic assistance, and transportation to over 250 families in Santa Clara County. They have over 200 volunteers.
- In February of 2023, Commissioners prepared an extensive Behavioral Health Report with suggestions for improved Mental Health Service.
 - In April the suggestions in the 2023 Report were audited. There are some successes like the El Camino Hospital ASPIRE program and the Navigator activity at the Library.
 - Many of the suggestions have been addressed. Commissioners are in the process of reconnecting with those surveyed in 2023. A proposal letter has been drafted requesting how we can improve in areas in which we fell short. This update will provide information for a renewed effort to improve Mental Health Services in our Community.
- The Goal 2 Task Force continues to follow the use of outdoor spaces in our Community: community garden proposal and cluster seating availability.
- The Goal 2 Task Force has also worked on Community Health, in particular, Mental Health Services available in our area.

Goal 3: Communication and Engagement

Submitted by Commissioner Eleanor Yick

The first year activities under this goal area states: provide older adults ways to easily learn information about available services and resources. Increase engagement in social, educational, and healthy living programs. Promote volunteerism. Establish measurable goals. Work has continued on each of those activities.

A. Continued progress noted in Goal 3 Goal Areas:

- * **LGSrec 55+ program**
 - Membership = >850
 - Monthly Print: 3500 Printed Copies of the Newsletter Annual Version (shared digitally with all members monthly via email)
 - Telephone calls = >3000 annual calls to the 55+ Office alone (this does not include calls that go directly to front desk, Lisanne, Jackie, or Brooke)

B. LGSRec 55+ Facility :

- Enjoyed usage of updated facilities:
- Welcoming lobby area is staffed by friendly, helpful staff persons.
- Large ground floor room with room divider provides much needed space and flexibility for scheduling; divider presents some difficulty using
- Two (2) handicap accessible bathrooms
- The electronic cart is not at the facility. 55+ program awaiting further direction from the Town.

C. Continued updating and use of HUB, website and telephone:

- HUB was recently updated and many new links added
- Number of monthly clicks: >450 per month
- 55+ Webpage: 24,000 annual visits

D. Service Providers that 55 Plus manages, schedules appointments for, completes reminder calls, and reserves facilities:

- West Valley College – 3 classes: Stay Fit, Balance Awareness, and Art and Music Appreciation
- AARP
- Tax Aid (1 day/week Feb through April, 4 hours, more intensive staff involvement for scheduling and coordinating packet pickup ahead of appt.)
- Driver Safety Courses (every other month, 4-8 hours)
- SALA (1x/month, 3 hours)
- HICAP (1x/month, 3 hours)
- Rotational Partner Office Space – Organized by the Town but has not yet been put into action.

E. Areas of Focus -Fiscal Year July 1, 2024 -June 30, 2025 – last half

- Project C1: Information HUB Development and Deployment

The Goal Area 3 Task Force identified 3 specific areas of focus for the 2025 calendar year:

1. Incorporate video tutorials in to Hub – *in process – initial start to determine interest and needs*
2. Use digital inclusion initiative to teach people how to access information on HUB, use QR codes – *in process – investigating grants, etc.*
3. Use KCAT to advertise and to help develop videos for the HUB

Meeting with Director revealed that advertising for the various programs has been hindered by lack of resources – volunteer needed to help produce newsletter and post social media tags. ***Continued focus needed to address this need and work to increase connection between 55+ program, the community at large, and KCAT.***

Goal 4. Volunteer Support and Engagement

Submitted by Commissioner Martha Sterne

- Based on the goals outlined in the Senior Services Roadmap, CHSSC advocated and, subsequently the Town Council, for the creation of a funded Senior Services Coordinator position. Thanks to the Town Council and Staff, Los Gatos now has a part-time Senior Services Coordinator as of February 2025.
- Continued to seek ways to bridge the gap between service organizations seeking volunteers and older adults looking to volunteer.
- Organized CHSSC participation in the Los Gatos Resource Fair for Older Adults, May 17, with the objective of informing attendees about the role of the CHSSC, the HUB online resource, and where information about many services can be found.

GOAL 5: Transportation Options for Adults

Submitted by Commissioner Dick Konrad and Commissioner Greg Gentile

- When the Town Council accepted the Senior Services Roadmap Report, they delegated Goal 5 to the Complete Streets and Transportation Commission.

- Co-Liaison Commissioners Dick Konrad and Greg Gentile attend the regularly scheduled meetings of the Complete Streets and Transportation Commission. They regularly speak during the public comment section about the Senior Services Roadmap Goals.
- The monthly VTA Taste and Ride Program to help Seniors learn how to use public transportation has been very successful.
- The Complete Streets and Transportation Commission has agreed to agenda and discuss a report that highlights the Senior Services Roadmap goals at their June 12, 2025 meeting. An update from that meeting will be presented to the CHSSC.

GOAL 6 – Senior Housing - Information on Approaches and Options

Submitted by Commissioner Greg Gentile

- It was decided that work on this Goal Area be delayed until the Town's Housing Element was approved by the State. Since that has occurred, the Commission's Task Force on Goal 6 began reviewing and updating the “The Los Gatos Housing and Resource Guide.”
- That Guide is presently accessible on the Town's website and the Hub. The 22- page Guide provides a listing of available senior housing and housing- related services available to the senior community and the Community Support Services that serve the Town and Santa Clara County.
- After several meetings, reviews, cross-checking and editing, the final up-dated version is presently being compiled by the Task Force.
- Once it is fully compiled, the updated Guide will be provided to Town Staff for its review, formatting and publication on the Town’s website and linked to from the HUB.

GOAL 7: Integrated Governance, Funding, and Accountability for Senior Services

Submitted by Commissioner George Rossmann

1. Our first activity was to benchmark other communities for measurement and accountability (M&A) activities and practices that would enrich our local senior service landscape. A questionnaire was prepared and approved by the CHSSC in November 2024. Four communities were identified and interviewed: Los Altos, Mountain View, Campbell, and Palo Alto. The results of those interviews along with our analysis of Los Gatos were submitted to the CHSSC in February.
2. After analyzing this benchmark data, the task force determined that it needed to better understand the value that service providers bring to our community’s health and well-being, particularly for our seniors. We researched the metrics used by numerous nonprofits to evaluate their success at reaching targets, and we assembled a list of the key metrics that we proposed to track in Los Gatos. Our goal is to use these metrics to collectively identify with our service providers opportunities for growth and enhancement.

