



TOWN OF LOS GATOS
COMMUNITY HEALTH AND SENIOR SERVICES COMMISSION
REGULAR MEETING:
CHAMBER OF COMMERCE VISITORS' CENTER
10 STATION WAY, LOS GATOS CA 95030
MAY 23, 2023
5:00 P.M.

Jeffrey P. Blum, Chair
Elanor Yick, Vice Chair
Dick Konrad, Commissioner
George Rossmann, Commissioner
Pradeep Khanal, Commissioner
Lydia Norcia, Commissioner
Maia Bernholz, Youth Commissioner

IMPORTANT NOTICE

This meeting will be held in-person at the Chamber of Conference Visitors' Center, 10 Station Way, Los Gatos CA 95030. Members of the public may only provide public comments for the agenda item in-person.

PARTICIPATION IN THE PUBLIC PROCESS

The Town of Los Gatos strongly encourages your active participation in the public process, which is the cornerstone of democracy. If you are interested in providing oral comments during the meeting, you must attend in-person and complete a "speaker's card" and return it to the staff. If you wish to speak to an item on the agenda, please list the item number. The time allocated to speakers may change to better facilitate the Commission meeting. You are welcome to submit written comments via email to Clerk@losgatosca.com.

Public Comment During the Meeting:

- When called to speak, please limit your comments to three (3) minutes, or such other time as the Chair may decide, consistent with the time limit for speakers at a Town meeting.
- Speakers at public meetings will be asked to provide their full name and to state whether they are a resident of the Town of Los Gatos. This information is optional and not required.

Deadlines for Public Comment and Presentations are as follows:

- If you are unable to participate in person, you may email Clerk@losgatosca.com with the subject line "Public Comment Item #_" (insert the item number relevant to your comment). Persons wishing to submit written comments to be included in the materials provided to Commission must provide the comments as follows:
 - For inclusion in an Addendum: by 11:00 a.m. the Monday before the Commission meeting
 - For inclusion in a Desk Item: by 11:00 a.m. on the day of the Commission Meeting
- Persons wishing to make an audio/visual presentation on any agenda item must submit the presentation electronically, either in person or via email to Clerk@losgatosca.gov, to the by 3:00 p.m. the day of the meeting.

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RULES OF DECORUM AND CIVILITY

The purpose of the meeting is to conduct the business of the Town in an effective and efficient manner. For the benefit of the community, the Town of Los Gatos asks that you follow the Town's meeting guidelines while attending Town meetings and treat everyone with respect and dignity. This is done by following meeting guidelines set forth in State law and in the Town Code.

The Town does not tolerate disruptive conduct, which includes but is not limited to:

- addressing the Commission without first being recognized;
- interrupting speakers, Commission or Town staff;
- continuing to speak after the allotted time has expired;
- failing to relinquish the microphone when directed to do so;
- repetitiously addressing the same subject.

Town Policy does not allow speakers to cede their commenting time to another speaker. Disruption of the meeting may result in a violation of Penal Code Section 403.

MEETING CALLED TO ORDER

ROLL CALL

COMMISSIONER REPORTS

CONSENT ITEMS (TO BE ACTED UPON BY A SINGLE MOTION)

1. Approve the Minutes of the April 25, 2023 CHSSC Regular Meeting

VERBAL COMMUNICATIONS *(Members of the public are welcome to address the Community Health and Senior Services Commission on any matter that is not listed on the agenda. To ensure all agenda items are heard and unless additional time is authorized by the Chair, this portion of the agenda is limited to 30 minutes and no more than three (3) minutes per speaker. In the event additional speakers were not able to be heard during the initial Verbal Communications portion of the agenda, an additional Verbal Communications will be opened prior to adjournment.)*

OTHER BUSINESS *(Up to three minutes may be allotted to each speaker on any of the following items.)*

2. Review and approve recommendation to Council for use of ARPA Funding for LGSRec 55+ Program Services
3. Report out on Seniors of Distinction Award
4. Amendments to the Senior Road Map Task Forces
5. Reports from Senior Road Map Task Forces Regarding Senior Road Map Goals
6. Discussion of volunteer support for Senior Road Map implementation

ADJOURNMENT

IN COMPLIANCE WITH THE AMERICANS WITH DISABILITIES ACT, IF YOU NEED SPECIAL ASSISTANCE TO PARTICIPATE IN THIS MEETING, PLEASE CONTACT THE CLERK DEPARTMENT AT (408) 354-6834. NOTIFICATION 48 HOURS BEFORE THE MEETING WILL ENABLE THE TOWN TO MAKE REASONABLE ARRANGEMENTS TO ENSURE ACCESSIBILITY TO THIS MEETING [28 CFR §35.102-35.104]



DRAFT
Minutes of the Community Health and Senior Services Meeting
April 25, 2023

The Community Health and Senior Services Commission conducted a regular meeting in person on Tuesday, April 25, 2023, at 5:00 p.m.

MEETING CALLED TO ORDER 5:04 P.M.

ROLL CALL

Present: Chair Blum, Vice Chair Yick, and Commissioners Khanal (arrived 5:05 p.m.), Konrad (participated remotely under the Brown Act), Norcia, and Rossman; Council Liaison Badame.

Absent: Commissioners Bernholz

Staff Present: Library Director Baker

COMMISSIONER REPORTS

- Vice Chair Yick attended the Town's DEI workshop.
- Commissioner Rossman attended the County Supervisor Simitian's Health and Hospital Meeting and discussed potential services.
- Commissioner Konrad met with Councilmember Hudes, attended a Parks Commission meeting, gave a presentation at Rotary, and chaired the communication and engagement task force.
- Commissioner Norcia plans to attend the Housing Element Meeting.
- Commissioner Khanal attended Spring Into Green but was not able to attend the transportation meeting.
- Chair Blum spoke with Councilmembers and community members, attended the County Supervisor Simitian's Health and Hospital Meeting, and wrote an article for a local newspaper.

CONSENT ITEM

1. Approve Community and Senior Services Commission Minutes of March 28, 2023.

No Public Comment

MOTION: Motion by Commissioner Yick to approve consent item 1. Seconded by Commissioner Norcia.

VOTE: Motion passed 6-0

VERBAL COMMUNICATIONS

None.

OTHER BUSINESS

2. Discussion of Changes to the Time and Place Resolution for CHSSC Regular Meetings

Staff Liaison Baker gave the report

Open Public Comments.

Catherine Summers

- Suggested that the CHSSC could meet at the Chamber's Visitor Center.

Closed Public Comments

MOTION: Motion by Commissioner Blum to adopt a resolution to hold CHSSC meetings on the fourth Tuesday of each month at 5:00 p.m. at the Chamber Visitor Center. **Seconded by Commissioner Khanal.**

VOTE: Motion passed 5-1 (Commissioner Rossman voted no)

3. Discussion Regarding LGSRec use of ARPA Funding for 55+ Program Services

Chair Blum opened the discussion giving desired expectations for conduct and overall goals to strengthen partnership and dialog between the CHSSC and LGSRec.

LGSRec Representatives Paist, Kennedy, and Sprugasci gave an update on programs, responded to questions asked by Commissioners, and expressed their position on the extent of their proposals.

The Commissioners discussed various thoughts on the current state of the proposal and the process.

Chair Blum assigned Commissioner Yick and Commissioner Rossmann to meet with LGSRec as needed and to write a draft recommendation for the next meeting.

Opened Public Comment

Jack Van Nada

- Spoke in support of LGSRec programs and services.

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SUBJECT: Draft Minutes of the Community Health and Senior Services Commission
Meeting of April 25, 2023

DATE: May 23, 2023

Tom Picraux

- Spoke in support of case management.

Catherine Sommers

- Asked about core services.

Tylor Taylor

- Spoke in support of LGSRec programs and services.

Closed Public Comment

Chair Blum tabled further discussion for the next meeting.

4. Discussion of Candidate Suggestions for Distinguished Citizen Award

This item was tabled to next meeting.

5. Amendments to the Senior Road Map Task Forces

This item was tabled to the next meeting.

6. Reports from the Senior Road Map Task Forces Regarding Senior Road Map Goals

This item was tabled to the next meeting.

ADJOURNMENT

The meeting adjourned at 6:00 p.m.

Respectfully Submitted:

Ryan Baker, Library Director

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TOWN OF LOS GATOS
COMMUNITY HEALTH AND SENIOR
SERVICES COMMITTEE REPORT

MEETING DATE: 05/23/2023

ITEM NO: 2

DATE: May 18, 2023
TO: Community Health and Senior Services Committee
FROM: Ryan Baker, Library Director
SUBJECT: Review and Approve Recommendation to Council for the Use of ARPA
Funding for LGSRec 55+ Program Services

RECOMMENDATION:

Review and approve recommendation to Council for the use of ARPA funding for LGSRec 55+ program services.

REMARKS:

At the Council meeting on March 7, 2023. Council unanimously approved a motion that the Community Health and Senior Services Commission meet with Los Gatos-Saratoga Recreation (LGSRec), review their proposal, review the actual activities scheduled that can be found in *The Print*, and the list of services in Exhibit F of the 2009 lease agreement, and make recommendations to the Council for services not to exceed \$225,000 over 12 months with the goal of continuing services at the current level.

The CHSSC received all documents necessary for this discussion and were included with the March 28, 2023 CHSSC meeting packet.

At the April 22, 2023 CHSSC meeting, Chair Blum assigned Commissioners Yick and Rossmann to meet with LGSRec representatives as needed and draft a recommendation (Attachment 1) for review by the full CHSSC.

Attachment:

1. Draft recommendation by Commissioners Yick and Rossmann
2. LGSRec responses to written questions posed by Chair Blum
3. Public comment received May 18, 2023
4. CHSSC Letter to Board of Supervisors

PREPARED BY: Ryan Baker
Library Director

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To: Los Gatos Town Council
From: Community Health and Senior Services Committee (CHSSC)
Subject: Funding of the Los Gatos-Saratoga Recreation 55+Program
Date: May 7, 2023

I. Background

LGSRec has been providing Senior Services to the town of Los Gatos through its 55 Plus program since 2009. Historically, LGSRec subsidized the 55 Plus program from the profits of other fee-based programs. In a letter to the Los Gatos Town Manager dated January 13, 2023, LGSRec stated that this was no longer possible and offered three different scenarios for funding (TOP, MID, LOW), seeking a partnership with the Town to sustain core senior services. On February 21, 2023 the Town Council discussed a potential allocation of \$225,000 to 55 Plus that was below what was required to execute the LOW plan. On March 2, 2023, LGSRec provided a recommendation of what the 55 Plus program could offer for the next 12 months based on a funding of \$225,000. The Town Council on March 7, 2023 directed the CHSSC to meet with LGSRec to review their proposal and determine whether or not it was workable given the goals of the Roadmap developed by the Senior Services Committee. The proposal was a topic of discussion at a meeting of the CHSSC on April 25, 2023 with representatives from LGSRec present. The discussion was spirited. A subcommittee of the CHSSC was formed to determine whether or not the proposal was acceptable to all parties.

II. The Senior Services Roadmap

The Senior Services Committee (SSC) was established by the Town Council in August 2021 to develop a long-term vision and plan for Senior Services provision in Los Gatos. A qualitative assessment of services available in Los Gatos was made and a Senior Services Roadmap was developed. The Roadmap was presented to and endorsed by the Town Council on February 7, 2023. It consisted of seven goals organized into 1 year, 3 years, and 10 years activities and then used these activities to develop specific projects for each goal area. Goal 2, Core Senior Services, called for the town to “ensure continuation of senior adult recreation, social, educational and healthy living provided by the 55 Plus program”. It called for funding and expanding essential services for all stages of aging but did not enumerate those services.

III. The CHSSC Subcommittee Analysis

It was obvious at the meeting on April 25th that the relationship between the Town Council and LGSRec was strained. LGSRec, an independent vendor, had provided the town with a proposal that incorporated less than the “LOW” level of service proposed earlier and the Los Gatos Town Council wanted assurances that “essential” services would be covered by its minimal offering. Since all of the 55 Plus programs are popular, relevant, and deemed important as evidenced by the record number of members and group activities, it is not possible for the CHSSC to either identify which specific activities are essential or conduct a cost/benefit analysis of the proposed offerings.

Each activity, including the maintenance and expansion of the HUB, involves LGSRec staff time and effort, and the CHSSC is not equipped to look at and evaluate what are the best “social/educational” activities in isolation and certainly not in a position to prioritize them.

We do know that the funding of the Staffing Model, a total of 2.0 FTE, for the less than LOW service model is very competitive, but it is not within CHSSC’s purview to negotiate with LGSRec regarding its overall budget.

IV. Recommendations and Conclusions

The CHSSC appreciates LGSRec’s responses to the many questions posed by our committee. Their responses allow us to better understand their operation and can be utilized to improve communications among CHSSC, the LGSRec, and the Los Gatos Town Council.

The CHSSC and the SSC both agree that a Case Manager would be a powerful addition to the 55 Plus service offering and we encourage the Town Council to consider the additional funding necessary to provide that resource. Ultimately, any additional funding is a Los Gatos Town Council budgetary decision.

In conclusion, the CHSSC is confident that whatever support is allocated to LGSRec for Senior Services will be effectively utilized to provide “essential services” via the 55+ program.

CHSSC Meeting: May 23, 2023

Questions for LGS Rec. from Jeffrey P. Blum, chair of the Community Health and Senior Services Commission

NOTE – Questions were numbered to add clarity and reference points in future discussion. Commissioner questions appear in **bolded black text** and LGS Recreation responses appear *in black italicized text*.

1. I believe the town council is asking us at least in part to repair the damaged relationship existing between the town and LGS Rec. My first question to LGS Rec. is how do you suggest that we do that?

SHORT TERM GOALS:

- *CHSSC to stand united in support of the 225K allocated by Town Council*
- *CHSSC to stand united in support of additional \$33K for Case Manager to support road map goals, if Commission agrees of value (discussion and suggestion from CHSSC requested by Rob Moore on 3/7). Preferably prior to the budget meeting on 5/16.*
- *CHSSC create a Study Session for meaningful discussions of Agency future proposals and reports*
- *Commissioners and Council rotate to attend key 55 Plus social events. Report back positive feedback and developments to Town Council on a regular basis.*
- *Awareness campaign for donations to avoid confusion. Ex. Why donate to “55 Plus” directly versus “Friends of LG Seniors”*
- *Advocate now for long term partnership and financial contribution from the Town. Goal is partnership not vendor relationship.*
- *Advocate for standardization of grant award reporting from all Senior focused recipients of funds from Town Council. In the past LGS held to a different standard of reporting than other grant recipients.*
- *Engage in a manner that does not threaten or question the relationship as it stands. Conversations of “if LGS is the provider at the time” leads to uncertainty/threat and prevents us from long-term strategy. Example of the behavior noted: In the 2/28 CHSSC meeting, Commissioner **xxxx** declares “we will sue LGS Rec if they don’t do what we want”.*
- *Commission chair to coordinate with other commissioners prior to key Town Council meetings to ensure the Commission speaks with a unanimous voice and provides a consistent message.*
 - *Contradictory comments at the Town Council meeting on 3/7 left Town Council undecided. Lack of support, aside from Commissioner **xxxx**, was a surprise to 55 Plus staff, following a successful final ARPA grant presentation and call for support from CHSSC members.*
 - *Direct Example:*
 - *Commissioner **xxxx** – expressed concern that the reduced funding (\$225K) would adversely affect the services delivered as compared to the prior year and spoke in support of further funding for 55 Plus.*
 - *Commissioner **xxxx** – “...possible for them (LGS Rec) to continue this program at the same level using some of their own initiatives.” This is*

interpreted as LGS Rec does not need the financial support requested and should fund the shortfall out of their own pocket.

- *It was disappointing that other Commissioners did not speak in support of 55 Plus.*

LONG TERM GOALS:

- *Negotiate FREE use of park spaces for 55 Plus programs*
- *Town to co-write economic vitality grants with Agency*
- *Commission to seek new CHSSC members to offer new perspectives and help foster continued support and protect senior services*
- *Build 55 Plus into Town budget long term for (at least) the cost recovery aspects of free / low-cost programs to allow for a sustainable program*
- *Be viewed as partners and consultants in plans to build a new Senior/Community Center (10-year goal on roadmap). Can offer valuable feedback in design of new Senior focused space and provide 55 Plus programming therein.*

2. Are there specific proposals you have in mind that might help with that? How would you like for us to communicate with LGS Rec. in a manner that would help to restore trust between the town and LGS Rec.? How can we best work together to provide robust and meaningful services to older adults? How will we know we are on track to make the relationship better?

- *LGS values the insight of the CHSSC. We attend monthly meetings, listen to what is important, and act.*
 - *For example, at the beginning of the year communication about senior services was highlighted as lacking. We expanded the number of pages dedicated to 55 Plus in our Brochure (giving seniors more attention on the front and back cover), emailed out to our database of >7000 people over the age of 55 to announce the 55 Plus program, expanded the PRINT content and delivered to key places around town as well as flyers for upcoming events, and worked on outreach at community events or gatherings.*
 - *The creation and development of the HUB is another demonstration of our willingness to work with CHSSC or SSC to reimagine senior services and meet gaps in service for older adults in Los Gatos.*
- *Please see the short term and long-term goals listed in Q1 to track progress of coordinated efforts moving forward.*

3. Will you let us know what else we can do to get the rest of your team on board with whatever game plan we come up with? If so, when and in what manner will you inform us?

- *LGS Recreation staff work in coordination and have developed our proposals as a full team. If this does not satisfy the answer, please clarify what is meant by “get the rest of your team on board”.*
- *Recommendations for the use of funding are outlined in documents previously provided to the Town Council and this Commission.*

4. What do you perceive as essential senior services?

- *Essential services provided by our agency include, social activities, fitness classes, players groups, community gatherings, health education programs and access to resources.*
- *Recreation and social opportunities that are AFFORDABLE especially to seniors most at risk of social isolation. 80% of our members are over the age of 70 and 40% over 80.*
- *LGS Recreation is dedicated to offering free or low-cost programs that address social, physical, psychological, cognitive needs of older adults while minimizing financial barriers and therefore increasing participation.*
- *55 Plus program creates an environment where older adults can feel a sense of belonging, connectedness, fun and support. Our role is creating a community where older adults can thrive.*
- *Additionally, we also recognize the importance of and often refer older adults to:*
 - *Live Oak Nutrition Program*
 - *Adult Day Services*
 - *Service providers offering transportation solutions (RYDE & VTA)*

5. The HUB: Is this something that the town should take over updating to help with funding for other 55 plus programs?

- *Most beneficial action item in regard to the HUB from CHSSC would be to advocate for 0.2 FTE Case Manager. On 3/7 Rob Moore stated that Town Council would consider awarding an additional \$33, 280.*
- *The HUB is housed on the LGS Recreation website and is LGS Recreation content (not the Town of Los Gatos). Edits made through LGS Recreation IT Staff.*
- *An added benefit of website being held by LGS Recreation is that we can adapt content based on phone calls/ email inquiries received for services (ex. podiatry and optometry listings just added)*
- *Volunteer initiatives managed by recreation coordinator currently help maintain links (ex. Highschool students who are already involved in tech with teens, SJSU Nursing students, etc.)*
- *Appreciate the collaboration with the Senior Service Committee subcommittee that volunteered time to this project, many of whom are also Commissioners.*
- *Recall: ARPA funding was not allocated specifically for the HUB in 2022 but our agency prioritized the concerns of the CHSSC and SSC.*
- *In letter addressed to Town Council on 3/7 “Re: Recommendations for Use of Potential 55 Plus Funding” LGS Recreation proposed continued efforts from LGS Rec Staff to review and edit HUB content.*
- *NOTE: first quarter of 2023 LGS made edits and expansion to HUB content prior to Resource Fair and Launch. Our agency also added a page for Youth and those that Love Them Resource Page titled LGS CONNECT.*
 - <https://www.lgsrecreation.org/connect/>
 - <https://www.lgsrecreation.org/55-plus/hub/>
- *Town linking the HUB to Town website to make it accessible has been helpful.*
- *CHSSC/Town can support annual health fair (funding, volunteering, marketing, etc.)*

- Office hours and a 55 Plus direct phone line assist and direct community members to resources. The reduction in financial support below the low-plan proposal will impact office hours to half day, as provided to Council on 3/7.

6. Which items, if any, from the 2009 lease agreement should be discarded? Which items, if any, from this lease are no longer relevant?

- LGS Recreation will work with Town Manager to adjust the lease. CHSSC can provide advocacy to support change and update in terms set 15 years ago.
- Recall: from CHSSC presentation on Final ARPA grant use - greatly exceeding terms listed in lease agreement in 2022.

DIRECT SERVICES:

OUTDATED	CHANGE TO
<i>Wednesday Afternoon Movies (once per month)</i>	<i>Movie Showing</i>
<i>Senior Show</i>	<i>Senior Social</i>
<i>Senior Center Newsletter (bimonthly)</i>	<i>Senior Center Newsletter – The PRINT</i>
<i>Information and Referral to Other Agencies</i>	<i>Information and Referral to Other Agencies – The HUB</i>
<i>Recreation Classes will be expanded significantly as demand warrants. Examples include: language, arts and crafts, computer and other internet classes.</i>	<i>Ongoing support of volunteer facilitated programs, partnerships with outside agencies (ex. West Valley College), socials, and flexibility to change offerings based on changing member interest. Ex. Socials, clubs, presenters, players groups, etc.</i>

INDIRECT SERVICES:

- AARP Tax Appointment scheduling, phone calls and management create a burden for 55 Plus Staff. In future years we may reduce the number of appointments offered at our location.

Remove/No Longer Relevant –

- *Brown Bag Grocery Distribution*
- *Live Oak Senior Nutrition Program (will continue to refer & have calendar available)*
- *BART Tickets*
- *Older Women’s Group*
- *Happy Hoofers Walking Group (should be moved to direct services) and title change to Tuesday Town Walk*

Update Terminology to Reflect Current –

OUTDATED	CHANGE TO
<i>“55+ Alive Driving Class”</i>	<i>AARP Driver Safety Course (by appointment)</i>
<i>Health Presentations</i>	<i>Guest Speaker</i>

7. Which of the Senior Service Committees Road Map goals do you believe LGS Rec. can fulfill? Please describe how and to what extent LGS Rec. could fulfill these road map goals.

- ***Refer to the original proposal presented to council January 2023 p.4- for full listing***

COMMUNICATION & INFORMATION ACCESS *Case Manager could additionally support information access.

- *Currently doing so via PRINT, 55 Plus Phone Line and members actively involved in our programs (580 as of 5/1)*
- ***The PRINT is an in-house communication tool to keep in touch with members and keep them aware of upcoming programs.***
 - *Willing to continue to promote other initiatives upon request (ex. Beautification committee, Community Events Page, Live Oak, Cinelux senior days, Adult Day reopening, etc.). Emailed to all members, hard copies available on-site, available online, placed in key locations around town. Additional use of flyers to supplement.*
- ***55 Plus Phone Line (408.354.1514) *as indicated in 225K recommendation letter to Town Council - reduction in hours from 8-5pm to 9-12pm***
 - *Answered and monitored by 55 Plus Staff*
 - *2023 Inbound Call Statistics: January 229, February 267, March 272, April 211*
 - *Note: this does not include calls that go directly to Rec Coordinator or Front Office Line and therefore an underrepresentation. Also does not include outgoing calls.*
- ***55 Plus Email (55plus@lgsrecreation.org)***
 - *Answered and monitored by 55 Plus Staff*
- ***The HUB Online Resource Page***
 - *Connects seniors, adult children, and LGS Rec staff to resources to guide older adults.*
 - *2023 Page Visit Statistics: January 235, February 286, March 397, April 278*
 - *Health Fair scheduled for 5/11 to unite service providers and bring awareness to seniors (would like this to be an annual event)*

ENGAGEMENT: *Case Manager could additionally support.

- *Currently provide social opportunities every day for seniors to participate in (please see the PRINT for an idea of programs offered)*
- *Strong membership base*
- *Provide Social Opportunities*
- *Recreation as a means of supporting physical, mental, and social wellbeing.*

APPEALING AND INVITING FACILITY:

- *Currently making the most of the Adult Recreation Center and Youth Recreation Center to offer classes, programs, socials.*
- *Provide ideas and feedback on what is needed in a new facility.*

TRANSPORTATION: *Case Manager could additionally support.

- *Direct seniors to resources available to them to help with transportation barriers via HUB and in person/phone/email interactions.*

HOUSING: *Case Manager could additionally support.

- *Direct seniors to resources via HUB*

VOLUNTEER SUPPORT AND ENGAGEMENT:

- *Volunteers are impactful for both the volunteer and program. We have an active volunteer program and continue to invest in it as an organization.*
 - *Volunteers are helpful, but they are not in themselves a business model. Volunteers still require staff oversight, training, and support.*
 - *We have 15 weekly volunteer facilitated 55 Plus programs.*
 - *Beyond that, we have volunteer position opportunities throughout the year for regular service/in office, ongoing events, special events, for community outreach, and more. Ex. currently for Footbridge Mural Project*
 - *We continue to seek volunteers (both seniors and high school students). Ex. Currently recruiting for Day Trip Volunteer chaperone, badminton program volunteer, scrabble volunteer, 55 Plus events/social dance volunteers, game day facilitators and more.*
- *Continued partnership with local service providers (Kiwanis, Lions, etc.)*

8. What else does LGS Rec. need from the town to make these things happen?

- *Please refer to short- and long-term goals listed in Q1*
- *Commission to advocate for adding a 0.2 FTE Case Manager Role. With the launch of the HUB our phone line now receives a great number of calls that go beyond the scope of Recreation, ex. divorce attorney, tombstone purchases. Role of Case Manager would be to offer NEW service in conjunction with the HUB – below is copied from the letter to Town Council for 3/7 meeting with recommendations:*
 - *Case manager- 0.2 FTE, 8 hours/week to work out of the 55 Plus office.*
 - *Tasks would include scheduled 1:1 appointment with seniors to address a wide variety of topics and issues, host weekly or monthly support groups (cancer, grief, caregiver), support the HUB resource page, present on educational topics, organize an annual health fair with key service providers.*
 - *Benefits Senior Services Roadmap Goals.*
 - *Case manager would be open to all older adults in the community (not exclusive to members).*
 - *LGS staff would schedule appointments and help direct content/programs offered based on feedback and needs of seniors.*
- *Council member Rob Moore asked specifically for input from the CHSSC and indicated that Town Council would reconsider funding additional \$32,280. LGS Recreation asks that CHSSC discuss this proposal and if seen as an asset in support of Road Map goals to bring back to Town Council for reconsideration.*

- *Additional funding and fundraising/grant support will be necessary long-term. How does the CHSSC view their involvement with financial advocacy, donor development, grant application support, etc. in support of the 55 Plus program?*

9. Do you need the town to subsidize the youth program and/or the adult program to keep 55 plus going?

- *Other program areas either break even or generate revenue. 55 Plus program is unique in that it is non-revenue generating section of LGS Recreation Agency. Therefore, initiatives for subsidy/funding should be focused on 55 Plus.*
- *Commitment from the Town to partner with LGS Recreation and offer **long term** plan to support a sustainable program. Secured future finances allows LGS Recreation to support and foster skilled staff, as well as continue to offer a robust program in good faith to members.*
- *CHSSC can additionally help support donation campaigns for 55 Plus funding.*

10. Is Lisanne Kennedy going to continue to run 55 plus?

- *Staff will be in place to deliver the services agreed.*

11. If so, to what extent?

- *The current level of funding allows for the Recreation Coordinator position to have a 0.70 FTE. The remaining 0.3 FTE supports Adult Enrichment that anyone over 18 can participate in ex. Great Getaway bus trips.*

11. Thank you.

Thank you CHSSC for your commitment and efforts to make improvements to Senior Services in Los Gatos.

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Public Comment received May 18, 2023 from Jack Van Nada addressed to Commissioners Yick and Rossmann

Personal Observations on a working relationship between the Town and the LGSR.

- The JPA has decided to no longer subsidize the 55+ program which they say has become financially unfeasible under the current plan.
- The action by the JPA may have caused the Town to charge rent to the JPA for the Adult Recreation Center. Here to fore, the Town exchanged rent for LGSR services to provide programs for the 55+. From research that Ms Rollett has done, no other rec depts are charged rent. If the Town took over the programs, they would or should monetize the costs of space in addition to other operational and soft costs. If the Town wants something for basically nothing, they should charge basically nothing for something.
- My understanding of how the Council came to the \$225K was that it was about 2/3 of the \$328.5K spent on the program. Councilmembers Hudes and Rennie believe the LGSR was given \$328.5K over 18 months. However, the ED, Nancy Rollett believes it to have been over 14 months. Why that makes a difference is that the difference may be a source of the angst between the Town and the LGSR. If I annualize the amount spent on the program for 12 months:
 - **Council's view:** using 18 months as the divisor and \$328.5K as the dividend = $\$18.5K/mo \times 12 \text{ months} = \mathbf{\$219 \text{ annualized}}$.
 - **LGSR view:** using 14 months as the divisor $\$328.5$ as the dividend = $\$23.5/ \text{month} \times 12 = \mathbf{\$282 \text{ annualized}}$.
 - The Rec Dept might believe they were being paid **\$57K less** while the Town asked the LGSR to keep the same program level. They may have looked at the reduction as being paid less for doing more, while growing at >100% and high customer service evaluations.
 - Working more and being paid less is a formula for dissolution, something I think all parties want to avoid.
- The 55+ would also seem to be important to the Senior Roadmap as it will keep people in that age group involved until the senior center comes to fruition. In case the Roadmap fails for any reason, the 55+ program would still serve that group and continue to meet two priorities of the Council.
- The ARC is the group to manage the 55+ based on what I have seen; however, the CHSSC could also put it out for bid and test the market. There is a chance that in a bid situation, the costs may go up instead of down. The 55+ is not a profit center to the LGSR, so I don't see how the cost would be reduced.

The continuance of the program seems to benefit all parties, but not necessarily from a financial sense. With the \$225K budget known, the programs have to fit within that number and I believe the LGSR has provided that.

Size is a function of what the ARC can provide for \$225K. Keep in mind that a marginally profitable program and particularly one that is not profitable may quickly become insolvent. In fact, I would say in this inflationary environment, it is inevitable. All parties should have a PLAN B at hand.

In my previous letter to the CHSSC, I mentioned that the Scope of Work, does not “Work” but rather provides a source of angst amongst all parties. There is no list of what services are to be provided nor how many members the ARC is to support for the \$225K. With that information, I would think the three groups could settle on the programs that will best serve the 55+ group.

Assuming that \$225K is a hard stop, I would think each program would have to have a set numbers of participants it cannot exceed for cost controls. You might want to control membership so as to not create angst with members who cannot participate in the programs they wish. This new plan will be a big change from what they have experienced in the past.

I would suggest that there are Guardrails established in advance. Some that I would include would be:

- The Town develops a more rigorous Scope of Work for the programs. The current Scope will not work with the new financial constraints.
- Service quality should be preserved. The Town could set up an evaluation form to be filled in by the members of the program. The measurements should be agreed upon by both parties prior to starting the new programs. Consider having representatives from the 55+ program to also have input.
- The Town and the LGSR would meet semi-annually to evaluate service levels and program costs. This might slip to annual reviews as things fall into place.
- How the \$225K would be spent would be planned/budgeted in advance as to what programs would be created and how many people can attend with the support needed.
- In my opinion, the cost to the seniors needs to be increased. Special needs and / or circumstances should be considered.

Jak Van Nada
Los Gatos Community Alliance



TOWN OF LOS GATOS

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SERVICES COMMISSION
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Eleanor Yick, Vice Chair
Pradeep Khanal, Commissioner
Richard Konrad, Commissioner
Lydia Norcia, Commissioner
George Rossman, Commissioner
Maia Bernholz, Youth Commissioner

May 5, 2023

VIA: Electronic Mail

Dear Santa Clara County Board of Supervisors:

The Community Health and Senior Services Commission (CHSSC) of Los Gatos writes to request your support for Supervisor Joe Simitian's Budget Inventory Item No.115 for the Town of Los Gatos Senior Services. We also request that Inventory Item 115 be approved at the June 15, 2023 Board of Supervisors meeting. This Budget Inventory Item will provide much needed funding to more fully implement the goals identified in the *Senior Services Roadmap* recently endorsed by the Los Gatos Town Council.

In 2021, the Los Gatos Town Council allocated \$500,000 of American Rescue Plan Act (ARPA) funds to kickstart the revitalization of senior services in town. The money was allocated to the Los Gatos-Saratoga Recreation (LGS Rec) 55 Plus Program to resume and provide core services, to KCAT Public TV & Radio to develop and offer a special volunteer program called "The Producers" for older adults, and to the Saratoga Area Senior Coordinating Council (SASCC) for several projects.

Concurrently, a Senior Services Committee, representative of a wide array of organizations in Los Gatos, was established and charged with developing a detailed "roadmap" for achieving a comprehensive program of senior services to meet the needs of the ever-growing senior demographic in our town.

Over the course of 17 months, based on a Community Assessment Survey, plus input from the town's Senior Service Committee and CHSSC, seven goal areas were identified by the committee as needed to achieve the goal. Two of the most critical goal areas identified in the "roadmap" relate to Adult Daycare Services and case management, which funding from Inventory Item 115 would directly support as the town moves forward in its work to provide its senior population with the services and support needed to age in place and lead engaged and productive lives.

The Community Health and Senior Services Commission of Los Gatos urges you to approve Budget Inventory Item 115 to secure funding for these critical needs for our senior residents.

Sincerely,

Eleanor Yick, Vice Chair

LG Community Health & Senior Services Commission

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TOWN OF LOS GATOS
COMMUNITY HEALTH AND SENIOR
SERVICES COMMITTEE REPORT

MEETING DATE: 05/22/2023

ITEM NO: 4

DATE: May 18, 2023
TO: Community Health and Senior Services Committee
FROM: Ryan Baker, Library Director
SUBJECT: Amendments to the Senior Road Map Task Forces

REMARKS:

Chair Blum will be making minor changes to the composition or direction of some of the Task Forces assigned at the March 28, 2023 meeting of the CHSSC.

These changes fall under the discretion of the Chair and no motion or vote will be taken.

PREPARED BY: Ryan Baker
Library Director

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TOWN OF LOS GATOS
COMMUNITY HEALTH AND SENIOR
SERVICES COMMITTEE REPORT

MEETING DATE: 05/22/2023

ITEM NO: 5

DATE: May 18, 2023
TO: Community Health and Senior Services Committee
FROM: Ryan Baker, Library Director
SUBJECT: Reports from Senior Road Map Task Forces Regarding Senior Road Map Goals

REMARKS:

Chair Blum has asked that the Senior Road Map Task Forces report out on their established goals, timelines, and steps taken in their work during the past month.

PREPARED BY: Ryan Baker
Library Director

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TOWN OF LOS GATOS
COMMUNITY HEALTH AND SENIOR
SERVICES COMMITTEE REPORT

MEETING DATE: 05/22/2023

ITEM NO: 6

DATE: May 18, 2023
TO: Community Health and Senior Services Committee
FROM: Ryan Baker, Library Director
SUBJECT: Discussion of Volunteer Support for Senior Road Map Implementation

REMARKS:

Chair Blum has asked the Commission to discuss the methods and logistics that volunteers can be utilized to support Road Map goals.

It is noted that at the March 7, 2023 meeting of the Town Council, the Council approved the motion that volunteers be directed to the new 501c3 non-profit organization for support of senior services instead of such logistics falling under the purview of the Town.

PREPARED BY: Ryan Baker
Library Director