



**TOWN OF LOS GATOS  
COMMUNITY HEALTH AND SENIOR SERVICES COMMISSION  
SPECIAL MEETING  
April 13, 2021  
110 East Main Street  
LOS GATOS, CA  
5:00 p.m.**

*George Rossmann, Chair  
Laura Kramer Rahmil, Vice Chair  
Jeffrey P. Blum, Commissioner  
Dick Konrad, Commissioner  
Lydia Norcia, Commissioner  
Arshia Mathur, Youth Commissioner  
Commissioner – Vacant  
Council Liaison - Vice Mayor Rennie*

**IMPORTANT NOTICE REGARDING THE APRIL 13, 2021 COMMUNITY HEALTH AND SENIOR  
SERVICE COMMISSION SPECIAL MEETING**

This meeting is being conducted utilizing teleconferencing and electronic means consistent with State of California Executive Order N-29- 20 dated March 17, 2020, regarding the COVID- 19 pandemic. **In accordance with Executive Order N-29- 20, the public may only view the meeting teleconference and not in the Council Chamber.**

**PARTICIPATION**

Join from a PC, Mac, iPad, iPhone or Android device:

Please click this URL to join. [https://losgatosca-  
gov.zoom.us/j/86228662046?pwd=bjBpY3o0RFJhYzN6VERBMTFucUdldz09](https://losgatosca.gov.zoom.us/j/86228662046?pwd=bjBpY3o0RFJhYzN6VERBMTFucUdldz09)

Passcode: 766690

Or Telephone:

Dial:

USA 636 651 0002 US Toll

USA 877 336 1829 US Toll-free

Conference code: 986172

During the meeting:

- When the Chair announces the item for which you wish to speak, click the “raise hand” feature in Zoom. If you are participating by phone on the Zoom app, press \*9 on your telephone keypad to raise your hand. If you are participating by calling in, press #2 on your telephone keypad to raise your hand.
- 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 Council meeting.

If you are unable to participate in real-time, you may send an email to [PublicComment@losgatosca.gov](mailto:PublicComment@losgatosca.gov) with the subject line “Public Comment Item #\_\_” (insert the item number relevant to your comment) or “Verbal Communications – Non Agenda Item.” Comments will be reviewed and distributed before the meeting if received by 3:00 p.m. on the day of the meeting. All comments received will become part of the record. The Chair has the option to modify this action on items based on comments received.

## **REMOTE LOCATION PARTICIPANTS**

The following Commission Members are listed to permit them to appear electronically or telephonically at the Community Health and Senior Services Commission meeting: Commissioner George Rossman, Commissioner Kramer Rahmil, Commissioner Blum, Commissioner Konrad, Commissioner Norcia, Youth Commissioner Mathur, and Vice Mayor Rennie. All votes during the teleconferencing session will be conducted by roll call vote.

## **MEETING CALL TO ORDER**

## **ROLL CALL**

## **COMMISSIONER REPORTS**

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

1. Approve Community and Senior Services Commission Minutes of March 23, 2021 (Attachment 1)

**VERBAL COMMUNICATIONS** *(Members of the public may address the Community Health and Senior Services Commission on any matter that is not listed on the agenda consistent with the Participation instructions contained on page 1 of this agenda. Unless additional time is authorized by the Community and Senior Services Commission, remarks shall be limited to three minutes.)*

**OTHER BUSINESS** *(Up to three minutes may be allotted to each speaker on any of the following items consistent with the Participation instructions contained on page 1 of this agenda.)*

2. Discussion of Town Council FY 2021/23 Strategic Priorities, CHSSC Goals for FY 2020/21, and Identification of Senior Service Gaps
  - a. Presentation by Saratoga Area Senior Coordinating Council (SASCC) (Attachment 2)
  - b. Presentation by West Valley Community Services (Attachment 3)
  - c. CHSSC Workplan and Staff Report (Attachment 4)
    - i. Attachment 4a – Work Plan
    - ii. Attachment 4b – 2020 Sourcewise COVID Impact Survey
  - d. CHSSC Goals for FY 2020/21 (Attachment 5)
3. Staff Liaison Report
  - a. Updates from CHSSC partners
  - b. Update from staff liaison

## **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]**



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**DRAFT**  
**MINUTES OF THE COMMUNITY HEALTH AND SENIOR SERVICES COMMISSION**  
**SPECIAL MEETING**  
**MARCH 23, 2021**

The Community Health and Senior Services Commission of the Town of Los Gatos conducted a Special Meeting on Tuesday, March 23, 2021, at 5:06 p.m.

**MEETING CALLED TO ORDER**

**ROLL CALL**

Present: Commissioner Blum, Commissioner Rossmann, Commissioner Norcia, Youth Commissioner Mathur, Commissioner Rahmil, and Commissioner Konrad

Absent: None

Also Present: Vice Mayor Rennie and Liaison Andrews

**COMMISSIONER REPORTS**

Commissioner Blum discussed upcoming presentations to community based organizations and expected presentation materials. Vice Mayor Rennie suggested presenting to the morning Rotary also. Commissioner Rahmil informed the Commission that she reached out to JCC and Shir Hadash about receiving presentations. Commissioner Norcia suggested presenting to the online Rotary clubs.

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

1. Approve Community and Senior Services Commission Minutes of March 16, 2021

MOTION: Motion by Commissioner Norcia to approve the minutes of March 16, 2021. Seconded by Commissioner Blum

VOTE: Motion passed unanimously.

**VERBAL COMMUNICATIONS** *(Members of the public may address the Community and Senior Services Commission on any matter that is not listed on the agenda. Unless additional time is authorized by the Community and Senior Services Commission, remarks shall be limited to three minutes.)*

Catherine Summers provided positive comments about LGS Rec and acknowledged the difficult financial impacts COVID has had on their business. Ms. Summers also mentioned that most senior centers are highly subsidized in other communities.

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

2. Discussion of Town Council FY 2021/23 Strategic Priorities, CHSSC Goals for FY 2020/21, and Identification of Senior Service Gaps
  - a. Presentation by LGS Rec

Trinh Nguyen of the 55 Plus program provided a presentation of the 55 Plus program. The presentation included a history of membership and the impacts on membership due to COVID. Current membership is 83 but adult programs includes another 3500 participants of varying ages. Mr. Nguyen stressed that LGS Rec's core function is as a recreation center and not a senior center. LGS Rec is a fee-based model where profitable programs offset free programs. The presentation reviewed the direct and indirect senior services required through the lease agreement with the Town. In addition, Mr. Nguyen explained additional offerings outside of the lease terms. Mr. Nguyen echoed Ms. Milinarich sentiment that the Town needs a central coordinator of service provision in Town. The Vice Mayor and Commissioners asked questions of the current business model.

- b. Presentation by Live Oak Senior Nutrition

Kathy Milinarich presented a brief overview of services provided by Live Oak. Ms. Milinarich identified the umbrella of services provided which includes Live Oak Senior Nutrition, Live Oak Senior Daycare, and food delivery in the Parr area. Live Oak went from 32 clients pre pandemic to about 60 clients walk-in and 30 client's delivery post pandemic and 30. Ms. Milinarich described how they developed a volunteer base to partner with each senior in their database to initiate contact with every registered participant. Ms. Milinarich stressed that the preferred medium of seniors is a traditional paper magazine or newspaper. The 50 to 60 year old demographic is technology proficient but older than that less so. Ms. Milinarich also stressed that the Town needs some form of coordinator to guide all the disparate service providers in Town.

- c. CHSSC Workplan and Staff Report
    - i. Attachment 3a – Work Plan
    - ii. Attachment 3b – Age-Friendly Survey Results 2017

Commissioners discussed availability of meeting every two weeks. Commissioners decided to initiate the two-week cycle with the expectation that some Commissioners may not be able to attend. Liaison Andrews explained the draft work plan and anticipated deliverables leading up to a Council presentation on June 15<sup>th</sup>.

Chair Rossmann provided a summary of several past and present senior oriented surveys. Chair Rossmann discussed the difference in needs/gaps in service provision as evidenced in the surveys. In addition to the 2017 age-friendly survey Chair Rossmann discussed the 2020 Sourcewise COVID Impact Survey. Chair Rossmann described gaps in service identified in the surveys as falling into the following categories: services missing, inadequate services, provider inadequacies, inability to scale service provision, insufficient funding to scale, inadequate access for service recipients.

Chair Rossmann shared that providers identified the following primary service provision issues from their perspective: access to transportation, help finding housing, caregiver support, counseling and care management, financial and fraud support, and in-home healthcare. Chair Rossmann cautioned that the different perspectives between providers, recipients, and caregivers may all require different/fluid approaches and it will be important to think beyond current COVID impacts. Chair Rossmann also stressed the importance of a coordinated communication strategy for senior services in Town.

- d. CHSSC Goals for FY 2020/21
- 3. Staff Liaison Report
  - a. Updates from CHSSC partners
  - b. Update from staff liaison

## **ADJOURNMENT**

The meeting adjourned at 6:33 p.m.

This is to certify that the foregoing is a true and correct copy of the minutes of the March 23, 2021 meeting as approved by the Community Health and Senior Services Commission.

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Arn Andrews, Assistant Town Manager



# West Valley Community Services

Los Gatos Client Data

April 13, 2021

# WVCS Overview

- Mission: To unite the community to fight hunger and homelessness
- Vision: A community where every person has food on the table and every person has a roof over their head
- A member of the emergency assistance network providing services to the west valley for more than 48 years
- Served more than 4,600 clients total last fiscal year

# WVCS Services

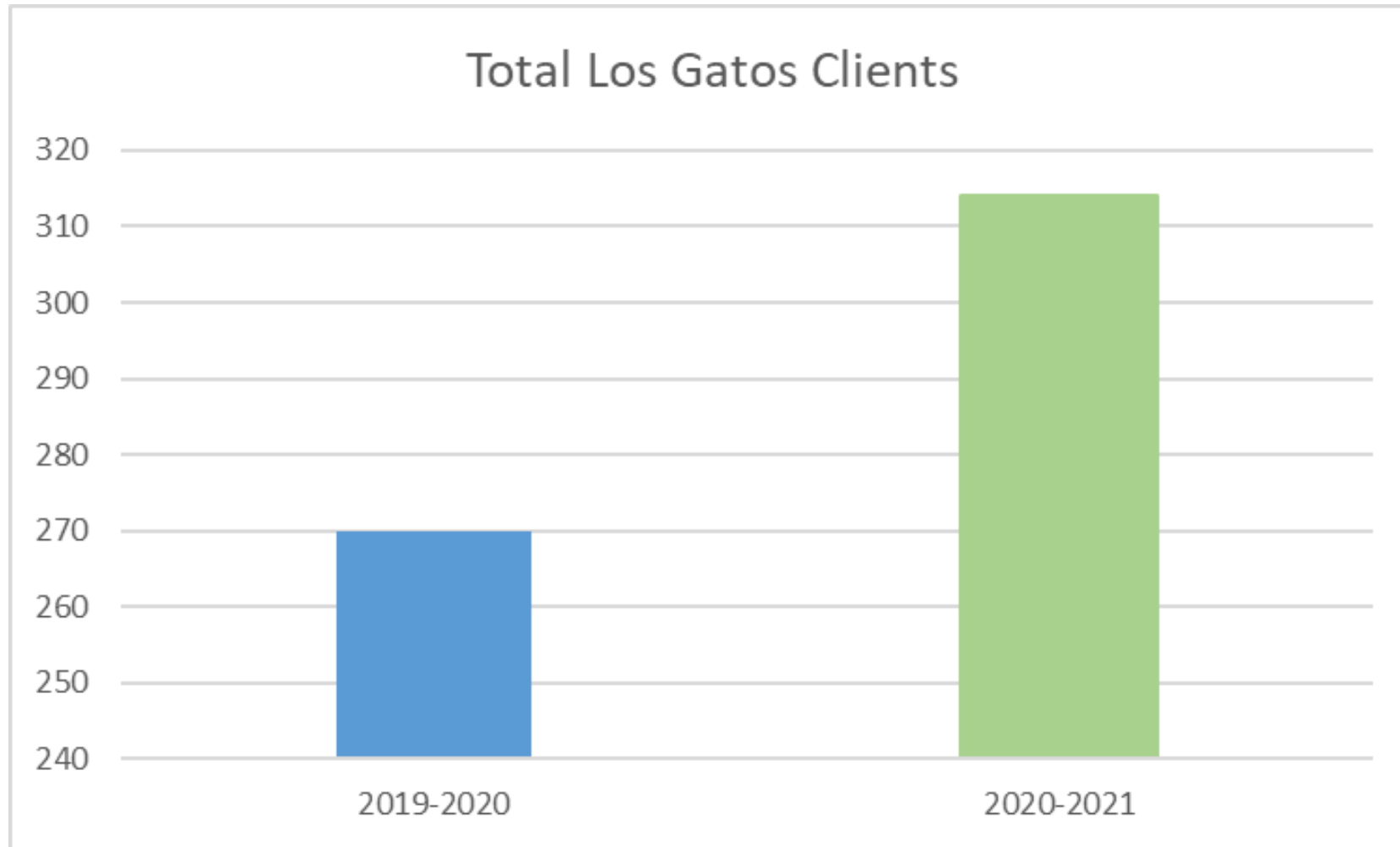
- Food pantry and mobile food pantry
- Emergency rental and utility assistance
- Case management
- Homeless supportive services
- Information, referrals, and benefits assistance
- Affordable housing search and support
- Laundry quarters and bus passes
- Free tax filing assistance
- Financial and employment coaching
- Special programs



# Trends & Observations

- Increased demand across all WVCS programs, especially food and rental assistance
- Increase in new clients who have never used our services before due to COVID related job loss or infection
- Larger rental assistance awards in order to prevent eviction and keep clients current on rent
- Worked closely with Town of Los Gatos staff to address ongoing and emerging needs of residents
- Household composition roughly the same as in years past: 61% single adult, 22% households with children, 17% adult-only household

# Los Gatos – Fiscal Year to Date (July 1-March 31)

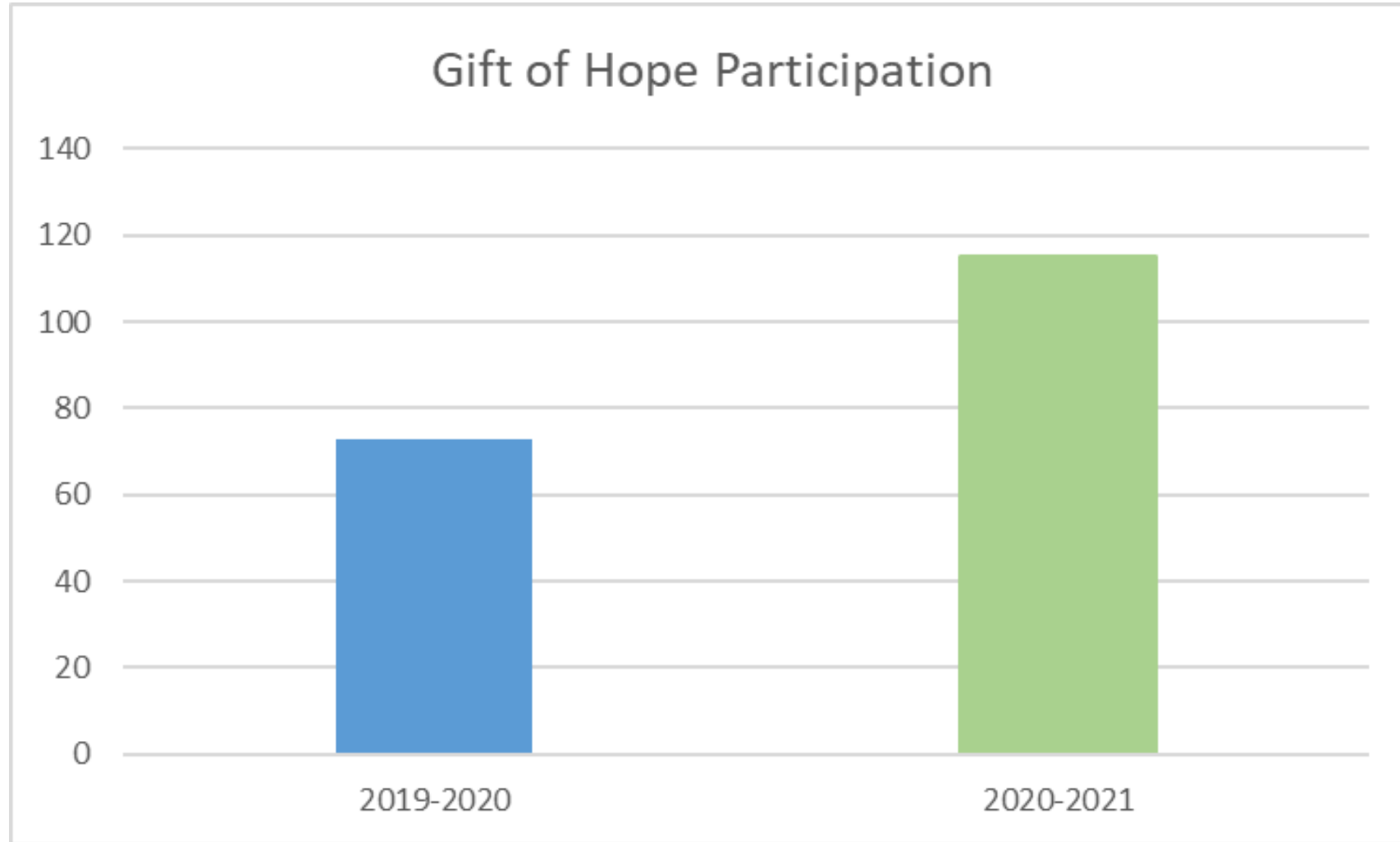


Fiscal Year to Date numbers for 2019-2020 (blue column) only include the first month of the pandemic (March 2020)

# Los Gatos – Fiscal Year to Date (July 1-March 31)

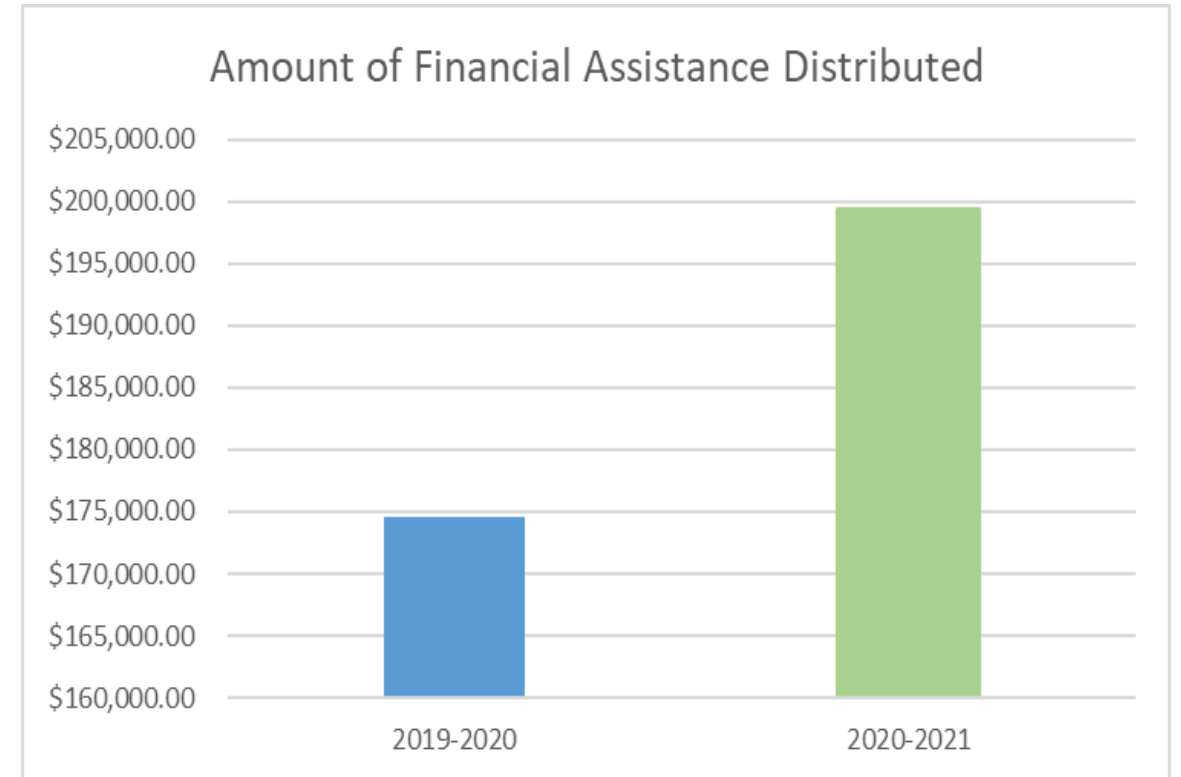
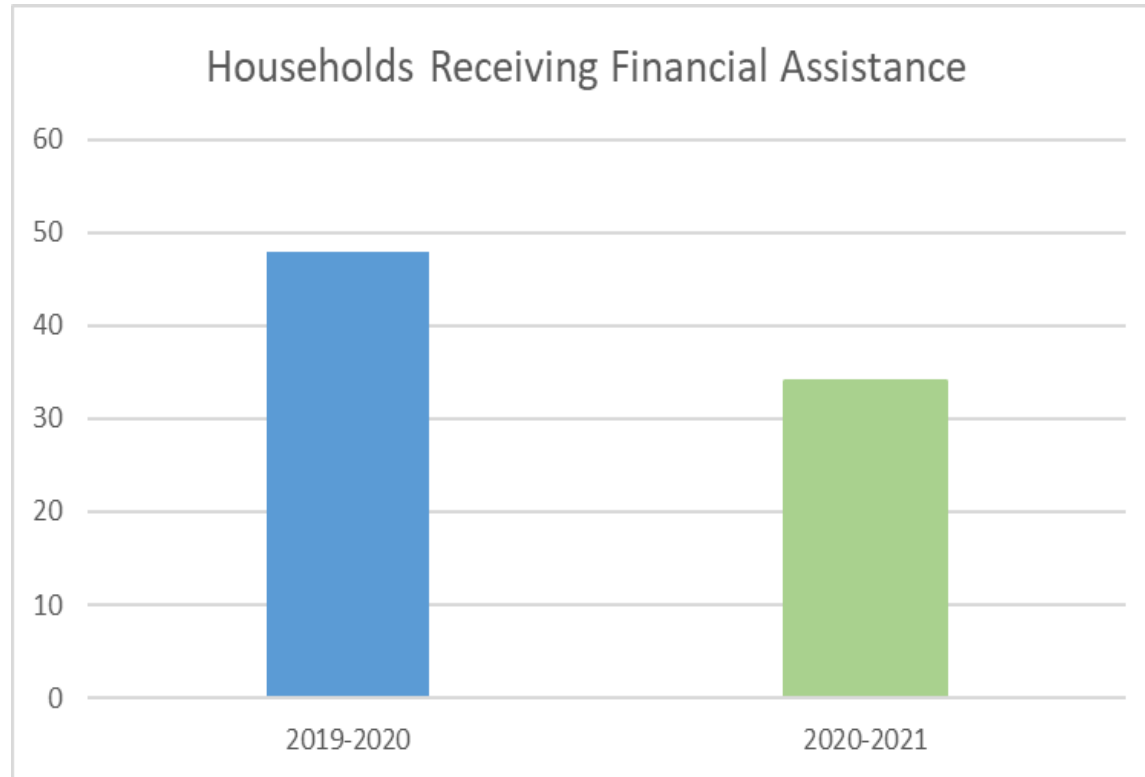


# Los Gatos – Fiscal Year to Date (July 1-March 31)



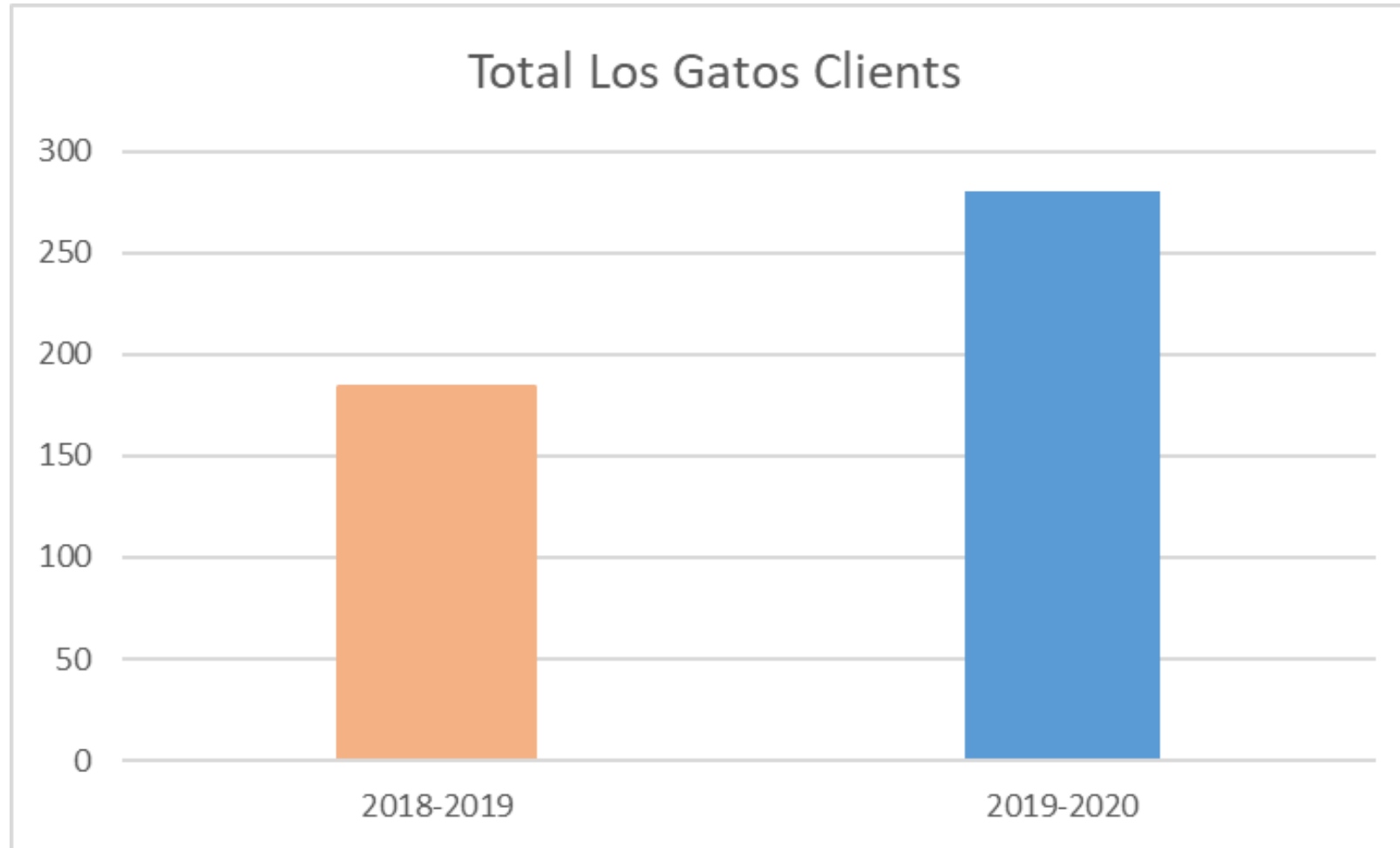
Gift of Hope is our annual holiday program that provides clothing, household items, toys, and food to clients

# Los Gatos – Fiscal Year to Date (July 1-March 31)



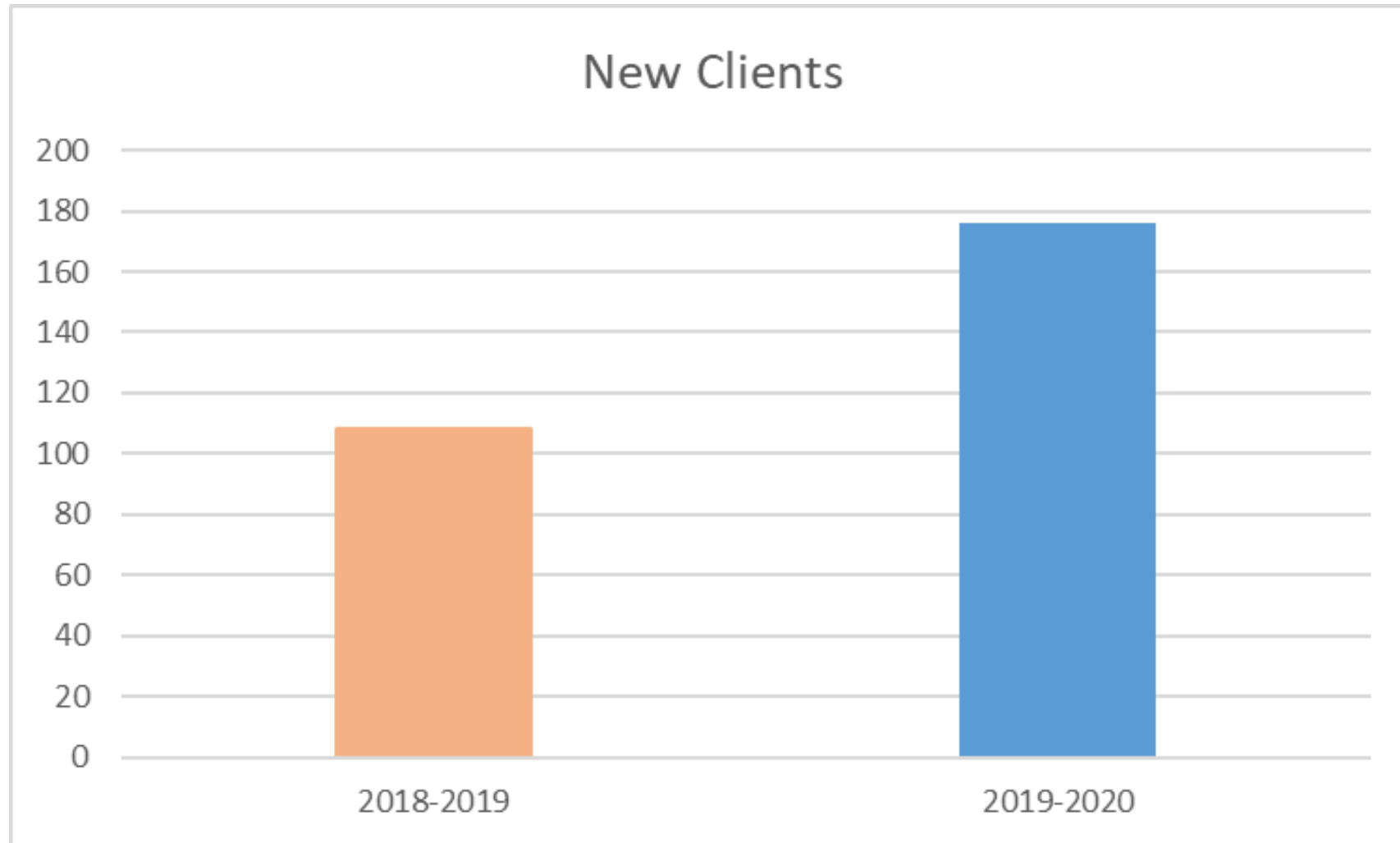
As a comparison, 15 Los Gatos households received financial assistance in 2017-2018

# Los Gatos Data – Year over Year (18-19/19-20)

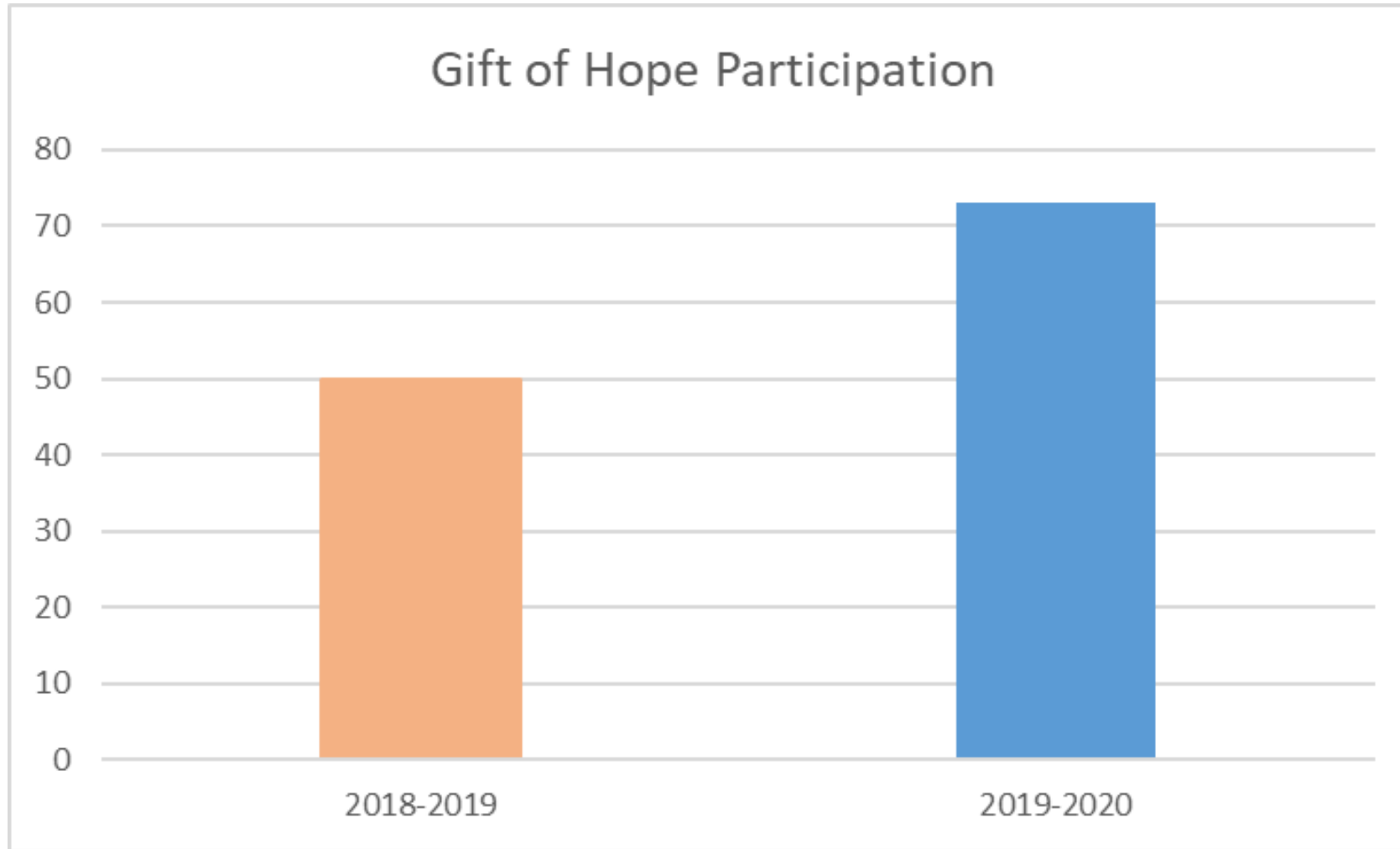


These numbers compare full fiscal year data for 2019-2020 to pre-pandemic data from fiscal year 2018-2019

# Los Gatos Data – Year over Year (18-19/19-20)

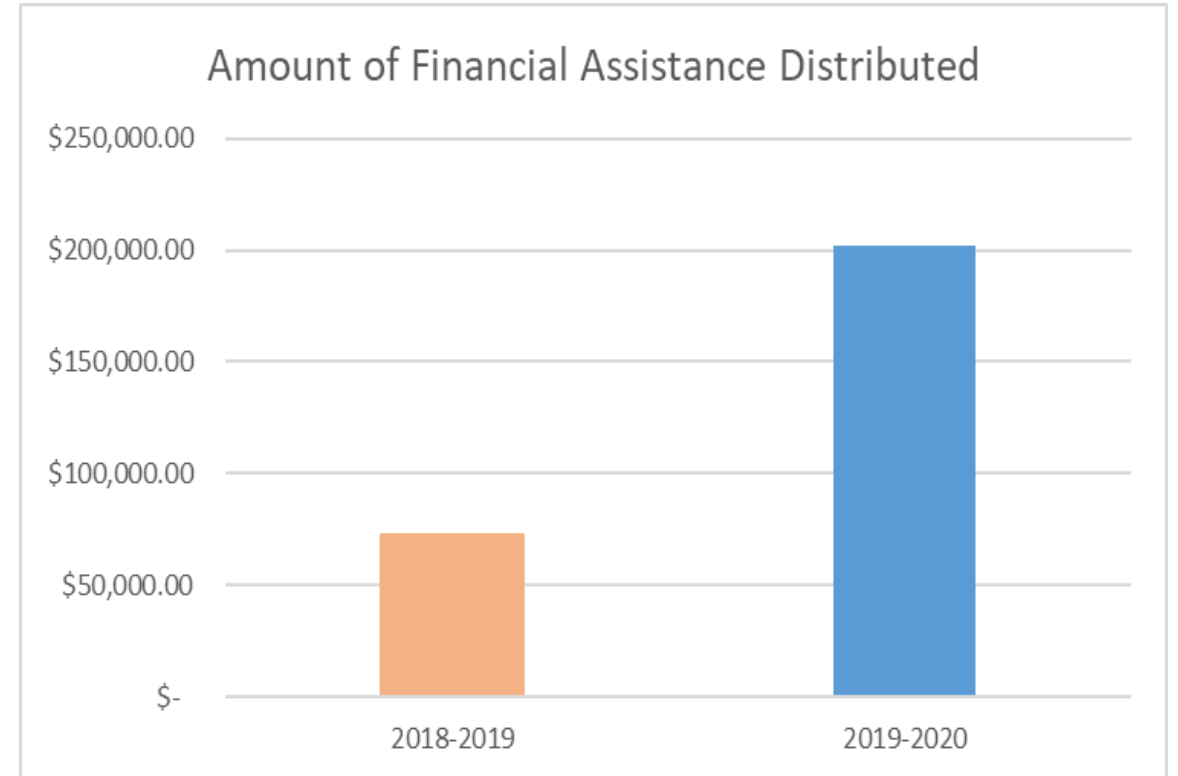
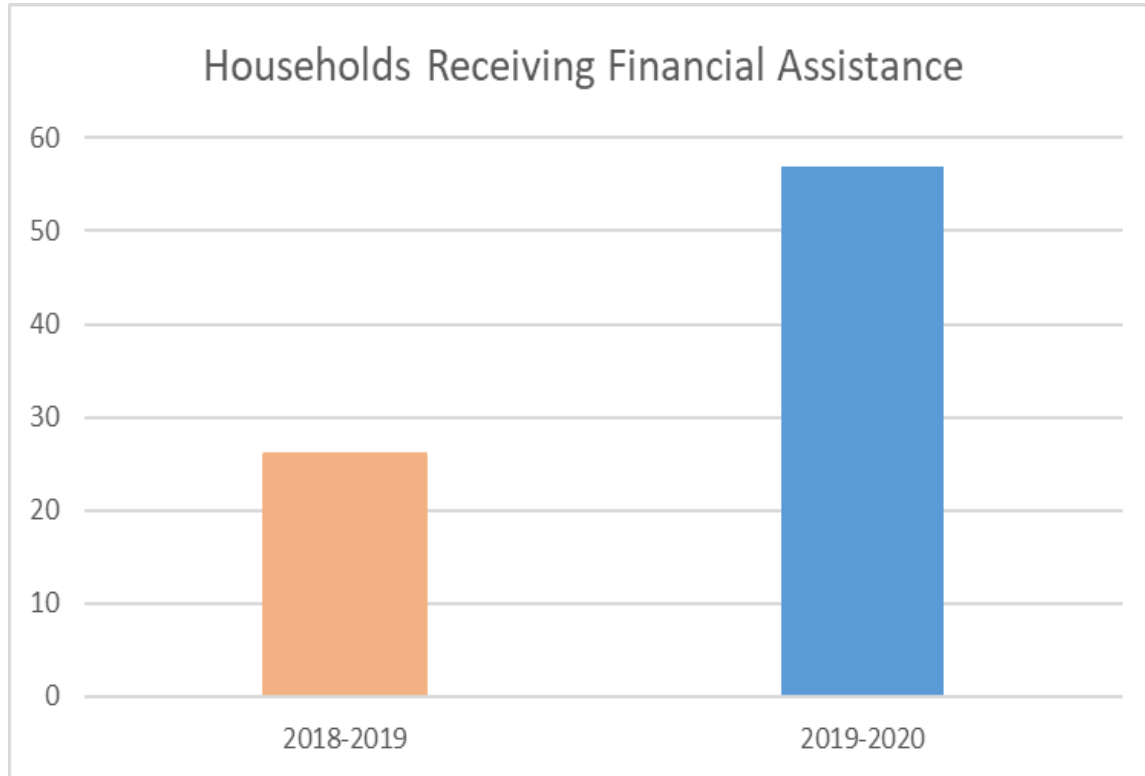


# Los Gatos Data – Year over Year (18-19/19-20)





# Los Gatos Data – Year over Year (18-19/19-20)



# Agency Updates

- WVCS is nearing completion of a renovated and expanded pantry in Cupertino
- WVCS will be launching our new “Park-It Market” Mobile Food Pantry in May 2021



Questions & Thank You

# CHSSC WORKPLAN

	TOPICS	TOPICS	TOPICS
<b>MARCH 23, 2021</b>	LGS Rec 55+ Presentation	Live Oak Senior Nutrition Presentation	Commission Discussion
<b>APRIL 13, 2021</b>	West Valley Community Services Presentation	Saratoga Area Senior Coordinating Council Presentation	Commission Discussion
<b>APRIL 27, 2021</b>	SCC Department of Aging and Adult Services TBD	TBD	Commission Discussion
<b>MAY 11, 2021</b>	City of Los Altos Senior Commission Liaison	Summary of Current Senior Service Provision	Initial Identification of Senior Service Provision Gaps
<b>MAY 25, 2021</b>	Final Identification of Senior Service Provision Gaps	Review Initial Draft of Commission Report to Council	Commission Discussion
<b>JUNE 8, 2021</b>	Final Review of Commission Report to Council		
<b>JUNE 15, 2021 COUNCIL PRESENTATION</b>			

Survey Analysis  
*October 2020*

## COVID-19 SHELTER IN PLACE IMPACT, SANTA CLARA COUNTY

### Acknowledgement

Sourcewise would like to acknowledge and thank several individuals for contributing their time and effort to support the development and administration of the COVID-19 Shelter in Place Impact Survey.

To begin, we extend our sincere gratitude and appreciation to the Sourcewise Advisory Council, as its members provided valued perspective throughout the planning and development of the survey questions and promoted the survey throughout their respective communities.

Sourcewise would like to thank Sourcewise team members: Elizabeth Brown, Ross Graham, Linda Phillips, Irene Venegas, and Carolyn Long for their assistance in throughout the survey development, data entry, and/or analysis of the survey.

We would like to also thanks our volunteers who supported Sourcewise through this initiative to enter paper survey responses from:

- Boys Team Charity of Saratoga
- Missionaries from the Church of Jesus Christ of Latter-Day Saints of the South Bay Area

Sourcewise finally thanks, the dedicated agencies that partnered with Sourcewise to disseminate and promote the survey including:

- |   |  |
|---|--|
| ▪ Asian American for Community Involvement (AACI) | ▪ National Association for the Advancement of Colored People San Jose/Silicon Valley Chapter |
| ▪ Alzheimer's Association                         | ▪ Santa Clara County, Senior Nutrition Program   |
| ▪ Avenidas  | ▪ Sourcewise   |
| ▪ Bella Terra Senior Living                       | ▪ Sourcewise South County Services   |
| ▪ Billy DeFrank Community Center                  | ▪ Supervisor Ellenberg's Office (District 4)   |
| ▪ Catholic Charities, Kinship Resource Center     | ▪ The Health Trust   |
| ▪ City of Sunnyvale                               | ▪ West Valley Community Services Agency  |
| ▪ Community Services Agency of Mountain View      | ▪ Yu Ai Kai  |
| ▪ Hearts & Minds Activity Center                  |  |
| ▪ John XXIII Community Center                     |  |
| ▪ Korean American Community Services Agency       |  |
| ▪ Live Oak Adult Day Services                     |  |
| ▪ Los Gatos Senior Center                         |  |
| ▪ Mayfair Community Center                        |  |
| ▪ Mountain View Senior Center                     |  |

## Purpose

Sourcewise administered the COVID-19 Shelter in Place Impact Survey (COVID-19 Survey) to further understand and identify the needs of older adults, adults with disabilities and caregivers. According to the California Department of Aging, 2020 Population Demographic Projections, there are 429,474 adults age 60 and older living in Santa Clara County.<sup>1</sup> As of October 20, in Santa Clara County, adults 60 and older only account for 14.9% of the total confirmed COVID-19 cases, however, the same age group accounts for more than 84% of the total COVID-19 related deaths.<sup>2</sup> Adults 60 years and older age group and residents of long-term care facilities continue to be a high-risk population affected by COVID-19. Older adults or those with a qualifying high-risk medical condition are directed to shelter in place and minimize public outings through Tier 4 of the [Blueprint for Safer Economy](#). It is Sourcewise and our partners responsibility to continue to navigate to ensure vital programs and services are accessible to our communities most vulnerable populations—including older adults and caregiver.

Sourcewise worked with twenty-four (24) local community-based agencies, health care providers, and county officials to capture the needs of our diverse community far and wide through the COVID-19 Survey. The survey focused on four areas: **Access to services/resources, social isolation and loneliness, digital divide and inclusion, and caregiver support.**

Sourcewise goal for the survey are:

- Capture the diverse and evolving needs of Santa Clara County older adult 60 and older, adults with disabilities (18 and older) and family caregiver (including paid In-Home Supportive Service care providers) population.
- Influence collaborative and cooperative service delivery to avoid duplication of services.
- Develop, improve, and advocate for the improvement of health and social services and their respective delivery systems in order to meet identified needs of older adults and caregivers.
- Measure key areas known to be exacerbated due to COVID-19 including access to services, social isolation and loneliness, digital divide and connectivity, and caregiver support.

## Highlights of Findings of Survey

The survey rendered 1,700 total responses.

Of the total responses 1,417 of 1,700 were 100% complete and 283 were incomplete meaning the participant did not answer one or more question in the survey.

## Demographics of Survey Respondents

1. Highest number of responses were between the ages of 70 – 74
2. Top five highest response rates by zip code in Santa Clara County:
  - i. 95112
  - ii. 94043
  - iii. 95008
  - iv. 95020
  - v. 95037
3. Top three ethnicities selected:
  - i. Caucasian
  - ii. Asian
  - iii. Hispanic

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<sup>1</sup> 2020 CDA Population Projections by County and PSA, California Department of Aging

<sup>2</sup> <https://www.sccgov.org/sites/covid19/Pages/dashboard-demographics-of-cases-and-deaths.aspx>

4. 29.8% of the total respondents were adults who identify as having one or more disability (507)
  - i. Highest number of responses was in the 85+ age group (n= 105)
  - ii. Lowest number of responses was in 18 – 59 age group (n= 28)
5. The percentage of female participants compared to male participants was significant. 69% of the total respondents identified as female. Increased outreach targeting older adult males may need to be explored.

Based on the four areas of focus in the COVID-19 Survey, the needs of our diverse community below were identified.

### *Access to Services/Resources*

1. Since sheltering in place, 35% (n=566) survey question respondents have experienced challenges with accessing food, medicine and essential items. While 30% (n=479) also experienced similar challenges with accessing in-home care services, adult day centers or senior centers.<sup>3</sup>
2. Since sheltering in place, 24% of survey respondents indicated loss of income due to the COVID-19 pandemic. While, 44% of respondents also identified that their household monthly income (after taxes) does not exceed \$2,500. <sup>4</sup>
3. Since sheltering in place, 7% (n=110) indicated that they experienced issues with long-term care facilities.<sup>5</sup> 33% of those respondents identified as a caregiver.
4. Due to COVID-19 pandemic and shelter in place, the lack of available and accessible transportation options has limited their ability to<sup>6</sup>:
  - i. Shopping (n=444). With 18% of the total respondents being adults 80 years or older.
  - ii. Religious and Spiritual Services (n=368). With 90% of respondents being adults between the ages of 60 and 74.
  - iii. Medical Services (n=354). With 33% of the respondents being adults between the ages of 74 and 85+.
5. Since sheltering in place, the highest number of respondents found it very or somewhat difficult to<sup>7</sup>:
  - i. Access recreational and physical activities (72%)
  - ii. Access health or medical services (54%)
  - iii. Access assistance with household chores (35%)
  - iv. Access daily meals and nutrition (33%)

### *Social Isolation & Loneliness*

1. 92% (n=1366) of the respondents primarily stay connected with family and friends through phone calls, while only 41% (n=604) engage with friends and family through video calls.<sup>8</sup>
  - i. 3% (n=40) of the respondents are not able to connect with family or friends at all with 55% of those individuals age 75 or older.
2. During the COVID-19 shelter in place, respondents indicated often or sometimes experiencing:<sup>9</sup>
  - i. Difficulty sleeping (71%)
  - ii. Feeling lonely, easily saddened (67%)
  - iii. Emotionally exhausted (67%)

<sup>3</sup> COVID-19 Shelter in Place Impact Survey, #5.

<sup>4</sup> COVID-19 Shelter in Place Impact Survey, #5

<sup>5</sup> COVID-19 Shelter in Place Impact Survey, #5

<sup>6</sup> COVID-19 Shelter in Place Impact Survey, #13

<sup>7</sup> COVID-19 Shelter in Place Impact Survey, #14

<sup>8</sup> COVID-19 Shelter in Place Impact Survey, #9

<sup>9</sup> COVID-19 Shelter in Place Impact Survey, #10

### Digital Divide and Inclusion

1. 72% (n=1,192) of survey respondents identified a smart phone as the technology device they have access to. The highest percent of older adults with access to a smart phone are between the ages of 60 through 79 at 46% (n=1,069).
2. 11% (n=181) of the respondents do not have access to a technological device. 36% (n=66) of the respondents who reported not having access to a technological device were 85 years or older. Followed closely by 48% (n=85) of the respondents between the ages of 70 and 84 years of age. The two highest reasons for not having access to a technological device being:
  - i. Not knowing how to use the device (n=96)
  - ii. Cannot afford it. (n=74)
3. The least common technology device survey respondents have access to is a desktop computer at 33% (n=482).

### Caregiver Support

1. 23.5% of respondents identified as a caregiver.<sup>10</sup>
  - i. 19.4% identified as a unpaid family caregiver
  - ii. 4.1% identified as a paid caregiver through In-Home Supportive Services (IHSS), private agency, or paid directly by their client.
2. 24% of survey respondents shared that a family member or relative assists them with daily tasks or errands (aka caregiver).
3. Top three (3) supportive options selected by caregivers who participated in the survey include:<sup>11</sup>
  - iii. Finding time for self
  - iv. A short-term break from caregiving
  - v. Easy activities you can do with your loved ones

View full COVID-19 Shelter in Place Impact Survey results in Appendix A.

### Methods

The COVID-19 Shelter in Place Impact Survey included 18 to 21 questions based on the question responses, some individuals answered fewer questions.

The COVID-19 Survey was available in four languages including: English, Spanish, Vietnamese, and Chinese (Simplified). Through the survey application and paper surveys, the below breakdown identifies the number of surveys completed in the four different languages\*.

- English: 1,499
- Spanish: 37
- Vietnamese: 44
- Chinese: 118

*\*Totals are not accurate due to variations in how volunteers input paper survey responses electronically*

The survey went live on September 03, 2020 and was closed on September 22, 2020 at 8 p.m.

Paper survey responses were recorded as preliminary data through October 05, 2020. All paper surveys completed in its entirety and partially were recorded to capture the array of responses received.

The COVID-19 Shelter in Place Impact Survey was primarily administered through a reputable online application, known as SurveyMonkey. The survey application allowed for us to track the

<sup>10</sup> COVID-19 Shelter in Place Impact Survey,#18

<sup>11</sup> COVID-19 Shelter in Place Impact Survey,#21



number of responses live; administer unique links per agency and analyze data using comparison charts and crosstabulation.

In addition to administering the survey online, Sourcewise worked with seven (7) agencies to provide paper surveys. Each paper survey provided included return postage paid for by Sourcewise. Four (4) out of the seven (7) agencies paper surveys were a unique color to easily identify and record responses based on the partner agency. In addition to the four (4) agencies, Sourcewise provided paper surveys and return postage to three (3) additional agencies to mail to their clientele.

Other creative methods to capture responses included:

1. Zoom polling during scheduled programs at select locations
2. Flyer distribution with survey link and QR Code to congregate meal site locations
3. Phone survey
4. Email distribution
5. Printing surveys and providing to clients and recording responses on SurveyMonkey

Sourcewise provided each partner with the unique link, QR Code, email communication templates and social media content to send the survey out starting on September 03, 2020.

Sourcewise emailed each agency one-week post survey start date to provide an update on the total number of responses received and reminder of close survey date.

Of the twenty-four (24) agencies that partnered with Sourcewise to disseminate the survey amongst their clientele and communities:

- 6 / 24 collectors capture 4 or less responses
- 11 / 24 collectors captured 5 – 49 responses
- 6 / 24 collectors captured between 50 - 200 individuals
- 1/ 24 collectors captured 201+ responses

## Conclusion

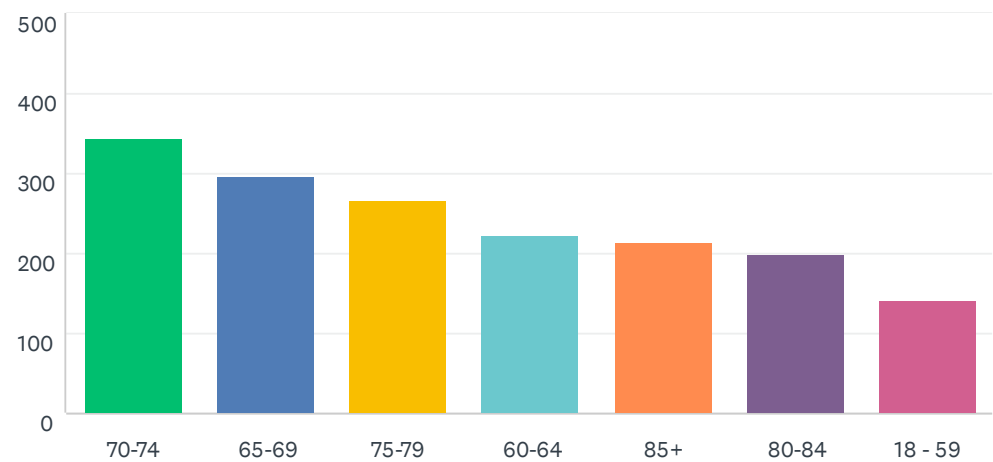
The COVID-19 Survey responses identified gaps in access to supportive services and programs, while also amplifying known challenges, like lack of connectivity, loss of social engagement, and recreation activities. In order to remedy gaps in service availability and support for older adults and caregivers in Santa Clara County, Sourcewise is focused on fostering community partnerships and responding to the emergent needs of communities disproportionately affected by COVID-19.

To accomplish this, Sourcewise is working closely with our network of grantees through the Coronavirus Aid, Relief, and Economic Security (CARES) Act emergency funding support to explore innovative service delivery models and ensure the essential services provided are available. Additionally, Sourcewise is administering the CARES Act Request for Proposal to provide funding support for eligible organizations to administer emergency respond programs and disaster relief services targeting older adults 60 of the greatest social and economic need most impacted by the pandemic in Santa Clara County.

Appendix A. COVID-19 Shelter in Place Impact Survey

Q1 Which of the following age categories best describe you?

Answered: 1,692    Skipped: 7



ANSWER CHOICES	RESPONSES	
70-74	20.39%	345
65-69	17.55%	297
75-79	15.78%	267
60-64	13.24%	224
85+	12.71%	215
80-84	11.88%	201
18 - 59	8.45%	143
TOTAL		1,692

## Q2 What is your zip code?

Answered: 1,661 Skipped: 38

ANSWER CHOICES	RESPONSES	
95112	5.54%	92
94043	5.06%	84
95008	4.88%	81
95020	3.97%	66
95037	3.97%	66
94040	3.85%	64
95125	3.85%	64
95050	3.49%	58
95117	3.31%	55
95051	3.07%	51
95124	2.77%	46
95014	2.71%	45
95128	2.65%	44
95126	2.41%	40
95116	2.35%	39
95136	2.35%	39
94087	2.29%	38
95032	2.05%	34
94306	1.99%	33
95035	1.93%	32
95122	1.93%	32
95129	1.93%	32
95123	1.81%	30

## Q2 What is your zip code?

Answered: 1,661    Skipped: 38

94041	1.75%	29
94301	1.69%	28
95054	1.69%	28
95118	1.63%	27
95127	1.63%	27
94086	1.57%	26
95120	1.57%	26
94089	1.32%	22
94022	1.26%	21
95070	1.20%	20
95135	1.20%	20
95111	1.14%	19
94024	1.08%	18
95121	1.08%	18
95110	0.96%	16
95130	0.96%	16
95133	0.96%	16
95132	0.90%	15
95030	0.84%	14
95148	0.78%	13
95131	0.66%	11
94085	0.60%	10
94303	0.42%	7
95113	0.36%	6

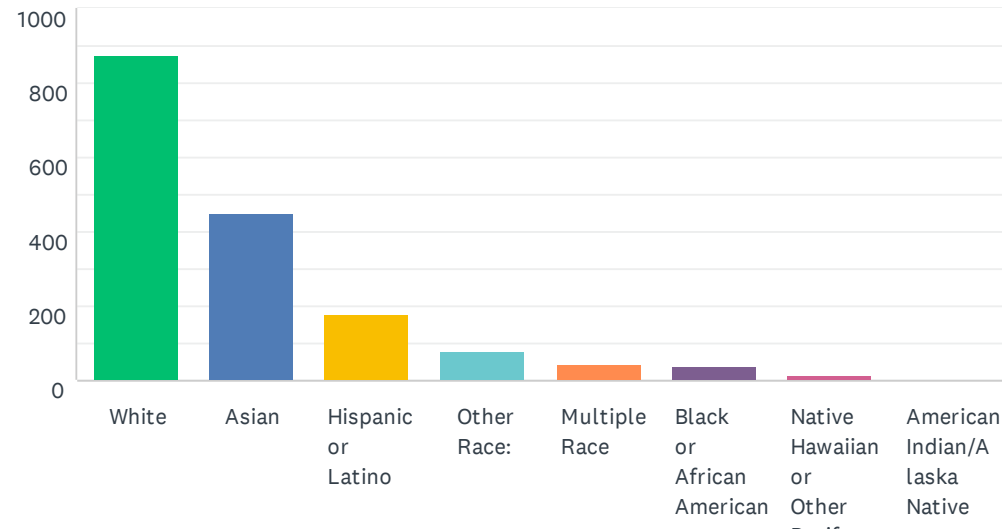
## Q2 What is your zip code?

Answered: 1,661 Skipped: 38

95139	0.36%	6
95046	0.30%	5
95119	0.30%	5
95138	0.30%	5
95015	0.24%	4
95033	0.24%	4
94304	0.18%	3
95134	0.18%	3
95161	0.18%	3
95115	0.12%	2
94305	0.06%	1
95002	0.06%	1
95140	0.06%	1
95158	0.00%	0
TOTAL		1,661

## Q3 What is your ethnicity?

Answered: 1,689    Skipped: 10



ANSWER CHOICES	RESPONSES	
White	51.69%	873
Asian	26.70%	451
Hispanic or Latino	10.54%	178
Other Race:	4.74%	80
Multiple Race	2.55%	43
Black or African American	2.49%	42
Native Hawaiian or Other Pacific Islander	0.89%	15
American Indian/Alaska Native	0.41%	7
TOTAL		1,689

## SOURCEWISE COVID-19 Shelter in Place Impact Survey

#	OTHER RACE:	DATE
1	INDIAN	10/3/2020 4:38 PM
2	White/Mexican American	9/26/2020 12:12 PM
3	Filipino	9/25/2020 12:52 PM
4	not stated	9/25/2020 7:42 AM
5	Filipino	9/24/2020 12:01 PM
6	Japanese	9/24/2020 9:34 AM
7	Japanese	9/22/2020 3:19 PM
8	Japanese	9/22/2020 3:16 PM
9	Japanese	9/22/2020 3:14 PM
10	Japanese	9/22/2020 3:11 PM
11	Japanese	9/22/2020 3:09 PM
12	Japanese	9/22/2020 3:05 PM
13	Japanese	9/22/2020 3:04 PM
14	Japanese	9/22/2020 3:02 PM
15	Refuse to give	9/22/2020 11:30 AM
16	N/A	9/22/2020 11:22 AM
17	<span>Japanese</span> Japanese	9/21/2020 10:27 PM
18	<span>Japanese</span> American Japanese	9/19/2020 3:14 PM
19	<span>Jewish</span> jewish	9/18/2020 7:49 PM
20	<span>Japanese</span> Japanese	9/18/2020 5:51 PM
21	<span>Japanese</span> Japanese	9/18/2020 5:44 PM
22	<span>Japanese</span> Japanese	9/18/2020 5:40 PM
23	<span>Japanese</span> Japanese	9/18/2020 5:37 PM
24	<span>Japanese</span> Japanese	9/18/2020 5:35 PM
25	<span>Japanese</span> Japanese	9/18/2020 5:33 PM
26	<span>Japanese</span> Japanese	9/18/2020 5:30 PM
27	<span>Japanese</span> Japanese	9/18/2020 5:27 PM

# SOURCEWISE COVID-19 Shelter in Place Impact Survey

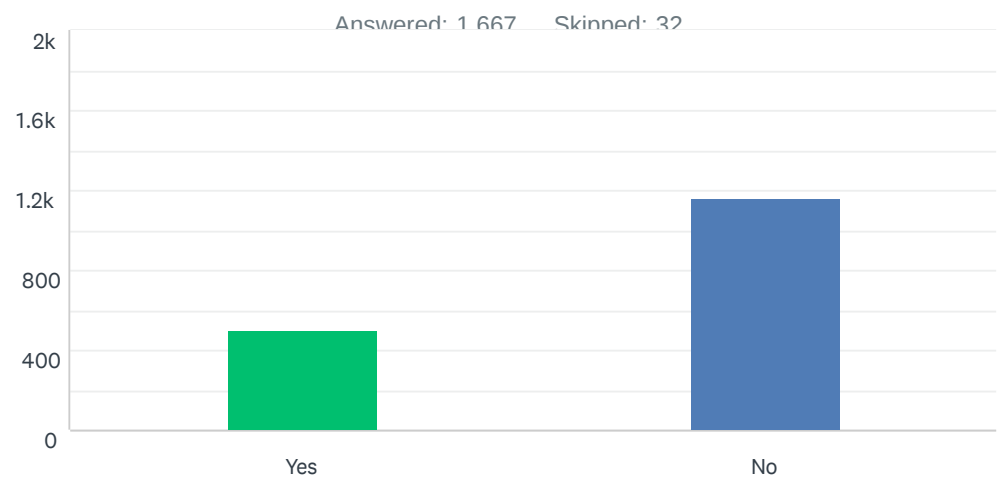
28	South Asian	Iranian	9/17/2020 4:46 AM
29	Japanese	Japanese	9/16/2020 8:11 PM
30	Japanese	Japanese	9/16/2020 8:08 PM
31	Filipino	Filipino	9/16/2020 7:59 PM
32	Japanese	Japanese	9/16/2020 7:52 PM
33	Japanese	Japanese	9/16/2020 7:48 PM
34	European	Scottish	9/16/2020 7:45 PM
35	Japanese	Japanese	9/16/2020 7:40 PM
36	Japanese	Japanese	9/16/2020 7:36 PM
37	Japanese	Japanese	9/16/2020 7:30 PM
38	Multiple	Mixed	9/16/2020 1:19 PM
39	Filipino	Filipino	9/16/2020 12:25 PM
40	West Asian	West Asian	9/16/2020 9:04 AM
41	South Asian	midl east persian	9/15/2020 12:19 PM
42	Native American	Native American	9/15/2020 12:15 PM
43	Hispanic/Latino	Mexican	9/15/2020 12:10 PM
44	Japanese	Japanese	9/15/2020 11:49 AM
45	No Response	decline to state	9/15/2020 8:28 AM
46	No Response	None	9/15/2020 6:11 AM
47	South Asian	Iranian	9/13/2020 4:46 PM
48	South Asian	Iranian	9/13/2020 4:33 PM
49	Filipino	Filipino	9/11/2020 3:27 PM
50		human being	9/11/2020 3:05 PM
51	South Asian	Middle east	9/11/2020 8:56 AM
52	South Asian	Middle east	9/11/2020 7:19 AM
53	South Asian	Iranian	9/10/2020 9:05 PM
54	South Asian	Persian	9/10/2020 5:32 PM
55	South Asian	Persian	9/10/2020 4:04 PM



# SOURCEWISE COVID-19 Shelter in Place Impact Survey

56	South Asian	Persian	9/10/2020 3:59 PM
57	Portuguese	portuguese	9/10/2020 3:16 PM
58	South Asian	Middle Eastern	9/10/2020 2:49 PM
59	South Asian	Iranian	9/10/2020 2:28 PM
60	South Asian	persian	9/10/2020 2:14 PM
61	No Response	na	9/8/2020 10:51 PM
62	Portuguese	Portugese	9/7/2020 2:26 PM
63	No Response	Not relevant	9/5/2020 10:21 PM
64	South Asian	India	9/5/2020 5:15 PM
65	No Response	Race not important	9/5/2020 4:43 PM
66	No Response	N/a	9/5/2020 12:59 PM
67	No Response	no answer	9/4/2020 8:27 PM
68	South Asian	East Indian	9/4/2020 9:10 AM
69	South Asian	Persian	9/4/2020 8:23 AM
70	Portuguese	Portuguese	9/4/2020 2:35 AM
71	Caucasian	Whie	9/3/2020 11:43 PM
72	South Asian	Indian	9/3/2020 10:28 PM
73	Caucasian	White is not an ethnicity. I'm Caucasian.	9/3/2020 9:20 PM
74	South Asian	Middle Eastern	9/3/2020 6:25 PM
75	African American	Black African American	9/3/2020 3:03 PM
76	South Asian	South Asian	9/3/2020 2:43 PM
77	Filipino	Filipino	9/3/2020 2:41 PM
78	Portuguese	Portuguese	9/3/2020 2:09 PM
79	Jewish	Ashkenazi	9/3/2020 2:03 PM
80	European	Italian	9/3/2020 1:52 PM

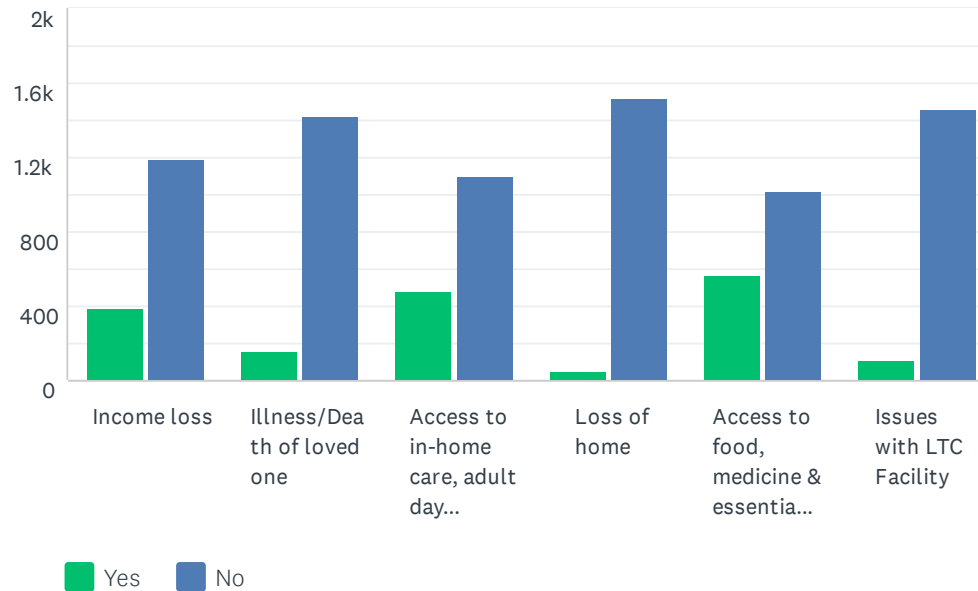
Q4 Are you a person with a disability (for example, physical, developmental, mental)?



ANSWER CHOICES	RESPONSES	
Yes	30.35%	506
No	69.65%	1,161
TOTAL		1,667

## Q5 What Challenges have you experienced during the COVID-19 Pandemic and shelter in place ?

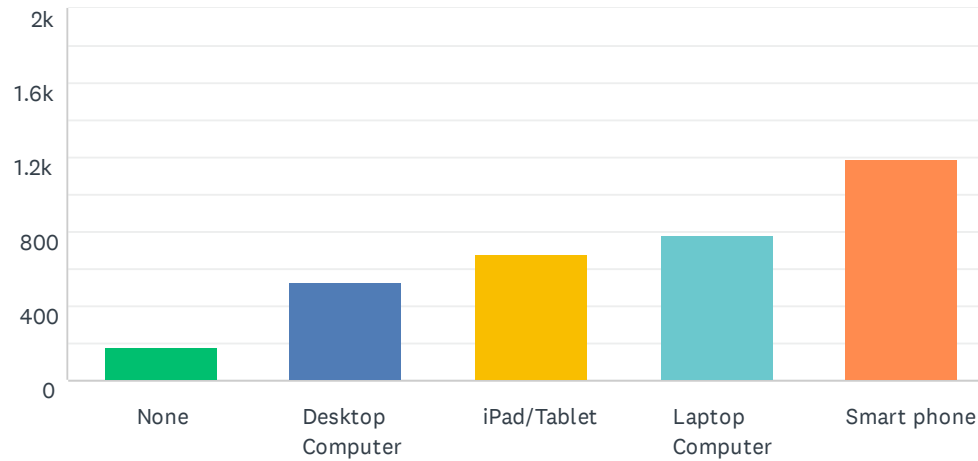
Answered: 1,604 Skipped: 95



	YES	NO	TOTAL
Income loss	24.46% 386	75.54% 1,192	1,578
Illness/Death of loved one	10.04% 158	89.96% 1,416	1,574
Access to in-home care, adult day care/health centers, and senior centers	30.28% 479	69.72% 1,103	1,582
Loss of home	3.01% 47	96.99% 1,517	1,564
Access to food, medicine & essential items	35.75% 566	64.25% 1,017	1,583
Issues with LTC Facility	7.02% 110	92.98% 1,456	1,566

## Q6 Do you have access to a working technology device? Select all that apply.

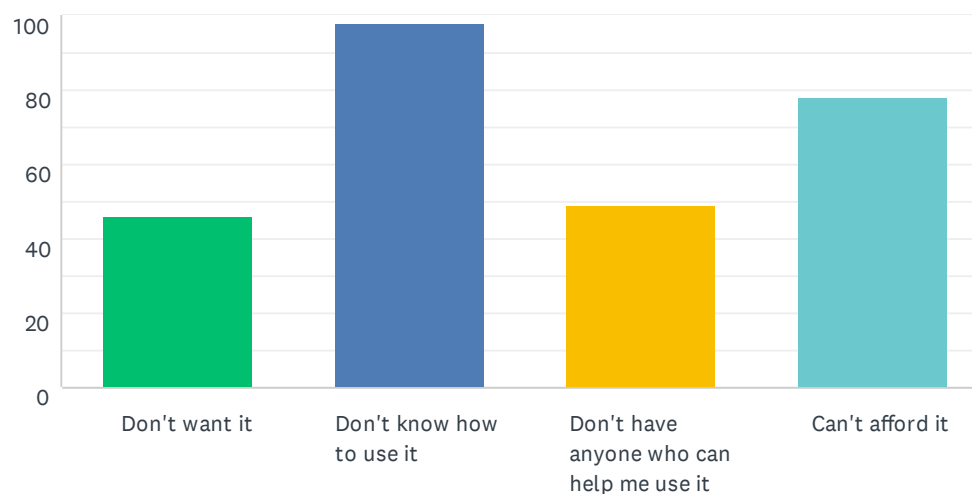
Answered: 1,614 Skipped: 85



ANSWER CHOICES	RESPONSES	
None	11.21%	181
Desktop Computer	33.09%	534
iPad/Tablet	42.44%	685
Laptop Computer	48.20%	778
Smart phone	73.73%	1,190
Total Respondents: 1,614		

## Q7 If you do not have access to technology devices or internet, what are the main reasons?(select all that apply)

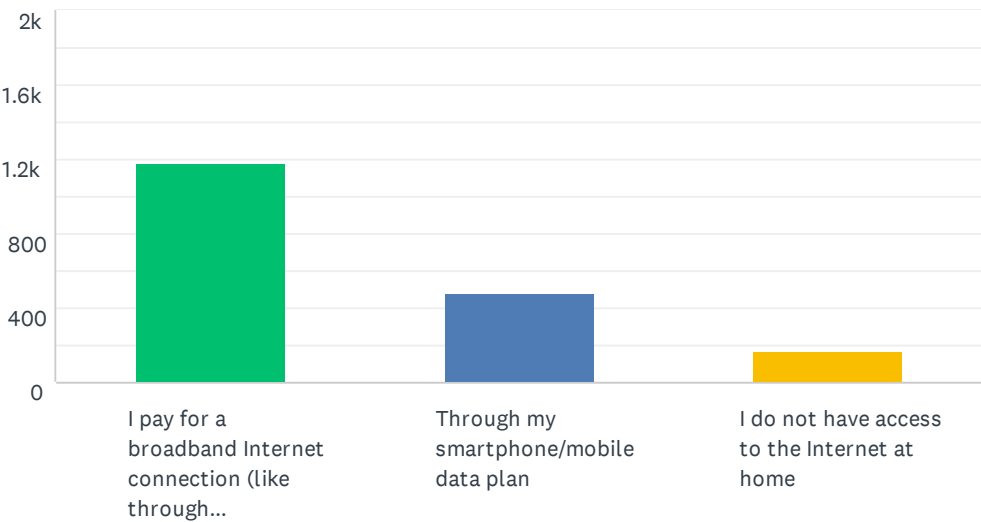
Answered: 181 Skipped: 1,518



ANSWER CHOICES	RESPONSES	
Don't want it	25.41%	46
Don't know how to use it	54.14%	98
Don't have anyone who can help me use it	27.07%	49
Can't afford it	43.09%	78
Total Respondents: 181		

Q8 How do you access the Internet AT HOME? (Select all that apply)

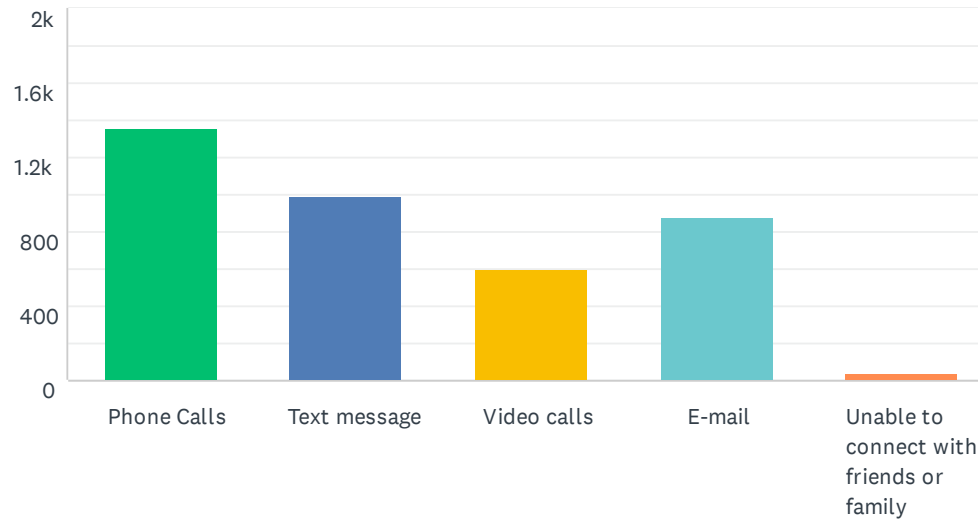
Answered: 1,474 Skipped: 225



ANSWER CHOICES	RESPONSES	
I pay for a broadband Internet connection (like through Comcast/Xfinity or AT&T)	79.78%	1,176
Through my smartphone/mobile data plan	32.77%	483
I do not have access to the Internet at home	11.74%	173
Total Respondents: 1,474		

## Q9 How do you currently stay connected with friends and family? Select all that apply.

Answered: 1,490 Skipped: 209



ANSWER CHOICES	RESPONSES	
Phone Calls	91.61%	1,365
Text message	66.31%	988
Video calls	40.47%	603
E-mail	58.99%	879
Unable to connect with friends or family	2.68%	40
Total Respondents: 1,490		

# SOURCEWISE COVID-19 Shelter in Place Impact Survey

#	OTHER:	DATE
1	They visit me	10/3/2020 4:27 PM
2	Outdoor, distanced visits	10/1/2020 7:55 PM
3	WeChat	9/26/2020 5:45 PM
4	none	9/26/2020 12:17 PM
5	messenger/facebook	9/26/2020 12:11 PM
6	snail mail	9/26/2020 11:49 AM
7	email somtimes when phone works	9/26/2020 11:49 AM
8	see them	9/26/2020 11:28 AM
9	Me visitan amigos y familia estan pendiente de mi tomando medidas Necesarias	9/25/2020 5:18 PM
10	they visit of I visit them	9/25/2020 12:49 PM
11	Zoom	9/24/2020 9:25 PM
12	mail & letters	9/24/2020 9:09 PM
13	visit	9/24/2020 1:59 PM
14	through children	9/24/2020 12:07 PM
15	zoom	9/24/2020 11:56 AM
16	house visits	9/24/2020 11:44 AM
17	cell phone	9/24/2020 11:34 AM
18	facebook	9/24/2020 11:27 AM
19	brother	9/24/2020 9:36 AM
20	Write Letters	9/22/2020 3:18 PM
21	neighbors	9/22/2020 1:22 PM
22	Neighbors check in on me	9/22/2020 12:00 PM
23	google calls	9/22/2020 11:37 AM
24	I live with a family member.	9/19/2020 7:47 PM
25	Facebook Messenger	9/19/2020 3:17 PM
26	Zoom	9/18/2020 6:54 PM
27	Pod visits	9/18/2020 12:14 PM



## SOURCEWISE COVID-19 Shelter in Place Impact Survey

28	Backyard visits	9/18/2020 11:06 AM
29	home visits on their part	9/17/2020 10:48 AM
30	y mi hijo a venido a vivir con migo	9/17/2020 9:51 AM
31	Cards in the mail.	9/16/2020 8:45 PM
32	zoom meetings	9/16/2020 7:54 PM
33	Landline phone	9/16/2020 7:51 PM
34	Live with my daughter's family	9/16/2020 3:25 PM
35	zoom	9/16/2020 10:55 AM
36	backyard dinners while socially distanced	9/15/2020 11:59 PM
37	see friends 6 feet apart with mask on	9/15/2020 10:43 PM
38	FACEBOOK, WASSUP	9/15/2020 6:03 PM
39	facebook, messenger	9/15/2020 4:11 PM
40	Social Media & Zoom	9/15/2020 4:09 PM
41	in person visits outdoors	9/15/2020 3:59 PM
42	social media	9/15/2020 3:36 PM
43	FB messenger	9/15/2020 3:10 PM
44	Facebook .	9/15/2020 2:56 PM
45	in-person social bubble w/ my son's family	9/15/2020 2:38 PM
46	US mail	9/15/2020 2:32 PM
47	we are not tech-savy use land line if possible	9/15/2020 2:23 PM
48	Letters	9/15/2020 2:09 PM
49	FaceBook	9/15/2020 2:07 PM
50	Social Media	9/15/2020 1:59 PM
51	Daughter provides care	9/15/2020 1:36 PM
52	Visits to bring me shopping, other needs	9/15/2020 1:31 PM
53	In-person visits	9/15/2020 1:07 PM
54	sidewalk chat 6' apart	9/15/2020 1:07 PM
55	Zoom	9/15/2020 1:05 PM

# SOURCEWISE COVID-19 Shelter in Place Impact Survey

56	social media	9/15/2020 1:00 PM
57	in person with a few	9/15/2020 12:54 PM
58	limited in-person, taking precautions	9/15/2020 11:53 AM
59	in person	9/15/2020 11:52 AM
60	zoom calls	9/15/2020 11:50 AM
61	Playing tennis, air quality permitting.	9/15/2020 11:44 AM
62	Zoom meetings	9/15/2020 11:31 AM
63	Immediate family lives nearby and meet live. Meet some friends at park or outdoor setting.	9/15/2020 11:27 AM
64	I live in a secure senior appointment complex and I see people everyday.	9/14/2020 7:22 PM
65	Letters	9/14/2020 3:46 PM
66	We see each other occasionally.	9/14/2020 3:40 PM
67	And they visit me.	9/13/2020 4:39 PM
68	handwritten or electronic cards, sending small packages	9/12/2020 10:14 AM
69	lunches at restaurants	9/12/2020 9:22 AM
70	Write cards, letters	9/12/2020 9:14 AM
71	mail	9/12/2020 2:05 AM
72	Daughter comes daily to walk me to pick up YAK lunch	9/11/2020 11:16 PM
73	in-person	9/11/2020 8:37 PM
74	old fashioned letters	9/11/2020 5:16 PM
75	WeChat	9/11/2020 4:47 PM
76	Drive by	9/11/2020 1:31 PM
77	Visit them in person	9/11/2020 8:34 AM
78	Live with my family.	9/10/2020 5:10 PM
79	Lunch and coloring with friends	9/9/2020 10:36 PM
80	Facebook	9/9/2020 4:59 PM
81	Facebook	9/9/2020 2:34 PM
82	IN PERSON	9/9/2020 2:11 PM
83	Calls, text video email	9/8/2020 7:38 PM

# SOURCEWISE COVID-19 Shelter in Place Impact Survey

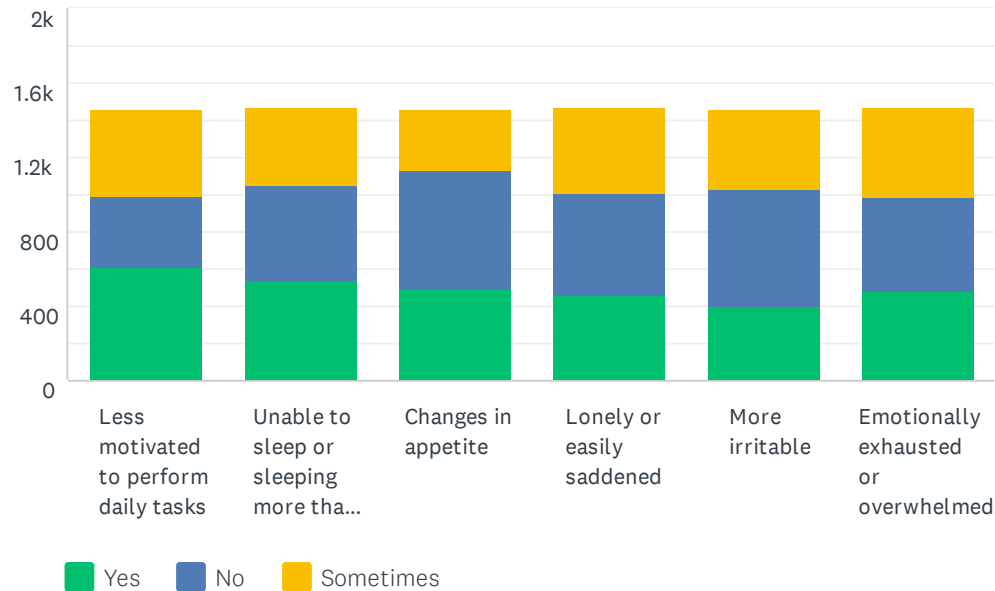
84	physical visit (with distancing)	9/8/2020 6:23 PM
85	Social distancing on my patio.	9/8/2020 5:29 PM
86	Meet outside >6 feet apart wearing masks	9/8/2020 4:57 PM
87	Socially distant, masked visits	9/8/2020 3:58 PM
88	zoom	9/8/2020 3:40 PM
89	son lives close and visits	9/8/2020 3:08 PM
90	occasional zoom group meetings	9/8/2020 2:22 PM
91	Zoom	9/8/2020 12:40 PM
92	Zoom	9/6/2020 12:02 PM
93	Zoom	9/5/2020 10:14 PM
94	Zoom and in person visits	9/5/2020 3:41 PM
95	In person visits	9/5/2020 3:37 PM
96	walking with neighbors	9/5/2020 1:54 PM
97	My daughter has to initiate all connections	9/5/2020 10:53 AM
98	Distance visiting hen drop off supplies	9/4/2020 7:28 PM
99	Up to it only partial	9/4/2020 6:11 PM
100	a rare short vist, outdoors, with maskds, at distance.	9/4/2020 3:10 PM
101	Social Media - Facebook	9/4/2020 2:21 PM
102	ZOOM Club Meetings - and watch Zoom seminars	9/4/2020 2:06 PM
103	Brother in law lives with us that goes to Live Oak	9/4/2020 2:01 PM
104	Lost interest in staying connected	9/4/2020 1:00 PM
105	In person	9/4/2020 12:13 PM
106	visits outdoors with some family members	9/4/2020 11:14 AM
107	a friend brings my meds on Sunday	9/4/2020 11:13 AM
108	Facebook, mail	9/4/2020 10:56 AM
109	face to face physically distanced meetings outside	9/4/2020 10:32 AM
110	snail mail	9/4/2020 10:05 AM
111	Visits family in person	9/4/2020 9:36 AM

# SOURCEWISE COVID-19 Shelter in Place Impact Survey

112	Social Media IG, FB	9/4/2020 8:07 AM
113	I'm caring for my 93 year old mother who lives in her home. Very stressful.	9/4/2020 7:54 AM
114	Zoom	9/3/2020 10:37 PM
115	Meet up with those who are not freaked out over Civid19	9/3/2020 10:07 PM
116	In person	9/3/2020 10:01 PM
117	in person	9/3/2020 7:31 PM
118	zoom	9/3/2020 6:42 PM
119	Multiplayer Online Video Games	9/3/2020 5:10 PM
120	Visits in person	9/3/2020 4:43 PM
121	Facebook	9/3/2020 3:49 PM
122	Son visits	9/3/2020 3:35 PM
123	in-person with less than 6 people following guidelines	9/3/2020 3:10 PM
124	Occasional visit with strict social distancing	9/3/2020 3:10 PM
125	Facebook, Messenger	9/3/2020 3:09 PM
126	Zoom	9/3/2020 3:02 PM
127	Getting together with social distancing	9/3/2020 2:41 PM
128	I get together with them! This lock-down is nonsense.	9/3/2020 2:30 PM
129	visits with distance between us. outside	9/3/2020 2:22 PM
130	Daughter remote (evac. Felton mtns) Daughter in Eureka	9/3/2020 2:15 PM
131	social media	9/3/2020 2:09 PM
132	Occasionally in person	9/3/2020 1:53 PM

## Q10 During the COVID-19 shelter in place, have you experienced any of the following? Select all that apply.

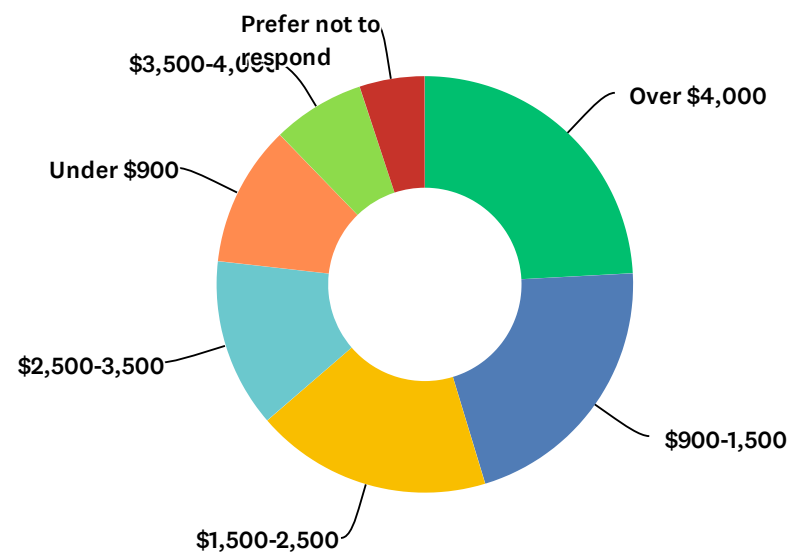
Answered: 1,490 Skipped: 209



	YES	NO	SOMETIMES	TOTAL
Less motivated to perform daily tasks	41.46% 607	26.50% 388	32.04% 469	1,464
Unable to sleep or sleeping more than usual	36.97% 545	34.26% 505	28.77% 424	1,474
Changes in appetite	34.29% 501	42.78% 625	22.93% 335	1,461
Lonely or easily saddened	30.94% 456	37.38% 551	31.68% 467	1,474
More irritable	27.70% 405	42.82% 626	29.48% 431	1,462
Emotionally exhausted or overwhelmed	32.56% 479	34.94% 514	32.49% 478	1,471

## Q11 What is your monthly, after-tax, household income?

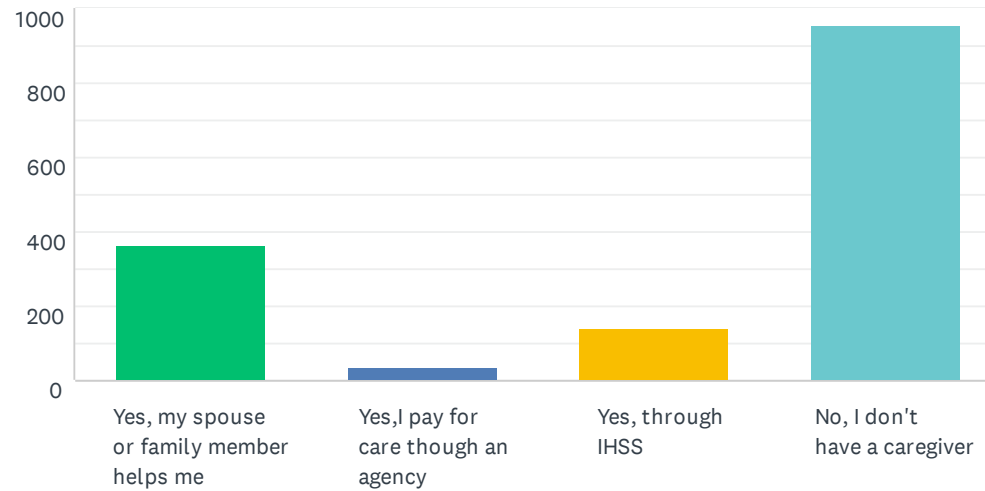
Answered: 1,478 Skipped: 221



ANSWER CHOICES	RESPONSES	
Over \$4,000	24.15%	357
\$900-1,500	21.18%	313
\$1,500-2,500	18.34%	271
\$2,500-3,500	13.13%	194
Under \$900	10.96%	162
\$3,500-4,000	7.17%	106
Prefer not to respond	5.07%	75
TOTAL		1,478

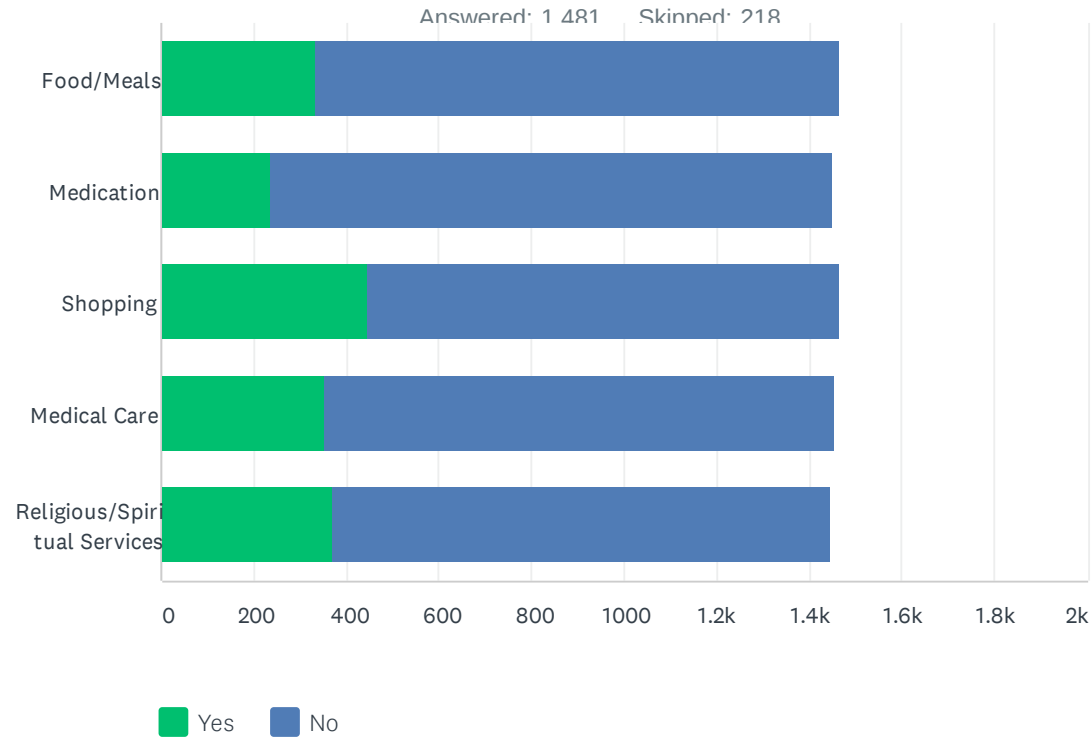
## Q12 Do you have someone, who assists you with daily tasks or errands, also known as a caregiver?

Answered: 1,494 Skipped: 205



ANSWER CHOICES	RESPONSES	
Yes, my spouse or family member helps me	24.30%	363
Yes, I pay for care through an agency	2.34%	35
Yes, through IHSS	9.44%	141
No, I don't have a caregiver	63.92%	955
TOTAL		1,494

Q13 Due to COVID-19 has lack of transportation limited your ability to access:



	YES	NO	TOTAL
Food/Meals	22.66% 332	77.34% 1,133	1,465
Medication	16.40% 238	83.60% 1,213	1,451
Shopping	30.33% 444	69.67% 1,020	1,464
Medical Care	24.38% 354	75.62% 1,098	1,452
Religious/Spiritual Services	25.48% 368	74.52% 1,076	1,444



# SOURCEWISE COVID-19 Shelter in Place Impact Survey

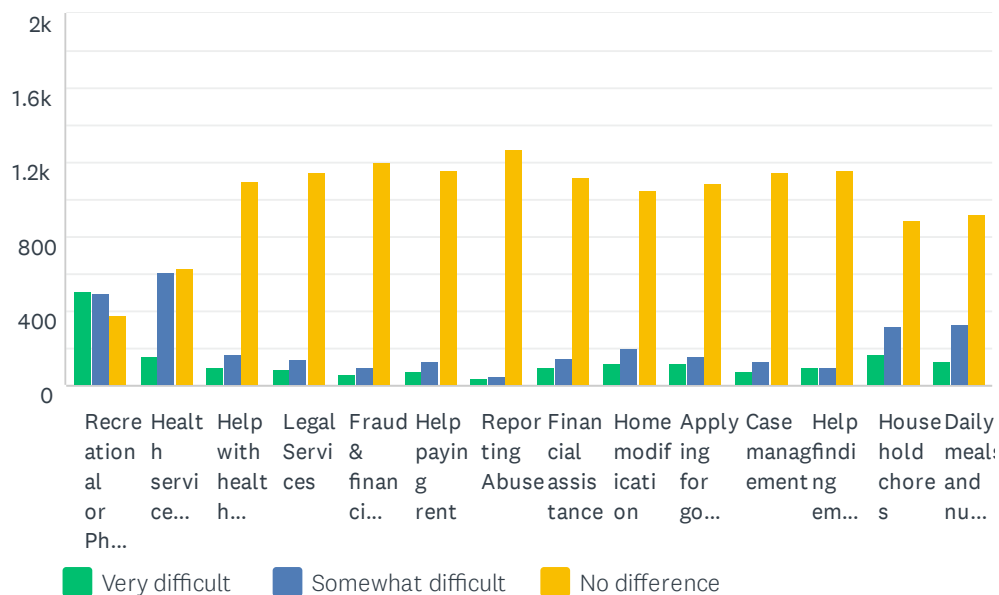
#	OTHER:	DATE
1	My short walks, I'm disabled, bad knees and I don't drive.	10/3/2020 4:27 PM
2	none	9/28/2020 4:27 PM
3	no grocery delivery services, no second harvest delivery	9/26/2020 12:17 PM
4	Can't wear dam mask unable to breath due to COPD	9/26/2020 11:49 AM
5	lack of transportation	9/26/2020 11:44 AM
6	muscles weak-no walks-no exercise	9/26/2020 11:16 AM
7	Meals on Wheels - (receive once a week for week)	9/26/2020 11:04 AM
8	transportation to recovery, support groups, soicial/recreational activities	9/25/2020 7:13 AM
9	therapy	9/24/2020 9:06 PM
10	exercise classes at ymca	9/22/2020 12:16 PM
11	Exercise	9/22/2020 11:37 AM
12	Getting to work is a challenge as I borrow a van from a family member to get to work. Bus service isn't that good	9/22/2020 10:47 AM
13	Senior Center visits	9/19/2020 5:00 PM
14	In this Skyline Nursing Home, access and support from staff MDs, and RMs is virtually non existent.	9/18/2020 5:24 PM
15	Family	9/18/2020 12:00 PM
16	I am the caregiver; my husband does not drive. So I can get to things, but when I need help I can't get it (or would need to take risks).	9/17/2020 4:48 PM
17	see my grandchildren	9/17/2020 3:35 PM
18	COVID-19 keeping her from church	9/16/2020 8:01 PM
19	Daily Exercise!	9/16/2020 3:50 PM
20	Therapy pool time	9/16/2020 6:31 AM
21	Social events	9/15/2020 10:43 PM
22	不能参加活动。	9/15/2020 7:19 PM
23	n/a	9/15/2020 5:44 PM
24	Meetups meetings	9/15/2020 4:59 PM
25	limited to help serve community	9/15/2020 4:11 PM
26	now rely on my own driving, previously VTA and ride share	9/15/2020 3:36 PM

# SOURCEWISE COVID-19 Shelter in Place Impact Survey

27	I lost my private insurance, CoveredCa VHP is unaffordable, my care and medicine has been changed/neglected	9/15/2020 2:54 PM
28	My onsite job	9/15/2020 11:58 AM
29	New Mexico	9/15/2020 11:52 AM
30	I can still drive so I can still go places	9/12/2020 10:14 AM
31	family	9/10/2020 3:13 PM
32	Internet	9/10/2020 12:27 PM
33	entertainment, travel, in-person interactions with friends/family	9/8/2020 4:50 PM
34	i still drive	9/8/2020 3:08 PM
35	I am the caregiver who does all this	9/4/2020 9:51 PM
36	Lives with family	9/4/2020 2:01 PM
37	gym is closed, used to be important for health and social	9/4/2020 1:01 PM
38	I'm taking care of my 93 year old mom.	9/4/2020 7:54 AM
39	Churches closed. Rediculous	9/3/2020 10:07 PM
40	Social, Bingo, friends outings i.e. lunch/dinner dates, beach days a lot of things even medical treatment/care	9/3/2020 10:01 PM
41	Visit friends, even with social distancing. I don't feel safe taking public transportation anywhere, including Uber/Lyft	9/3/2020 9:23 PM
42	I cannot get an IHSS worker, mine won't come here	9/3/2020 7:31 PM
43	Aftere Being fully active in the Medical field A d and working retail staying home taking care of my mother who had Parkinson's who passed 2003 and my dad 2015 and that's when I was in the backseat the cabinet took me to the doctor and it ripped into a car in front of my house and since then I've been having problems with my neck fine and overall now it's really where I can't in my own walk	9/3/2020 4:56 PM
44	Virtual	9/3/2020 2:46 PM
45	I drive	9/3/2020 2:30 PM
46	SHELTEREd since March, Great Plates, Felton dtr. shops occ.	9/3/2020 2:15 PM
47	I am unable to access medical care, but not for lack of transportation.	9/3/2020 2:07 PM
48	Lost students I used to tutor at the library. Parents felt they were too young to focus on facetime lessons, or older kids niw sick of doing inline school work. That was my income and I was very good, also worked with English language learners, who have now quit their lessons because parents are afraid of running out of money here in the states .	9/3/2020 1:52 PM

## Q14 Since the COVID-19 pandemic, are you having difficulty accessing any of the services listed below?

Answered: 1,406 Skipped: 293



# SOURCEWISE COVID-19 Shelter in Place Impact Survey

	VERY DIFFICULT	SOMEWHAT DIFFICULT	NO DIFFERENCE	TOTAL
Recreational or Physical activities	36.40% 506	36.33% 505	27.27% 379	1,390
Health services/health care	11.20% 156	43.58% 607	45.23% 630	1,393
Help with health insurance	7.54% 104	12.62% 174	79.84% 1,101	1,379
Legal Services	6.40% 88	10.19% 140	83.41% 1,146	1,374
Fraud & financial abuse advocacy	4.34% 59	7.44% 101	88.22% 1,198	1,358
Help paying rent	6.11% 84	9.61% 132	84.28% 1,158	1,374
Reporting Abuse	2.66% 36	3.91% 53	93.43% 1,266	1,355
Financial assistance	7.16% 98	11.18% 153	81.65% 1,117	1,368
Home modification	8.80% 120	14.45% 197	76.74% 1,046	1,363
Applying for government benefits	8.95% 123	11.56% 159	79.49% 1,093	1,375
Case management	5.76% 78	9.53% 129	84.71% 1,147	1,354
Help finding employment	7.16% 97	7.46% 101	85.38% 1,156	1,354
Household chores	12.39% 171	23.19% 320	64.42% 889	1,380
Daily meals and nutrition	9.16% 126	24.07% 331	66.76% 918	1,375

# SOURCEWISE COVID-19 Shelter in Place Impact Survey

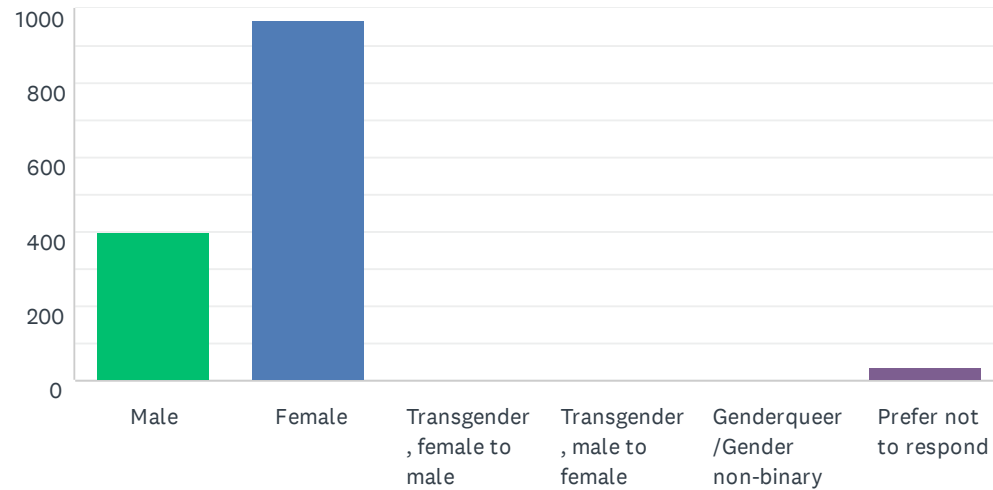
#	OTHER:	DATE
1	social activities	10/3/2020 4:48 PM
2	I used to go to Walgreens for necessities but the pandemic and bad air (fires), I stay home more.	10/3/2020 4:28 PM
3	Socializing with friends and family is hard	9/28/2020 2:07 PM
4	Broken legal system for elder abuse by former family	9/26/2020 11:50 AM
5	Food is good/ People are wonderful. Thank God for may fair senior center.	9/22/2020 11:41 AM
6	The people and food at the portuguese senior center is amazing the ladies are so kind and caring. The food is the best at POSO.	9/22/2020 11:27 AM
7	The Skyline Staff are of a culture where habitual lying is a common cultural trait.	9/18/2020 5:27 PM
8	visiting with friends	9/18/2020 10:16 AM
9	n/a	9/15/2020 5:47 PM
10	these answers apply as well to my dependent, a cancer patient	9/15/2020 3:39 PM
11	I normally do craft faires (Mt. View, etc.) and they are all cancelled and so I am now getting pandemic unemployment.	9/15/2020 2:09 PM
12	Four eye and nose surgeries in 9 months	9/15/2020 1:34 PM
13	social contacts (backyard/park)	9/15/2020 12:05 PM
14	My gym (YMCA) is closed. I've lost muscle strength	9/15/2020 11:46 AM
15	Some shortages of preferred food brands	9/15/2020 11:32 AM
16	Just getting groceries thru on-line delivery which works poorly	9/15/2020 11:29 AM
17	Most of the above don't apply.	9/15/2020 1:12 AM
18	cleaning people and hair & nail salons couldn't work	9/12/2020 10:16 AM
19	fire smoke and soot along with virus keep me home	9/11/2020 8:49 PM
20	No goals, no motivation, who cares attitude. Now what in life.	9/9/2020 10:38 PM
21	hair salons, nail salons, massage therapy	9/9/2020 8:46 AM
22	Just need a break or change of scenery sometimes and can't do it because of Covid	9/8/2020 5:00 PM
23	I am taking care of my 89 year old father with dementia and he can't walk. I am also disabled and use a walker. I lost me housekeeper.	9/7/2020 10:15 AM
24	Cannot walk much and cannot do Household chores	9/5/2020 5:21 PM
25	Alzheimer's day program for my husband	9/5/2020 1:55 PM
26	I resumed my two week cleaners schedule coming to my home.	9/4/2020 2:08 PM

# SOURCEWISE COVID-19 Shelter in Place Impact Survey

27	had to cancel housecleaners, getting groceries delivered	9/4/2020 11:15 AM
28	I miss going to the Senior Center and church.	9/4/2020 11:15 AM
29	making new friends and new people to date	9/4/2020 2:21 AM
30	none	9/4/2020 12:08 AM
31	Can't get to food banks anymore because I use public transportation normally and don't want to use it now, so can't get to food banks. Also, can't get to Covid-19 testing sites.	9/3/2020 9:25 PM
32	unable to get forms from Franchise Tax Board	9/3/2020 5:55 PM
33	Services for my disabled daughter have become more difficult to obtain creating an additional demand on me.	9/3/2020 5:26 PM
34	Some of the questions didn't apply to me at all. I just answered no difference because it appeared an answer had to b be given.	9/3/2020 4:59 PM
35	Worst problem is feeling of isolation from family and friends. Telephone and computer are inadequate.	9/3/2020 3:58 PM
36	I've had recent shoulder surgery which affects some of my answers now. You should ask about current health issues.	9/3/2020 3:12 PM
37	access to church	9/3/2020 3:03 PM
38	Difficulty because of SIP! Everything's CLOSED	9/3/2020 2:32 PM
39	*OK w/Great Plates, order water, meds mail, wear 2 hear aids	9/3/2020 2:26 PM

## Q15 What is your gender identity?

Answered: 1,405 Skipped: 294

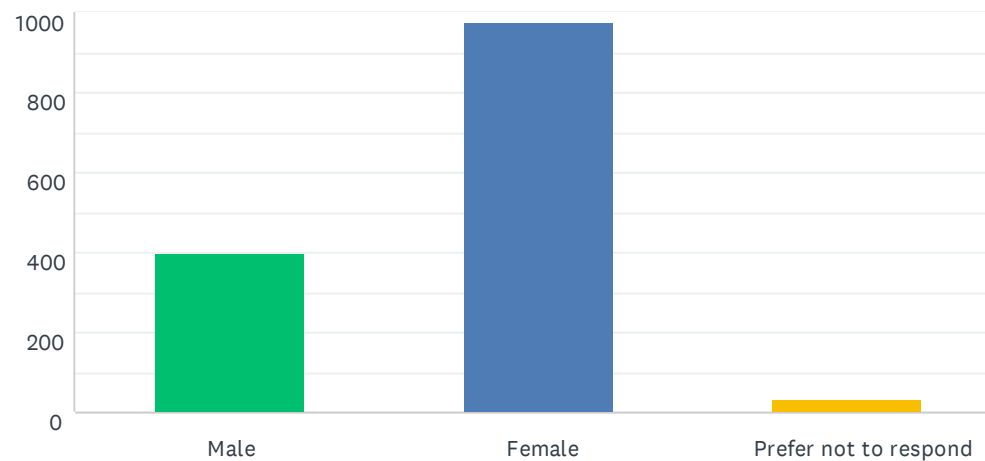


ANSWER CHOICES	RESPONSES	
Male	28.47%	400
Female	69.11%	971
Transgender, female to male	0.00%	0
Transgender, male to female	0.00%	0
Genderqueer/Gender non-binary	0.00%	0
Prefer not to respond	2.42%	34
TOTAL		1,405

#	OTHER GENDER, PLEASE SPECIFY:	DATE
1	there are only 2 genders	9/8/2020 2:47 PM
2	THERE ARE ONLY 2 GENDERS - stop the crazy.	9/3/2020 2:33 PM

## Q16 What is your sex at birth?

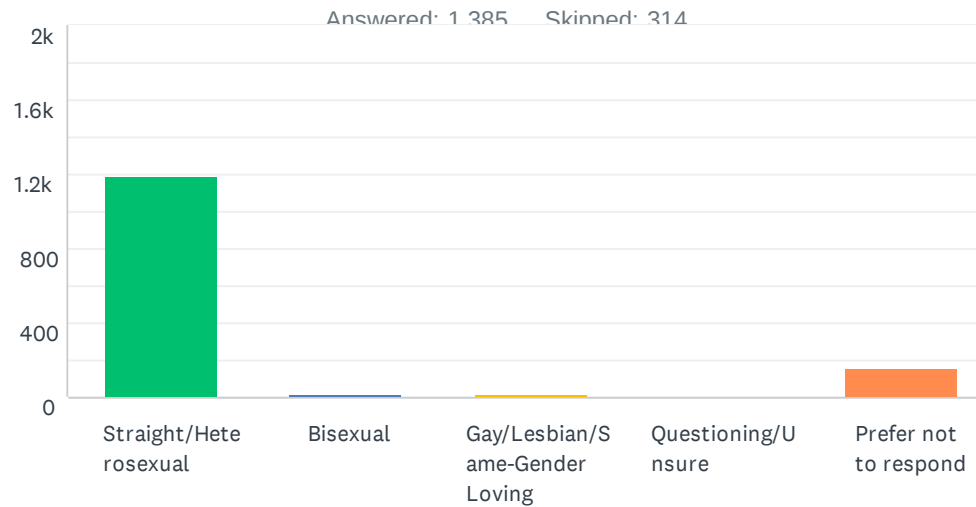
Answered: 1,408 Skipped: 291



ANSWER CHOICES	RESPONSES	
Male	28.34%	399
Female	69.25%	975
Prefer not to respond	2.41%	34
TOTAL		1,408

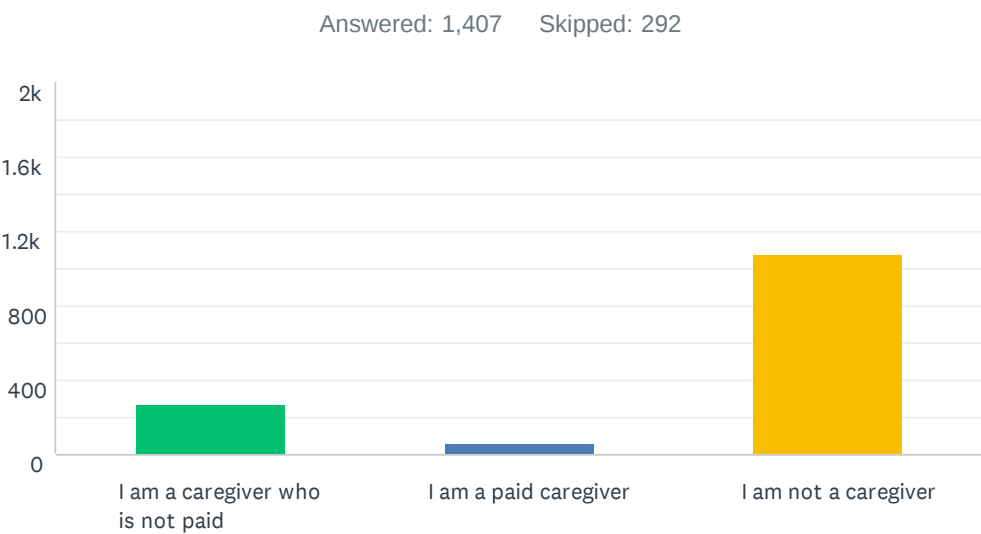


## Q17 How would you describe your sexual orientation or sexual identity?



ANSWER CHOICES	RESPONSES	
Straight/Heterosexual	85.99%	1,191
Bisexual	1.23%	17
Gay/Lesbian/Same-Gender Loving	1.30%	18
Questioning/Unsure	0.22%	3
Prefer not to respond	11.26%	156
TOTAL		1,385

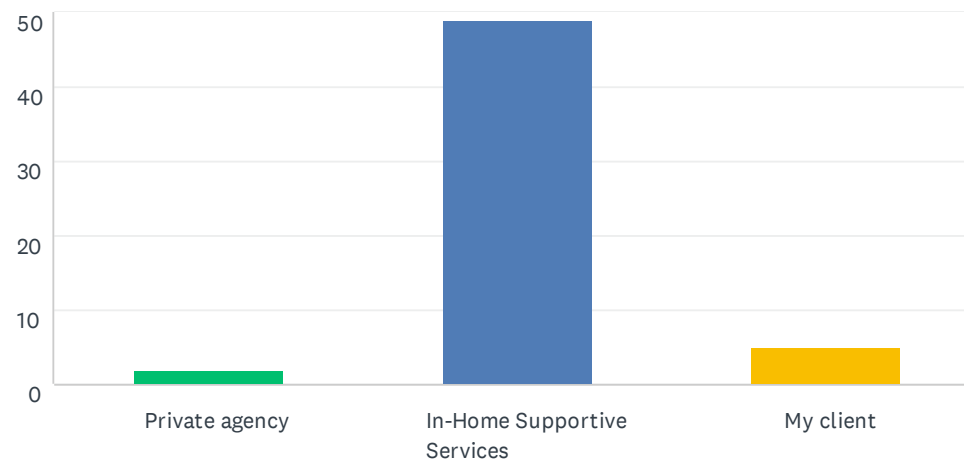
Q18 A caregiver is an adult 18+ who cares for a family member or another individual (friend, neighbor) completes day-to-day tasks or errands on a consistent basis and is not paid to provide care. Based on the definition above, which of the following best describes you:



ANSWER CHOICES	RESPONSES	
I am a caregiver who is not paid	19.40%	273
I am a paid caregiver	4.12%	58
I am not a caregiver	76.47%	1,076
TOTAL		1,407

## Q19 As a paid caregiver, who is your employer (pays you)?

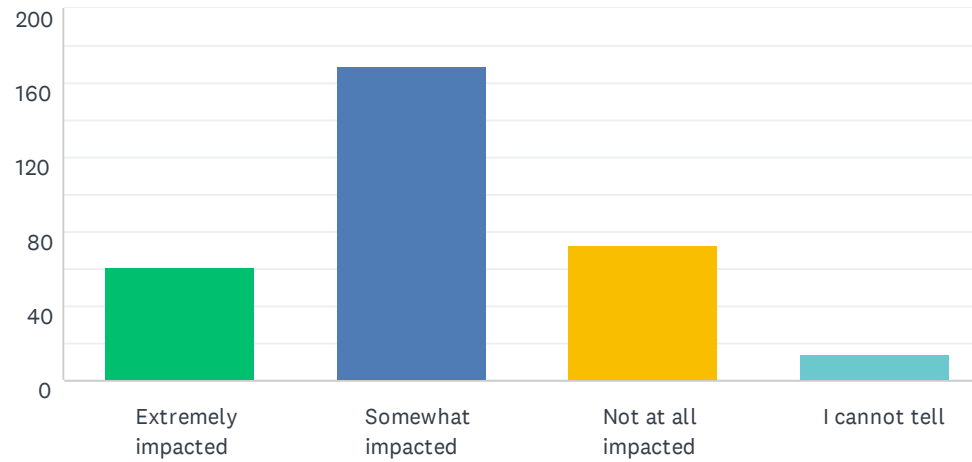
Answered: 56 Skipped: 1,643



ANSWER CHOICES	RESPONSES	
Private agency	3.57%	2
In-Home Supportive Services	87.50%	49
My client	8.93%	5
TOTAL		56

## Q20 Since sheltering in place, has your ability to complete caregiver responsibilities been impacted?

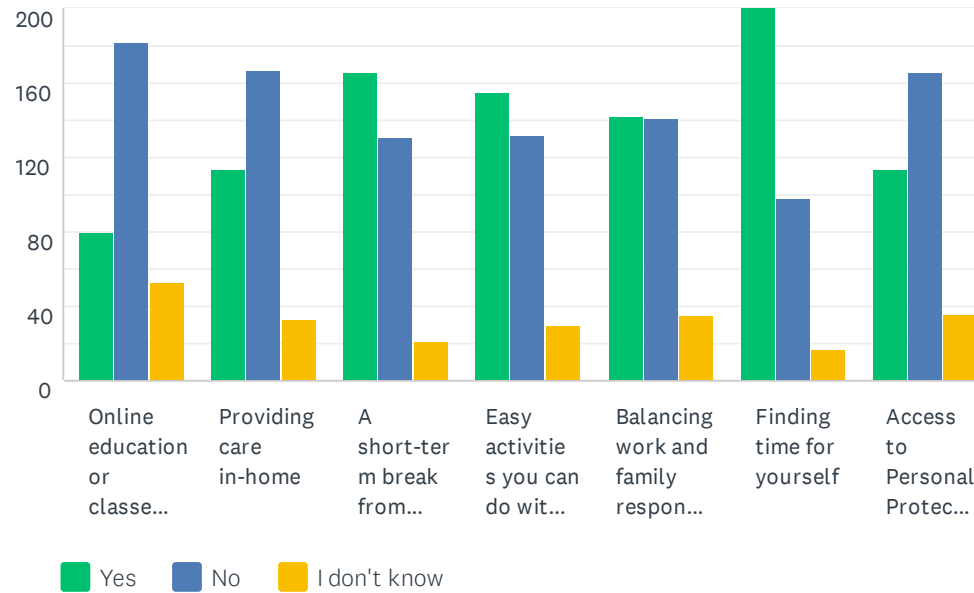
Answered: 317 Skipped: 1,382



ANSWER CHOICES	RESPONSES	
Extremely impacted	19.24%	61
Somewhat impacted	53.31%	169
Not at all impacted	23.03%	73
I cannot tell	4.42%	14
TOTAL		317

## Q21 Which of the following do you feel you need more help on while sheltering in place to support you as a caregiver?

Answered: 323 Skipped: 1,376



# SOURCEWISE COVID-19 Shelter in Place Impact Survey

	YES	NO	I DON'T KNOW	TOTAL
Online education or classes on caregiving	25.40% 80	57.78% 182	16.83% 53	315
Providing care in-home	36.31% 114	53.18% 167	10.51% 33	314
A short-term break from caregiving	52.20% 166	41.19% 131	6.60% 21	318
Easy activities you can do with the person you care for	48.90% 155	41.64% 132	9.46% 30	317
Balancing work and family responsibilities	44.65% 142	44.34% 141	11.01% 35	318
Finding time for yourself	63.49% 200	31.11% 98	5.40% 17	315
Access to Personal Protective Equipment (PPE) and supplies	36.08% 114	52.53% 166	11.39% 36	316

## CHSSC GOALS 2020-2021

GOAL	TASK	PRIMARY PERSON RESPONSIBLE	PROGRESS REPORTS	YEAR END REVIEW
1. INFORM, EDUCATE, AND EMPOWER LOS GATOS ABOUT PUBLIC HEALTH ISSUES, PARTICULARLY BEHAVIORAL AND MENTAL HEALTH, SUBSTANCE AND DOMESTIC ABUSE, AND SUICIDE PREVENTION	<p>A. DO OUTREACH TO LOCAL HOSPITALS AND HEALTH CARE PROVIDERS SUCH AS GOOD SAMARITAN, EL CAMINO, PAMF, STANFORD AND OTHERS, TO BECOME MORE EFFECTIVE IN DEALING WITH THESE ISSUES</p> <p>B. DO OUTREACH TO CASSY AND HIGH SCHOOL GROUPS TO BECOME MORE EFFECTIVE IN DEALING WITH THESE ISSUES.</p> <p>C. HELP DISSEMINATE PUBLIC HEALTH INFORMATION TO THE COMMUNITY SUCH AS BY CONTACTING SYNAGOGUES, CHURCHES, TEMPLES, THE JCC, THE SENIOR CENTER, MOSQUES AND OTHERS</p> <p>D. PROMOTE COMMUNITY INVOLVEMENT AND ADVOCACY ON ISSUES OF CONCERN TO INDIVIDUALS IN THE COMMUNITY</p> <p>E. PARTNER WITH GROUPS SUCH AS THE CHAMBER OF COMMERCE, THE YOUTH COMMISSION, THE SARATOGA SENIOR CENTER AND OTHERS ON DEVELOPMENT OF ANNUAL COMMUNITY HEALTH FAIR/RESOURCE FAIR</p>	<p>George &amp; Dick</p> <p>Arshia</p> <p>Laura &amp; George</p> <p>Jeff &amp; Laura</p> <p>Arshia &amp; George &amp; Dick</p>		

## CHSSC GOALS 2020-2021

2. CONTINUE ADVANCING THE GOALS OF THE LOS GATOS AGE FRIENDLY INITIATIVE	A. PROACTIVELY SUPPORT EFFORTS FOCUSING ON SOCIAL BRIDGING FOR ISOLATED SENIORS B. EXPAND EFFORTS TO PROVIDE DIGITAL INCLUSIVITY FOR SENIORS C. DEVELOP FORUMS TO LEARN THE NEEDS OF SENIORS D. BROADEN YOUTH INVOLVEMENT TO EXPAND INTERGENERATIONAL OPPORTUNITIES	Lydia & Laura  Lydia & Laura Lydia & Laura Arshia & Dick		
3. CONTINUE TO JOIN AND DEVELOP COALITIONS OF MUTUAL BENEFIT	A. CAPITALIZE ON OUR RELATIONSHIP WITH THE LOS GATOS SERVICE PROVIDERS B. ENHANCE SERVICE PROVIDERS' VOLUNTEER RECRUITMENT AND DEVELOPMENT BY ANALYZING THEIR NEEDS AND SPONSORING COMMUNITY WIDE RECRUITMENT EVENTS C. REGULARLY PARTICIPATE IN STATE AND COUNTY ACTIVITIES AND CAPITALIZE ON ANY INITIATIVES RELATED TO OUR GOALS D. EXPLORE OPTIONS TO ADVOCATE FOR/ADVANCE DEVELOPMENT OF AFFORDABLE LOW INCOME AND SENIOR HOUSING	George & Dick  Jeff & Dick  George & Arn Laura & Lydia		
4. IMPROVING AND PUBLICIZING THE COMMISSION	A. LEARN AND INCORPORATE BEST PRACTICES FROM OTHER COMMUNITIES, SUCH AS CAMPBELL, LOS ALTOS, SARATOGA, SAN JOSE AND OTHERS B. ANUALLY REPORT OUR ACTIVITIES AND FINDINGS TO THE TOWN COUNCIL	Jeff & George  Chair		



## CHSSC GOALS 2020-2021

	C. ENHANCE PUBLICIZING OF THE COMMISSION SO THAT THE COMMUNITY KNOWS WHO WE ARE AND THE RESOURCES WE PROVIDE	Jeff & Arshia		
5. PARTICIPATE IN ANNUAL COMMUNITY GRANT PROCESS	A. COMMISSION REPRESENTATION ON THE GRANT REVIEW PANEL. B. REVIEW APPLICATIONS OF SERVICE PROVIDER GRANTS AWARDED FOR PUBLIC HEALTH AND SENIOR SERVICES. C. PERFORM ASSESSMENT OF GRANTEEES.	Commission		