



**TOWN OF LOS GATOS**  
**SPECIAL SENIOR SERVICE COMMITTEE MEETING**  
**April 18, 2022**  
**TELECONFERENCE**  
**5:00 P.M.**

*Richard Konrad, Committee member*  
*Arshia Mathur, Committee member*  
*Nancy Pearson, Committee member*  
*Catherine Somers, Committee member*  
*Kathy Mlinarich, Committee member*  
*Lisa Lenoci, Committee member*

*Tom Picraux, Committee Chair*  
*Maureen Heath, Committee Vice Chair*  
*Diana Miller, Committee member*  
*Brennan Phelan, Committee member*  
*Committee member/Council member, Rennie*  
*Committee member/Council member, Hudes*

**IMPORTANT NOTICE**

This meeting is being conducted utilizing teleconferencing and electronic means consistent with Government Code Section 54953, as Amended by Assembly Bill 361, in response to the state of emergency relating to COVID-19 and enabling teleconferencing accommodations by suspending or waiving specified provisions in the Ralph M. Brown Act (Government Code § 54950 et seq.). Consistent with AB 361 and Town of Los Gatos Resolution 2021-044 this meeting will not be physically open to the public and the Council and/or Commissioners will be teleconferencing from remote locations. Members of the public can only participate in the meeting by joining the Zoom webinar (log in information provided below).

**PARTICIPATION**

To provide oral comments real-time during the meeting you must join the meeting:

- **Zoom Webinar:** Join from a PC, Mac, iPad, iPhone or Android device. Please click this URL to join. <https://losgatosca.gov.zoom.us/j/86253126949?pwd=SUZ6WnlkeENob2dkUWlIWtNwbmJKZz09>.  
Passcode: 191891
- **Join by Telephone:** Dial: USA 877 336 1829 US Toll-free or USA 636 651 0002 US Toll 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.

**TOWN OF LOS GATOS  
SPECIAL SENIOR SERVICE COMMITTEE MEETING  
April 18, 2022  
TELECONFERENCE  
5:00 P.M.**

**RULES OF DECORUM AND CIVILITY**

To conduct the business of the community in an effective and efficient manner, please follow the meeting guidelines set forth in the Town Code and State law.

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

- addressing the Town Council without first being recognized;
- interrupting speakers, Town Council 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.

**REMOTE LOCATION PARTICIPANTS**

The following Committee Members are listed to permit them to appear electronically or telephonically at the Senior Service Committee meeting: *Committee Member Konrad, Committee Member Mathur, Committee Member Pearson, Committee Member Somers, Committee Member Mlinarich, Committee Member Lenoci, Committee Member Picraux, Committee Member Heath, Committee Member Miller, Committee Member Phelan, Committee Member/Mayor Rennie, Committee Member/Council Member Hudes*. 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 Senior Service Committee Minutes of March 28, 2022 – Attachment 1

**VERBAL COMMUNICATIONS** (*Members of the public may address the Senior Service Committee 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 Chair, 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. Subcommittee Reports and Committee Discussion.
  - a. Survey subcommittee
    - i. Presentation of Survey Results
  - b. Communication/Community Engagement subcommittee
    - i. Presentation of Community Workshop Results
  - c. Vision/Mission/Workplan subcommittee
    - i. Presentation of Benchmarking Results
3. Discussion/Action of Future Subcommittee Needs and Next Steps
4. Discussion of Survey Reception
5. Discussion/Action Committee Schedule

## **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 Senior Service Committee Meeting**  
**March 28, 2022**

The Senior Service Committee of the Town of Los Gatos conducted a regular meeting utilizing teleconference and electronic means consistent with Government Code Section 54953, as Amended by Assembly Bill 361, in response to the state of emergency relating to COVID-19 and enabling teleconferencing accommodations by suspending or waiving specified provisions in the Ralph M. Brown Act (Government Code § 54950 et seq.) and Town of Los Gatos Resolution 2021-044 on Monday, March 28, 2022, at 5:00 p.m.

**MEETING CALLED TO ORDER 5:04 P.M.**

**ROLL CALL**

Present: Committee Member Konrad, Committee Member Pearson, Committee Member Lenoci, Committee Member Picraux, Committee Member Heath, Committee Member Somers, Committee Member Mlinarich, Committee Member/Council Member Hudes, and Committee Member/Council Member Rennie.

Absent: Committee Member Benlice, Committee Member Mathur, and Committee Member Miller.

Also Present: Town Manager Prevetti and Liaison Andrews

**COMMITTEE MEMBER REPORTS**

Chair Picraux met with the Executive Director of the Terraces to inform them of the Senior Committee. He tabled an information table at the Farmers market and met with SASCC regarding the Senior Survey.

Committee Member Konrad informed the Committee of the recently adopted CHSSC goals and action items.

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

1. Approve Senior Service Committee Minutes of February 28, 2022
2. Communication from Vice Mayor Ristow
3. Draft 2022/23 Sourcewise Area Plan Update

ATTACHMENT 1

Consent Items – continued

**MOTION: Motion by Committee Member Hudes to approve the Consent Items. Seconded by Committee Member Konrad.**

**VOTE: Motion passed unanimously.**

**VERBAL COMMUNICATIONS**

None.

**OTHER BUSINESS**

4. Subcommittee Reports and Committee Discussion.

a. Survey subcommittee

- Vice Chair Heath informed the Committee that the survey closed and had 419 total responses with 317 within the scientific targeted residents. In addition, the Vice Chair shared some of the demographic information from the survey.

No Public Comment

b. Communication/Community Engagement subcommittee

- Committee member Pearson informed the Committee of informational meetings with the Afternoon Rotary and LGS Rec 55+ members.
- Committee member Somers shared that final workshop presentations will be held at the Terraces and Morning Rotary. Workshop feedback is being compiled for a future meeting.
- Councilmember Hudes asked that the subcommittee inquire about what services members of the Terraces would be interested in seeing and what current services are of less interest to residents.

No Public Comment

c. Vision/Mission/Workplan subcommittee

- Councilmember Hudes informed the Committee of ongoing benchmarking efforts and included communities. Benchmarking includes data around senior program participation rates, operating models, municipal involvement, costs, facilities etc.
- Chair Picraux discussed the workplan and upcoming milestones and future workplan items. Chair Picraux suggested that the May meeting be devoted to the senior needs assessment utilizing information from the survey and benchmarking.

No Public Comment

5. Discussion of Future Subcommittee Needs and Next Steps

- Chair Picraux reiterated next steps discussed during the workplan subcommittee discussion and a possible special meeting.
- Committee members Pearson and Somers discussed potential budget availability for the upcoming survey reception and other aspects of the reception.

Opened Public Comment.

LGS Rec

- Clarified that they are working on a broader email distribution list which would include residents other than 55+ members.

6. Review Committee Schedule and Adopt Changes

- Liaison Andrews described the meeting conflict on April 25<sup>th</sup> with the Finance Commission.
- Chair Picraux recommended moving the meeting to April 18<sup>th</sup>.
- Chair Picraux discussed the conflict with the observed holiday on May 30<sup>th</sup> and recommended moving the meeting to May 23<sup>rd</sup> at 4pm.

No public comment.

**MOTION: Motion by Committee Member Hudes to cancel April 25<sup>th</sup> and approve the special meeting date of April 18<sup>th</sup>. Seconded by Committee Member Pearson.**

**VOTE: Motion passed unanimously.**

**MOTION: Motion by Committee Member Hudes to cancel May 30<sup>th</sup> meeting and approve the special meeting date of May 23<sup>rd</sup>. Seconded by Committee Member Pearson.**

**VOTE: Motion passed unanimously.**

**ADJOURNMENT**

The meeting adjourned at 6:16 p.m.

This is to certify that the foregoing is a true and correct copy of the minutes of the March 28, 2022 meeting as approved by the Senior Service Committee.

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Arn Andrews, Assistant Town Manager



**TOWN OF LOS GATOS  
SENIOR SERVICE COMMITTEE REPORT**

MEETING DATE: 04/18/2022

ITEM NO: 2.b

ADDENDUM

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DATE: April 15, 2022  
TO: Senior Service Committee  
FROM: Arn Andrews, Committee Liaison  
SUBJECT: Communication/Community Engagement Sub-Committee Report

DISCUSSION:

The Senior Service Communication and Outreach Subcommittee has provided Attachment 2 to Agenda item 2.b.

PREPARED BY: Arn Andrews  
Assistant Town Manager/Committee Liaison

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## **Survey Workshops Report - The Details Communications and Outreach Subcommittee**

### 1. Workshops purpose

The Communications and Outreach subcommittee established the survey workshops effort to reach out to local older adult communities in Los Gatos. The purpose was to increase awareness in the community of the Committee's official survey in order to boost response and at the same time to gain additional insight into specific local interests and concerns of our older adult residents. We believed that the responses to an open discussion of what people liked and what they felt was missing in a focus-group setting would help add ideas and insights to the higher level knowledge gained from our official survey findings. We recognize that holding the workshops with existing groups necessarily means that we are only sampling a particular demographic of an active and engaged older population. However these participants are also more likely to be early adopters and engage in new programs as one seeks to build new senior services.

Subcommittee members Nancy Pearson and Catherine Somers conducted the workshops. Using a theme of re-imagining senior services the participants were asked to think about what things would enrich their lives and those of their friends, family and neighbors. They were asked to talk about the top three things that they would like to see the Town offer seniors and the three things that the Town needs to do better. Responses were noted and are summarized below. The workshops typically lasted 30 minutes.

Workshops were conducted between January and April with the following groups:

- Lions Club
- Kiwanis Club
- Los Gatos/Saratoga Service Providers
- Democracy Tent
- History Club
- Live Oak Nutrition
- El Sombroso Oaks (walking the community)
- Rotary noon
- 55 Plus Adult Rec.
- Terraces
- Rotary morning
- LG Interfaith Council

### 2. Major takeaways from the Workshops

**See attachment**

### 3. Ideas from workshop attendees

#### *Lions Club*

1. Meal programs for shut-ins are imperative
2. Bus/transportation as a group to events would be great. Sporting events, theatre, etc.
3. Put information on-line/email, 2-3x per week, upcoming events and senior issues
4. Volunteers/get-togethers for cause: e.g., wife used to cook for the Saratoga Senior Center
5. Promenades were great - young seemed to come out early with kids; older adults later
6. Holiday drive-through was great

Apr. 13, 2022

7. Need exercise programs/health needs to be maintained. Exercise groups and health focus classes would be nice. Example: Morgan Hill has 24hr fitness at their rec center
8. Ditto #7 and ditto #2 (also mentioned nice community center in Almaden)
9. Socialization important; important to be active
10. Dance!
11. Age is just a number - many don't think of themselves as 'senior citizens'!
12. Counseling/classes needed for some: how to's on taxes, computers, etc.
13. Someone suggested checking out the Villages, where they currently live.

#### *Kiwanis Club*

1. Day trips, games like mahjong, pickle ball, pick up games at specific times
2. Low awareness of 55 Plus, not responsive, need volunteers/staff, like email notices
3. Computer training classes needed for all types of digital devices
4. Need coordinator from Town
5. Need one place where can go to find out thing and get response
6. Would be interested in early bird specials for seniors at restaurants
7. Need central community center and senior programs as part of that

#### *Los Gatos Service Providers*

1. Volunteer engagement: form a group to work on this, hold a volunteer workshop
2. Resource Directory: utilize service providers, include maintenance & repair, connect to Rebuilding Together, take advantage of 211 Bay Area, Sourcewise information & referral service, etc.

#### *Democracy Tent*

1. Activities would like to see at Rec Center: current events, card games, lectures about travel, history, unprogramed social gatherings with other locals, fitness activities, swim
2. Top three interests: reading, discussion groups on regional topics, bike riding, bridge, financial planning, dancing, opera, continuing studies
3. Town should offer social activities, maybe dancing, music good, have more open-space areas for games, sitting, social gathering, have behavioral and mental health services
4. Early bird dinners for seniors when restaurant workforce returns to full force, encourage businesses that offer discounts or special hours
5. Would love an updated senior center, lots of vibrant seniors need companionship; meet new people with similar interests. Would support tax if told what it would be used for. Need more efficient, hospitable and open facility
6. Interest in a social get-together on a weekly or monthly basis, need notifications
7. Suitable ride programs would help get more folks in attendance for programs
8. Ability to attract funding or donations for senior center, including tax deduction
9. Need ways to include broader community in senior center
10. Every service should have an attraction: fun, music, engagement for different segments of 60+ community
11. Include greater LG area in surveys and services, not just municipal boundaries (i.e., 95033 mountain area considers itself part of LG; 2100 person mailing list of that area)

#### *History Club*

1. Class ideas: bridge, sports events, field trips, walks
2. Would like a senior volunteer program—a hub
3. Need an information center where one could call
4. E-mail The Print to all senior emails one can get
5. Community Center is needed, should be intergenerational with senior area
6. Engage boy scouts, garden clubs, high school clubs on projects
7. Need "real" senior center
8. 55 Plus needs more welcoming pricing structure, higher annual and lower per event
9. Transportation is issue, especially for isolated areas like mountains, Uber voucher rides
10. Computer support classes needed more often: twice a week, fixed times, drop in, social media, Facebook, etc.

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*Live Oak Nutrition Center*

1. Volunteer tours of Los Gatos to tell new people what's here
2. Adult Rec Center is too dark, limited space (like open space like at Methodist Ch. Hall)
3. Like having people come to Live Oak for programs, esp. exercise, health (SJ student nurses come every Thurs.)
4. Like karaoke

*Noon Rotary*

1. Greater interest in a community center
2. Currently few are going to the Adult Rec Center
3. Some stigma associated with the 55 Plus program
4. Would like to see evening as well as daytime events

*Adult Rec Center 55 Plus*

1. Day trips and walks are good
2. Physical fitness exercises are important
3. Liked that there used to be a volunteer that always decorated Rec Center to match holidays or seasons
4. Live at the Commons and don't have our own programs (opposite end of spectrum from the Terraces) so need 55 Plus activities
5. Volunteers bringing meals to the Commons used to knock on doors, bring fliers on things

*Terraces*

1. Town library used to do weekly visits, enjoyed seeing interesting books and order books
2. Map of Los Gatos for seniors: easy to read, library, museum, things to do for seniors, Happy Dragon thrift shop, chamber offices, few senior-oriented restaurants, ...
3. Transportation: they have weekday 9:30 – 3:30pm service but would like some after hours and weekend options
4. Bus tour of area to orient people as to where things are would be good, especially for residents new to area: downtown, where to park, interesting places for seniors, parks, West Valley College, Saratoga
5. Reception and evening events of less interest, noon events would be better

*Quotes heard from workshop attendees:*

“Volunteering is better than working...and has other effects too, such as building friendships and keeping busy in mind and body...”

Everyone enjoys...everyone needs...a sense of belonging. Between Live Oak, the Rec Center and others, we're getting there!”

“... our pool of friends is continually declining. We have to work at expanding it.”

“The activity is less important than the chance to meet and mingle, but an activity can make that easier.”

“The rec center is great! We don't need a new building - we just need to get the word out!”

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# Update on Workshops & Findings

## Sub-Committee on Community Outreach & Communications

Since the beginning of this year, the Outreach sub-committee has been working on gathering information from various senior-oriented groups throughout our community. The goal was to find out what is lacking and what can be added or improved upon, as related to senior services in Los Gatos. The word was spread through media (both print & social), as well as through extensive workshops with local community service groups and seniors. The results, while not mind-boggling, do help in pinpointing some specific needs throughout the community. They have been put into two categories: broad general needs and specific detailed needs/desires. This report summarizes the broad, general needs. Details are to follow.

Broad needs are basic, yet extremely important:

1. **Communication:** with complaints about having no communication during the pandemic, to simply not knowing where to go or who to reach out to, it became very apparent that this was one of the biggest gaps. In addition, requests of 'one-stop-shop' hubs of information were many. Needs ranged from how to find transportation, how to get a meal delivered, how to find a reliable handyman etc., to how to find out what is going on in town and how to participate in group activities. Particular interest was noted for the mountain communities - many folks asked if they were included at all in communications.
2. **Transportation:** older seniors who don't drive anymore had many questions and concerns about transportation. These concerns were related to timing (eg. Last minute appointments) to coverage (eg. Does Ryde serve the mountain communities?) to cost for the desire to just get a short ride. One woman at the Terraces can't get a ride to her church in Saratoga, as it was either outside of the range that their vehicles served or perhaps she didn't know who to reach out to (which goes back to communication)

3. **Technology:** whenever we asked about email ability/receipts, the response varied generally based on age. Younger seniors were fine with being on email lists, while older seniors preferred print and regular mail. Many said that they would like to be taught how to use their mobile phones properly, as well as social media (FaceBook) and devices for reading, such as Kindles. They would love for the younger generations to help them.

4. **Socialization:** people generally want a place to go, perhaps to share a meal, play a game, listen to music...socialize. Many also expressed a desire to volunteer.

Our committee started working closely with the LGS Recreation Department and their 55+ Program Manager. It became very apparent through the process that under the newer leadership that they have, programs were being expanded, added, and promoted, almost in sync with our findings.

At the same time we noticed that there were various responses/attitudes regarding the LGS Adult Rec Center: those who never have been and had a poor perception (if any) vs. those who regularly go there for classes and more, who absolutely love it. That was when our committee decided to have the planned reception to go over these findings (and the other important findings and results of the SSC) by having the reception at the LGS Adult Rec Center - ARC. We feel strongly that people need to understand what is offered and once they do, they'll start attending and participating...thus making the demand even higher...and thus allowing our senior population to thrive.

Please note that we know that there are numerous outlets that are available, such as The Outlook newspaper for seniors and Live Oak Senior Nutrition Center. They are not meant to be left out of this report, but this report is meant to highlight the responses from our workshops.

Our last prong in this initial outreach is to present these findings and offer solutions at the upcoming reception at "The ARC Bar" on Wednesday, April 20, from 5pm-7pm.

# Los Gatos Senior Services

April 2022

## We listened...

1. **COMMUNICATION.** “The Print” is a publication put out by the LGS Recreation Center for adults 55+. It has recently expanded in both physical distribution and email distribution. It is becoming a hub of information!

2. **TRANSPORTATION.** There are options available! RYDE is one program for a safe and reliable journey to appointments etc. The Rec Center has scheduled some excursions via shuttle-bus for the future. There’s a network of volunteers available for last-minute rides needed.

3. **TECHNOLOGY.** Students from LGHS are planning on holding classes for seniors through Live Oak, over the summer.

- **Local Service Clubs offer numerous outlets for volunteering and will make their information accessible to The Print**
- **The LGS Recreation Center has recently expanded their activities for the 55+ program, with everything from bridge lessons, chess, mah jong, and more...lots more!! Details in The Print**
- **Live Oak Senior Nutrition has also expanded, with not only hot, nutritional meals, but exercise classes**
- **The LG Chamber of Commerce is working with local businesses to establish some senior discounts!**

For questions and/or ideas, email .....



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