



TOWN OF LOS GATOS
SENIOR SERVICE COMMITTEE SPECIAL MEETING
JUNE 6, 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, Ristow
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

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

Please click this URL to join. <https://logatosca.gov.zoom.us/j/88388647485?pwd=UHhTdTU5Q3ZMdTF0UmtRSjM0cDBwQT09>
Passcode: 795839

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:
- **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@logatosca.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

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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.

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/Council Member Ristow, 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 the Senior Service Committee Special Meeting Minutes of May 23, 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. Discussion and Action Regarding Senior Service Roadmap Goals (Attachment 2 and 3)
3. Discussion/Action of Future Subcommittee Needs and Next Steps

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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Minutes of the Senior Service Committee Meeting
May 23, 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, May 23, 2022, at 4:00 p.m.

MEETING CALLED TO ORDER 4:07 p.m.

ROLL CALL

Present: Committee Member Pearson, Committee Member Picraux, Committee Member Heath, Committee Member Somers, Committee Member Mlinarich, Committee Member Miller, Committee Member Phelan, Committee Member Lenoci, and Committee Member/Council Member Hudes, Committee Member/Vice Mayor Ristow (arrived at 4:30 p.m.) and Committee Member Konrad (arrived at 5 p.m.), (all participating remotely).

Absent: Committee Member Mathur.

Also Present: Town Manager Prevetti

COMMITTEE MEMBER REPORTS

Chair Picraux thanked Committee Members Somers and Pearson, LGS Rec, and Lianne Kennedy for a successful reception with approximately 115 participants.

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

1. Approve Senior Service Committee Minutes of April 18, 2022 – Attachment 1

MOTION: Motion by **Committee Member Hudes** to approve the Consent Items with a change to acknowledge Chair Picraux's participation in the planning committee. Seconded by **Committee Member Pearson**.

VOTE: Motion passed unanimously.

ATTACHMENT 1

VERBAL COMMUNICATIONS

Lisanne Kennedy (LGS Rec)

- Informed the Committee of today's successful Mother's Day High Tea with 45 participants; receipt of a "Keys to the Community" award for the 55+ Program; website improvements to enhance access to services; increased membership to 463; and resumption of day trips in July.

OTHER BUSINESS

2. Discussion and Action Regarding Senior Service Roadmap Development.

After brief presentations by Subcommittee Chairs, the Chair led the Committee in the identification of long-term goals for the Roadmap, gaps/issues/opportunities, and short-term opportunities. The Committee voted on the goals, setting forth the priorities for the Roadmap.

Public Comment Opened.

LGS Rec Executive Director Rollett

- Clarified that LGS Rec did work over the pandemic, returning all calls and emails; does offer digital inclusion classes for seniors in partnership with high school youth; and has experience in writing grants and obtaining them.

Public Comment Closed.

3. Discussion/Action Committee Schedule

Public Comment Opened.

None.

Public Comment Closed.

MOTION: Motion by Committee Member Somers to replace the regular June meeting with a special meeting on Monday, June 6, 2022 at 5 p.m. to review goals and materials for upcoming Council presentation. Seconded by **Committee Member Konrad**.

VOTE: Motion passed unanimously.

ADJOURNMENT

The meeting adjourned at 6:07 p.m.

This is to certify that the foregoing is a true and correct copy of the minutes of the May 23, 2022 meeting as approved by the Senior Service Committee.

Senior Services Committee – May 23, 2022 Meeting

Member Proposed Goals and Vote Results as recorded by Manager Laurel Prevetti

LONG TERM ROADMAP GOALS
Communication/Access Information about Sr. Opportunities (9) <ul style="list-style-type: none">• Availability of Resources and Existing Programs (JCC, other Clubs)• Information Hub (Centralized services, Communication about events, etc.)/Short Term• Navigation to services (medical, maintain physical health)• In-person opportunities: go to where older adults live (ambassadors, volunteers, etc.)• Promote County mental/behavioral health offerings and services• Town could advocate budget proposals for our population
Improve transportation options (5) <ul style="list-style-type: none">• Better information distribution• RYDE• VTA• Lyft/Uber• In-Town shuttle provided by Town• Last minute rides through volunteer network
Increase Engagement Opportunities for Older Adults (6) <ul style="list-style-type: none">• Continue monthly socials• Consider subsidizing existing programs to expand reach to Seniors (e.g., JCC) (Med/Short Term)• Help LGS Rec with existing and enhanced programming• Funding needed for older adult services
Improve/Build Sr. Service Facility (Long Term: Plan for it deliberately) (9) <ul style="list-style-type: none">• More welcoming building (portion or entirely for seniors)• No fees except for specific services• House the hub• No more silos for providers• Funding strategy
Develop integrated funding and governance with the Town on the provision of Sr. services (4) <ul style="list-style-type: none">• Different models (role of non-profits, etc.)• Coordinated management model (accountability, metrics, oversight, etc.) versus distributed model
Volunteer (to be a volunteer and/or find volunteers) (5) <ul style="list-style-type: none">• Gap after COVID• Revive Community Unity (Mayor Wasserman): Bulletin board approach for two-way volunteering, not only seniors
Housing Accessibility (2): Perhaps integrate with information hub? <ul style="list-style-type: none">• Install ramps, hand bars, etc.• Stay in home• Helping with transitions (including mental health)

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Date: June 15, 2026
To: Los Gatos Town Council
From: Los Gatos Senior Services Committee

Subject: Council Approval of Senior Services Roadmap Goals

The Senior Services Committee's second checkpoint scheduled for the June 21 Town Council meeting is to request Council approval of a set of Roadmap Goals for detailed development by the Committee. These proposed Roadmap Goals were selected by the full Committee based on the following data:

- A Community Assessment Survey for Older Adults (CASOA) in Los Gatos, April 2022, conducted by the Polco/National Research Center organization with a 22% response rate and a margin of error +/- 4.26%. The Survey was managed by SASCC under Town contract and coordinated by our Survey Subcommittee.
- A series of twelve Workshops engaging individual clubs and groups within Los Gatos between February and April, 2022 to assess personal opinions and suggestions about senior services needs and opportunities. Groups participating included five different service clubs, senior living and faith groups, service providers and senior recreation groups. The Workshops were carried out by our Communications and Outreach Subcommittee.
- An in-depth benchmarking of services and spending of seven cities (Campbell, Cupertino, Los Altos, Morgan Hill, Palo Alto, Princeton, and Saratoga) for comparison to Los Gatos during March – April 2022 and carried out by our Benchmarking Subcommittee. The 33 benchmarking areas were selected from four domains of living in alignment with the structure used by the CASOA Survey.

The detailed reports and data of these three analyses are presented in meeting packets of the Senior Services Committee and also attached below. The goals were voted on and selected by the Committee members in a May Study Session. The Committee recognizes that there are aspects of the proposed areas that range from short to long term. It is anticipated that progress will be possible on some short-term areas and identified gaps over the next year, while other long-term areas will require major development and efforts over multiple years.

The proposed seven goals are given below.

Roadmap Goals

1. Communications & Information Access (9 votes)

Older adults and caregivers need ways to learn information about available services, resources and events in multiple formats. Our survey and workshops point to this area as a critical need to solve problems, participate in community activities and enhance one's quality of life. Our benchmark results for other cities indicated that we can do a much better job. This goal helps residents age in place. Areas it would address include:

- Availability of resources, activities, programs (clubs, local centers and government -supported services, etc.)
- Presented in the form of an Information Hub (trusted, well-curated content on services availability, activities pointer, events calendar, etc.) - short term. Includes web, mobile, and social network capabilities. Phone feature with live senior services and volunteer coordinator - longer term
- Navigation to services tools (medical, maintain physical health)
- Promote County mental/behavioral health offerings and services
- Promote food security and options

2. Appealing and Inviting Senior Community Facility (Renovate or Build) (9 votes)

Age-friendly communities have spaces that are welcoming and where residents can come together to engage in social, educational, and enriching activities. Community centers which either include or are dedicated to the needs of older adults provide an important focal point for residents and are found in all our benchmarked cities. Approaches to building or refurbishing facilities are many but in every case have required a concerted, long-term effort with deliberate planning. This area would address:

- More welcoming building with adequate space than currently exists. A portion or all of the facility would be dedicated to to meet the needs of older adults
- A funding strategy, fund-raising mechanisms, and a 501(c)(3) Friends of Seniors to provide long-term support
- Coordinated community strategy and support for development of senior facilities
- Space for meetings, clubs, community events, recreational, cultural, educational, learning, and health education and information services
- Deliberate evaluation of effectiveness and value of investment in existing facilities
- Evaluate how Town assets might be utilized in the creation of a community facility
- Integration of services by providers, evaluate multiple use options

3. Increase Engagement and Participation in Social, Educational and Healthy Living Activities (6 votes)

Productive activities outside of work promote quality of life and contribute to active aging. Finding and engaging in social activity and volunteering in activities of interest becomes increasingly challenging as people age. Opportunities to participate and socialize with others, volunteer in meaningful and productive

activities and engage in the community in which one lives, contribute to a feeling of belonging and personal satisfaction. Efforts to facilitate such engagement would consider:

- Availability of weekly activities and monthly social events
- Promotion ranging from print to in-person engagement by going to where older adults live (ambassadors, volunteers, etc.)
- Finding ways to subsidize existing programs to expand reach to seniors - medium to short term
- Enlisting local organizations and expertise to help enhance programming
- No or minimal fees except for specific services
- Funding and expanding essential services for all stages of aging such as adult day care and nutrition programs
- Training and classes to enhance marketable and/or new skills

4. Enhance Transportation Options for Older Adults (5 votes)

Livable communities facilitate transportation options for older adults, including auto, bicycling, walking, and public transportation. Older adults consider the need for flexible transportation options to be especially important as they age, including:

- Better information distribution on mobility options
- RYDE
- VTA and VTA Access
- Lyft/Uber supplemented programs
- In-Town shuttle provided by Town
- Last minute rides through volunteer network
- Options for mobility-challenged older adults

5. Volunteer Support and Engagement (5 votes)

Vibrant communities provide opportunities for older members to become volunteers and/or to find needed assistance from volunteers. Promoting and supporting volunteerism allows the community to marshal the expertise of seniors and to increase engagement of older adults for the benefit of the entire community. This effort would include::

- Develop a volunteer opportunity exchange
- Support connections between service providers, clubs and those interested in volunteering
- Support equitable and inclusive processes to engage senior volunteers
- Consider a 'Community Unity' bulletin board approach for two-way volunteering as promoted in the past by former Mayor Wasserman

6. Develop an integrated governance, funding, and accountability model for senior services (4 votes)

Currently our Town has a distributed model of senior services with minimal central planning, measurement, coordination or accountability for maintaining and advancing services. Benchmarking results show that most cities have a more integrated governance model which results in greater support, more successful funding initiatives and greater transparency of senior services operations. This area is particularly challenging but one that could result in increased efficiencies, enhanced senior services and long term stability of programs. Successful governance models by other cities will be examined to determine the best model for Los Gatos:

- Different models (role of nonprofits, city administration, etc.)
- Coordinated management model (accountability, metrics, oversight, etc.) versus distributed model
- Funding mechanisms to help support older adult programs and services
- Sustainable financial plan, including pro forma budgets for consideration by deciding bodies
- Methods for measurement, accountability and maintaining transparency
- Approaches to maintain Town oversight

7. Senior Housing - Information on Approaches and Options (2 votes)

Many older residents expressed a desire to retire and to continue to live in Los Gatos and to enjoy their community and friends as they age. Needs change as people age, requiring a knowledge of and advice on a wide range of senior living options. Mixed-use neighborhoods with nearby opportunities to eat, shop, work/volunteer and receive services can enhance the quality of life for seniors. The Town can support senior living by encouraging such developments and providing education, information and opportunities for mutual learning on housing including:

- Types of housing, facilities and options for senior living
- Stay in home support options. Information on wellness calls and assistive devices,
- Personal safety devices, scam avoidance, legal assistance awareness, etc.
- Help with transitional housing opportunities (including mental health)
- Promote new urbanism emphasizing walkable spaces where people can live close to places where they can eat, shop, work and receive services