



**TOWN OF LOS GATOS  
COMMUNITY HEALTH AND SENIOR SERVICES COMMISSION  
SPECIAL MEETING  
August 25, 2020  
110 East Main Street  
LOS GATOS, CA  
5:00 p.m.**

*George Rossmann, Chair  
Laura Kramer Rahmil, Vice Chair  
Lydia Norcia, Commissioner  
Jeffery P. Blum, Commissioner  
Arshia Mathur, Youth Commissioner  
Commissioner - Vacant  
Commissioner - Vacant*

**IMPORTANT NOTICE REGARDING THE AUGUST 25, 2020 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**

If you are interested in providing oral comments real-time during the meeting, you must join the Zoom webinar at <https://losgatosca.gov.zoom.us/j/92195115654> password: 372921

Or Telephone:

Dial:

USA 636 651 0002

USA 8773361829 (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 Norcia, Commissioner Blum, and Youth Commissioner Mathur. All votes during the teleconferencing session will be conducted by roll call vote.

## MEETING CALLED 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 July 28, 2020 (Attachment 1)

**VERBAL COMMUNICATIONS** *(Members of the public may address the Community 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. Site visit schedule and reports
  - a. LGS Rec Summer Enrichment School Grant (Attachment 2)
  - b. LGS Rec Clubhouse Childcare Grant (Attachment 3)
  - c. West Valley Community Services (Attachment 4)
3. Discussion and Submissions to the General Plan Advisory Committee Regarding Updates to the General Plan Senior Services Element (Attachment 5).
4. Discussion and Direction on CHSSC Accomplishments for FY 2019/20 and Goals for FY 2020/21 (Attachment 6).
5. Staff Liaison Report
  - a. Update 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 AND SENIOR SERVICES COMMISSION MEETING**  
**JULY 28, 2020**

The Community and Senior Services Commission of the Town of Los Gatos conducted a Regular Meeting on Tuesday, July 28, 2020, at 5:07 p.m.

**MEETING CALLED TO ORDER**

**ROLL CALL**

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

Absent: None

Also Present: Liaison Andrews, Trinh Nguyen from LGS Recreation

**COMMISSIONER REPORTS**

Chair Rossmann discussed ways to increase community volunteer participation and the possible creation of a questionnaire to be distributed to the LG service providers to better understand recruitment efforts and needs. Commissioner Blum discussed having a community wide service provider event to attract volunteers and promote the organizations. Commissioner Mathur discussed a new movement focused on rape culture at the high school and potential areas of commissioner involvement.

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

1. Approve Community and Senior Services Commission Minutes of June 23, 2020 (Attachment 1)

**MOTION:** Motion by Chair Rossman to approve the minutes of June 23, 2020. Seconded by Commissioner Norcia.

**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.)*

None

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

2. Site visit schedule and reports
  - a. NUMU (Attachment 2)

Commissioner Norcia provided details for the visit. Chair Rossman expressed concerns that the Town's grant was significantly less than requested.

3. Town of Los Gatos General Plan Advisory Committee (GPAC) 2040 Update
  - a. Subcommittee report on General Plan Public Health Element (Attachment 3)

Chair Rossmann initiated the discussion with an overview of the sub-committee submissions. Commissioner Blum described the recommended inclusivity and diversity elements. Commissioners discussed the suggested elements and others and provided the Chair with the latitude to perform a final review prior to presenting to the GPAC.

**MOTION:** Motion by Chair Rossmann. Seconded by Commissioner Blum.

**VOTE:** Motion passed unanimously.

Chair Rossmann described the development of recommended additions to the Public Health elements. Commissioners discussed the suggested elements and other items and determined to provide the recommendations as guidance to the GPAC.

**MOTION:** Motion by Chair Rossmann. Seconded by Commissioner Blum.

**VOTE:** Motion passed unanimously.

- b. Subcommittee report on General Plan Senior Services Element (Attachment 4)

Commissioner's Norcia and Rahmil provided an update on their sub-committee's guidance and recommendations on the Senior Services Element. Commissioners discussed the recommendations and determined that more time was warranted for further discussion and review. The item was tabled until August 25, 2020.

- c. Additional updates

4. Staff Liaison Report
  - a. Update from CHSSC partners

Reported that the annual senior picnic will be done as a curbside pickup format due to Covid restrictions.

- b. Update from staff liaison

Liaison Andrews discussed upcoming FBO/CBO trainings.

## **ADJOURNMENT**

The meeting adjourned at 6:12 p.m.

This is to certify that the foregoing is a true and correct copy of the minutes of the July 28, 2020 meeting as approved by the Community and Senior Services Commission.

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Arn Andrews, Assistant Town Manager

Los Gatos Community and Senior Services Commission
2019-2020 Human Services Grant Recipient Site Visit



Agency Name	Los Gatos- Saratoga Recreation
Commissioner Name	George Rossmann
Date of Site Visit	Virtual 8/18/2020
Agency Representative Name, Title, Phone	Nancy Rollett, Executive Director, 408-207-4900
Type of Service	Scholarship Grant for Summer Enrichment School 2020
Summarize the program funded by the agency's current grant.	Summer Enrichment School (SES) is a 4 week hybrid program of academically rigorous courses paired with enrichment programs. It's taught by over 60 certificated teachers on 4 campuses and overseen by the Agency Leadership Team and 4 SES Principals. We typically serve over 600 students each summer and offer 4 'configurable' class periods followed by camps and childcare.
Is the program having its intended impact?	Regrettably the Agency had to cancel the Summer Enrichment School program scheduled for June 15 <sup>th</sup> through July 10 <sup>th</sup> , 2020 due to COVID19 health protocols limiting cohort sizes for in-person instruction.
What have been the biggest challenges/barriers to fulfilling the objectives of the program?	The program traditionally serves over 600 students and COVID19 protocols required stable cohorts of 12 students or less which prevented in-person instruction for traditional classes of over 24+ students. The Agency would have had to add more classroom space and double the number of teachers to operate the program and meet the health restrictions. This would have blown up the cost of the program as economies of scale don't work for this model and the program does not lend itself to distance learning; most programs are hands-on with shared instructional materials.

<p>How are you overcoming those barriers?</p>	<p>The planning process for the SES program begins in October of the prior year. By March 13, 2020 we learned of the shelter in place and by mid-April a decision was made that we could not safely and economically adapt to the current health protocols in order to offer Summer Enrichment School 2020, so the program was cancelled.</p>
<p>Have other funding sources been approached? How have they responded?</p>	<p>SES Scholarships are unique in both the recreation and childcare industry so no other funding sources have been pursued. Unless there are substantial changes to in-person health protocols it's not possible to offer the program in 2021.</p>
<p>What are some of the agency's greatest accomplishments during the past year?</p>	<p>The Agency spent 7 months preparing for Summer Enrichment School 2020. Every detail has been accounted for and is in the 'go' position for future use if health protocols are modified. This creative academic and enrichment program offers lots of hands-on student and parent involvement and we're eager to offer it in the future.</p>

<p>What are the key emerging issues for the agency that might impact future grants?</p>	<p>The impediment to offering SES 2021 is health protocols for cohort size. The 2020 grant award of \$4K has been returned to the Town of Los Gatos.</p>
<p>How can the Town help the agency deal with those issues?</p>	<p>We don't see a way for the Town to assist with health restrictions relating to COVID19. Additionally, there is no way to modify the SES programs for distance learning; all are very hands-on.</p>
<p>What services does the agency offer specifically to Los Gatos residents?</p>	<p>The Agency offers recreation, childcare and senior services to the Los Gatos community along with Vasona boating, Aquatics at LG High School and many special events including the annual Children's Holiday Parade.</p>
<p>Interview Notes</p>	

Los Gatos Community and Senior Services Commission
2019-2020 Human Services Grant Recipient Site Visit



Agency Name	Los Gatos- Saratoga Recreation
Commissioner Name	George Rossmann
Date of Site Visit	Virtual 8/17/2020
Agency Representative Name, Title, Phone	Nancy Rollett, Executive Director, 408-207-4900
Type of Service	Scholarship Grant for Clubhouse Childcare Scholarships 2020
Summarize the program funded by the agency's current grant.	The Agency operates (4) childcare centers on LGUSD school campuses. The Clubhouse Childcare Grant provides a discount towards the monthly childcare tuition fee from one of the 4 sites from August 2019 – March 2020 (COVID19 health protocols prevented in-person childcare).
Is the program having its intended impact?	The program was able to award scholarships to 5 families serving a total of 6 children in Los Gatos who demonstrated financial hardship.
What have been the biggest challenges/barriers to fulfilling the objectives of the program?	The biggest challenge is to anticipate the number of needy families early in the school year and apportion the grant as a percentage of need. Meaning, the greater the demonstrated financial need, the greater the grant award with the goal of reserving some funds for families who require childcare later in the school year. For example, some families opt to enroll in childcare in further in the school year (March / April) and funds need to be held back for those future needs. The Agency refunded \$530.91 back to the Town for unused grant funds that were held back but not awarded due to COVID19.

<p>How are you overcoming those barriers?</p>	<p>The Agency has provided school site childcare for over 30 years so we're adept at anticipating financial need. However, COVID19 economic hardships have increased the number of families requesting support.</p>
<p>Have other funding sources been approached? How have they responded?</p>	<p>There are other childcare grants that financially needy parents can apply for although funding typically falls short of demand and parents must apply well in advance (i.e. March for the upcoming August school year) to be considered for a grant award.</p>

<p>What are some of the agency's greatest accomplishments during the past year?</p>	<p>The Agency is most proud of collaborating with District to aid in guiding students with homework support during childcare. This benefits the students and is a collaboration with both organizations.</p>
<p>What are the key emerging issues for the agency that might impact future grants?</p>	<p>Childcare is considered to be an essential service according to the Santa Clara County Public Health Department. The impediment to offering childcare in the 2020 / 2021 school year during instructional hours is health protocols for cohort size. This means we will only be able to provide care for 24 children in each portable. In the past, up to 120 children / day have been served in the same space.</p>
<p>How can the Town help the agency deal with those issues?</p>	<p>There isn't a way for the Town to assist with health restrictions relating to COVID19; All programs are hands-on and governed by the new health protocols.</p>

<p>What services does the agency offer specifically to Los Gatos residents?</p>	<p>Since 1956 the Agency has offered recreation, childcare and senior services to the Los Gatos community along with Vasona boating, Aquatics at LG High School and many special events including the annual Children's Holiday Parade.</p>
<p>Interview Notes</p>	

Los Gatos Community and Senior Services Commission
2019-2020 Human Services Grant Recipient Site Visit



Agency Name	West Valley Community Services
Commissioner Name	George Rossmann
Date of Site Visit	July 31, 2020 via Zoom
Agency Representative Name, Title, Phone	Josh Selo, Executive Director, <a href="mailto:josh@wvcommunityservices.org">josh@wvcommunityservices.org</a> , 408-956-6113
Type of Service	Safety net services to low income and homeless individuals.
Summarize the program funded by the agency's current grant.	The CARE program provided support to low income seniors and high risk families through case management and supportive services. These services include food pantries (fixed and mobile), affordable housing, emergency financial assistance, financial coaching, access to public benefits, and referral services. There are eight (8) case managers.
Is the program having its intended impact?	WVCS was State Assembly District 28's best non-profit in 2019. CARE is an ongoing program and this year there have been significant increases in the demand for food from the pantries (2X) and emergency financial assistance (7X). Compared to the previous year, WVCS had 302% more new clients.
What have been the biggest challenges/barriers to fulfilling the objectives of the program?	Funding, as the demand for CARE services has exploded. The permanent staff could not handle the increased case workload and its volunteer staff, many of which are over 60, could no longer support the mobile pantry.

<p>How are you overcoming those barriers?</p>	<p>WVCS had to hire temporary staff to handle increased demand for financial assistance and food pantry distribution. It launched a pre-bagged food delivery service for seniors, 65+, in April. Because of disruptions in its normal food supply chain, it had to purchase food directly from wholesalers. It modified its case management process significantly to enable remote operation.</p> <p>Aggressive marketing campaigns are being pursued. Major articles have been published in the LG Weekly (April 29, 2020) and the SJ Mercury News (July 31, 2020) regarding food distribution and homelessness.</p>
<p>Have other funding sources been approached? How have they responded?</p>	<p>In addition to this \$20K grant, the town of Los Gatos provides \$15K directly to WVCS for financial assistance and then made a supplemental award of \$10K for CARE in April to assist town residents with needed services. (Saratoga gave \$20K, Cupertino \$15K, Santa Clara County \$15K). Further, WVCS aggressively raised funds from foundations (Sobrato), corporations (BofA), and individuals to meet increasing needs. In the first half of 2020, it raised over \$1MM for rental assistance (vs. 0.5MM 1n 2019). \$201K of the rental assistance funds were allocated to Los Gatos vs. \$30K in 2019.</p>

<p>What are some of the agency's greatest accomplishments during the past year?</p>	<p>Raising over \$0.5MM in 6 months under extreme pressure. Dealing with the impact of the imploding job market on its clients and keeping them housed. Addressing the needs of a number of small businesses. Making remote client services work. Turning over its volunteer workforce, and preserving some of its special programs, such as the Back to School Event.</p>
<p>What are the key emerging issues for the agency that might impact future grants?</p>	<p>WVCS is currently operating month by month. It will have to utilize its net assets to bridge its cash flow shortfall.</p>
<p>How can the Town help the agency deal with those issues?</p>	<p>Financial support and greater investment in affordable housing.</p>
<p>What services does the agency offer specifically to Los Gatos residents?</p>	<p>All the services are offered to Los Gatos residents.</p>

Interview Notes	

## Senior Services

### PFS-1

To ensure programs and facilities for social interaction for senior citizens. [Source: Existing General Plan, Goal HS-8]

#### PFS-1.1

##### Social Program Review

The Town shall act as a **resource clearinghouse** for **seniors by which seniors may locate** social programs provided by other agencies and groups that **addressing social problems of seniors**. ~~provide aid for social problems.~~ [Source: Existing Policy HS-8.1]

**We think that it is a good idea to review and approve other agencies and 3rd party services.**

**Fine role for the Town - clearinghouse. Our role as the CHSSC is to identify agencies and groups that can provide aid not yet available in the Town.**

#### PFS-1.2

##### Consult with Senior Population

Regularly consult ~~with older adults~~ and seniors on the services and programs they desire and need. [Source: Existing Policy HS-8.2]

**We will need to be able to contact (via phone now) and hopefully soon visit seniors and senior centers to consult with them**

**Both the Town and the CHSCC should regularly consult with seniors. We can utilize existing agencies such as 55+, Live Oak Senior Nutrition, and Live Oak Adult. We should also take advantage of surveys conducted by Santa Clara County, such as the SCC Older Adult Survey 2019.**

#### PFS-1.3

##### Provide a Wide Variety of Senior Services and Programs

Encourage **and facilitate to the extent possible** the LGS Recreation and other service providers to provide a wide variety of senior services and programs, including daily opportunities for seniors to have physical activity, social interaction, and mental stimulation. [Source: Existing Policy HS-8.3]

**We already have this in place**

**the Town and CHSCC should promote such services and programs. Lots of marketing material is being circulated and social media engagement with seniors is increasing significantly. The service providers have the lead here.**

#### PFS-1.4

##### Senior and Youth Activities

Coordinate with local organizations to support intergenerational opportunities for seniors to **safely** interact with youth in Los Gatos. [Source: Existing Policy HS-8.4]

**Delegate to Youth Services to reach out to seniors**

**Again, both the Town and CHSCC have roles to play here. The Youth Commission plays a critical role in fostering youth participation.**

**PFS-1.5**

**Intergenerational Spaces**

Encourage **and facilitate to the extent possible**, new development to include intergenerational spaces, such as cafés or family-oriented outdoor spaces. *[Source: Existing Policy HS-8.5]*

**Yes**

**This should be a Planning Commission responsibility consistent with the Town’s Community Design Element. CHSSC really does not have a role to play.**

**PFS-1.6**

**Dedicated Spaces for Seniors**

Encourage **and facilitate to the extent possible**, the establishment and operation of a dedicated space for seniors. *[Source: Existing Policy HS-8.6]*

**We already have spaces available in L.G at various Churches, JCC, Synagogues, Senior center, Day care**

**This is also a Town decision, but I believe it is not necessary.**

**PFS-2** To improve mobility and access to care and services for seniors. *[Source: Existing General Plan, Goal HS-9]*

**PFS-2.1**

**Convenient Access to Social and Medical Services**

**Facilitate to the extent possible** ~~Ensure that seniors have convenient~~ **reasonable** access **for seniors** to social and medical services, commercial areas, and transportation by coordinating with senior shuttle service providers. *[Source: Existing Policy HS-9.1]*

**Need to find out the current status of Transportation**

**The County, Town, and various agencies, such as SASCC and WVCS, have this as a priority. CHSSC need not take this on.**

**PFS-2.2**

**Encourage Transportation Services from Senior Housing Developments**

Encourage **and facilitate to the extent possible**, all new senior housing developments to provide transportation services. *[Source: Existing Policy HS-9.2]*

**State directives, the Planning Commission, and the Community Design Element in the GPAC cover this priority. The North 40, The Terraces, Los Gatos Meadows, and self-driving vehicles are all part of the conversation. CHSSC cannot add very much.**

**PFS-2.3**

**Encourage Senior Oriented Services**

Encourage **and facilitate to the extent possible**, businesses and health care providers that serve seniors to locate in Town. *[Source: Existing Policy HS-9.3]*

**Laura will make calls to find out more details about additional Geriatric Health providers**

The Town might be able to come up with some incentives, but CHSSC has little leverage here. Perhaps it can prod the Chamber of Commerce, but just surveying what is currently available is not going to get us very far.

### PFS-3

To encourage a wide variety of types of senior housing, including independent living, residential care facilities, and affordable housing within the Town. [Source: Existing General Plan, Goal HS-10]

#### PFS-3.1

##### **Barrier-Free Design Principles**

Encourage **and facilitate to the extent possible**, new development or substantial remodels to incorporate barrier-free design principles to ensure access for people of all ages and abilities. [Source: Existing Policy HS-10.1]

### PFS-4

To ensure safe environments for Los Gatos seniors. [Source: Existing General Plan, Goal HS-11]

#### PFS-4.1

##### **Identify Isolated Seniors**

Identify isolated seniors who may need assistance in natural disasters such as earthquakes or floods **and develop a plan for implementing the assistance to seniors when such natural disasters arise**. [Source: Existing Policy HS-11.1]

#### PFS-4.2

##### **Public Safety Outreach to Seniors**

Continue daily public safety outreach and communications to seniors and their families requesting such support **and track (i.e. document) the nature and types of support requested from seniors and their families**. [Source: Existing Policy HS-11.2]

**We would like to get a list of seniors living alone (single, widows and married couples) so we can contact them with information and find out what their needs are.**

**The GPAC2040 has introduced a Hazard and Safety Element that calls out actions the Town intends to take to deal with these issues. CHSSC is not equipped to take on an element of this magnitude. Agencies involved include the SCC Fire Department, LG Police Dept, and 55+ with its social programs.**

LOS GATOS COMMUNITY AND SENIOR SERVICES COMMISSION  
ACCOMPLISHMENTS 2018

COMMUNITY SERVICES GRANTS

- Reviewed grant proposals and held a public hearing.
- Made grant funding and allocation recommendations to Town Council.
- Made site visits to Human Services Grant Recipients and reported findings to the Commission:
  1. Live Oak Senior Nutrition & Senior Center
  2. LGS Summer Enrichment Scholarship Fund
  3. Live Oak Adult Day Services
  4. West Valley Community Services
  5. LGS Recreation Clubhouse Scholarship Fund

AGE FRIENDLY INITIATIVE

- Continued Age Friendly goal of developing service provider infographic.
- Monitored and periodically reviewed the four Age Friendly goals.
- Attended Santa Clara County Age Friendly events.
- Met with Diana Miller, County of Santa Clara Seniors' Agenda Project Manager.
- Met with the Mayor and Diana Miller of the County to discuss Age Friendly Initiative.
- Youth Commissioner organized and held first annual intergenerational ukulele party with high school students for the 55+ Club.

LOS GATOS SERVICE PROVIDERS

- Attended Service Providers quarterly meetings.

COMMUNITY INVOLVEMENT

- Recommended representative to Sourcewise Advisory Council.
- Nominated candidate for Senior of Distinction Award.
- Provided letter of support for the Los Gatos AARP grant application for a Main Street Speed Table/Raised Crosswalk.
- Updated Community & Senior Services Town website.
- Developed Commission Work Plan for 2019.
- Discussed promotional opportunities for Commission.

# Los Gatos Community & Senior Services Commission

## GOALS 2019

1. Evaluate Community Service Grant applications and make recommendations to Town Council for allocation of funds.
  - a. Carry out and report to Commission visits to Human Service grantees.
2. Monitor current Los Gatos Age Friendly Goals.
  - a) Collaborate with SASCC for the printing and distribution of Senior Resource infographic
  - b) Track RYDE and advocate for continuing senior transportation.
  - c) Promote and support the Town's efforts for emergency preparedness for seniors.
  - d) Collaborate with SASCC and the Los Gatos Youth Commission for an intergenerational social event for Older Adults.
3. Monitor Age Friendly updates and activities within Santa Clara County and make recommendations for additional Age Friendly goals in Los Gatos.
4. Provide support to the Los Gatos Service Providers Group.
5. Propose a candidate for the Annual Senior of Distinction Award.
6. Provide support to the development of the Los Gatos General Plan 2040 including support for the goal of affordable senior housing.
7. Monitor the County of Santa Clara Census 2020 project for Older Adults.
8. Provide information on older adult issues to local newsletters.
9. Promote "Dementia Friends" and explore the possibility of starting a Senior Business of the Year Program.