

**Seniors' Agenda for Santa Clara County
Work Team Accomplishments
May 2013-January 2014**



EDUCATION AND OUTREACH

Goal: To promote education and outreach to isolated seniors.

- Santa Clara County (SCC) firefighters have been distributing Senior Resource Packets to the seniors in their homes. The following items are included in each packet: "Good Place to Start" brochure, Sourcewise Brochure, 2-1-1 handout, Senior Center Programs - countywide list, Farewell to Falls brochure, Medication and Sharps Disposal information, whistle and pen.
- SCC Fire Department continues to distribute the Vial of Life.
- In collaboration with the Saratoga Foothill Club, SCC Fire distributed 150 Falls Prevention placemats in every holiday food box delivered to low-income seniors.
- Fall Prevention handouts from StopFalls.org were also distributed in English, Vietnamese and Russian by Santa Clara County Fire.
- 51 seniors from Alma and Mayfair Community Centers participated in Walk with Ease programs lead by Public Health educator for older adults.
- Red Cross partnering with Seniors' Agenda on best way to reach isolated seniors for disaster preparedness.
- 1,000 Falls Prevention placemats printed and translated into Vietnamese and Spanish by Older Adult Services Unit of Catholic Charities and Santa Clara County Department of Adult and Aging Services to augment the (SVHAP) Silicon Valley Healthy Aging Program's English only placemats.
- 6,000 Falls Prevention placemats (3 languages) distributed to all Senior Nutrition sites and Meals on Wheels during Falls Prevention month.
- Presentation to Education and Outreach work team on "Senior Center without Walls" a program for homebound seniors.
- Seniors' Agenda was represented on the Collaborative Agencies Disaster Relief Effort (CADRE) emergency planning for special needs task force.

INFORMATION AND ASSISTANCE

Goal: Improve knowledge about services and assistance to Senior

- In 2013, 211 gave out over 56,000 referrals to over 29,000 callers. 18% of our callers are age 55+.
- This past Veterans Day, 211 launched our online veterans' resource center, which includes resources for veterans of all ages. Nationally, 22 veterans commit suicide every day, a statistic that mostly includes older veterans.
- Annually, the www.211scc.org web site, where visitors can search for programs online, had over 160,000 page views.
- Sourcewise and Silicon Valley Independent Living Center are working toward an Aging and Disability Resource Center (ADRC) in spite of no funding available from the State.
- AGEnts for Change distributed over 5,000 copies of "A Good Place to Start" at resource fairs, doctor offices, libraries and community centers.
- AGEnts for Change made presentations at 10 senior centers and distributed "A Good Place to Start" brochure in four languages, English, Spanish, Vietnamese and Chinese.
- Source Wise delivered 11,000 Winter Newsletters and 2,499 Email newsletters.
- Most often requested information from Sourcewise was general information on community services, health and wellness, health insurance Medicare Part D Insurance, financial information.
- Sourcewise has over 153 registered calls per day with an increase of approximately 30 new registered calls per day in 2014.
- Cross trained 40 staff of Sourcewise and Silicon Valley Independent Learning Center in options counseling as a preliminary step for an ADRC. Sourcewise paid for this federal training.

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HOUSING

Goal: Increase seniors' accessibility to affordable housing and home repair.

- Housing Work Team goal to increase the availability of affordable housing of Seniors 60 years and older who are 50% of below the Average Median Income in Santa Clara County.
- Darci Palmer, CORE Housing, gave a presentation, "Low Income Housing Tax Credit Development". Tax credits pay for building of units, but not maintenance nor supportive services.
- Tina Marsalis of Sacred Heart Community Services Housing Committee gave an overview of the Impact fee proposal for the City of San Jose.
- Silicon Valley Positive Aging Forum on Housing was held on Nov. 5th, 2013.
- Housing Work Team gave input into the Santa Clara County's General Plan Housing Element.
- Housing White paper is being developed for presentation to the Seniors Policy Council.
- Housing Work Team initiated in May 2013 with 25 members.
- Housing Work Team is compiling a list of affordable senior housing from a variety of sites.

POLICY/FUNDING

Goal: Increase funding of safety-net services and influence policy creation.

- Proposed inventory of senior services to Seniors Policy Council and it was passed by acclamation in January 2014.
- Researched permits for non-medical in home support workers (not IHSS) and working on creating a policy to further protect vulnerable elders and disabled adults.
- Partnered with Aging Services Collaborative to develop proposal for Measure A funds and recommended funding include legal services for the elderly.
- Facilitated Senior Care Commission recommendation to the Board of Supervisors that Measure A funding proposals be able to respond to evaluation criteria issued after proposal submission deadline.
- Developing a Bill of Rights for Seniors.
- Invited to present at annual Kids in Common Summit on Intergenerational partnerships and projects.

TRANSPORTATION AND MOBILITY MANAGEMENT

Goal: Affordable transportation and pedestrian safety

- Senior Nutrition safety-net Mobility Management Program.
- Pedestrian safety: walking, safe walks, walking advocates.
- Mobility Alternatives: "In a Pinch", Tricycles, Walking, Taxi Cards.
- Regular Meetings: OUTREAC's Monthly CTSA Meetings (sharing best practices).
- Campbell Ordinance: 15% Senior Taxi Discount Advocacy.
- Purchased 6 new accessible taxis-placed with local taxi companies.
- Successful funding proposal enabled purchase of 26 accessible mini-vans to serve seniors and people with disabilities.
- Taxi pilot project seniors and veterans in progress.
- Non-profits use TripNet to access discount taxi services.
- VTA's planned pedestrian study.
- Walking programs and safe routes to transit at Mayfair, Southside, Willow Glen, Almaden and Mountain View Senior Centers.
- Safe Walks Program: Seniors identify pedestrian obstacles/hazards; Senior photographs of pathway hazards taken by senior participants available for viewing through an interactive display prepared by OUTREACH; Supports efforts of senior advocates to promote pedestrian safety.
- "Walk with Ease"- Walking and Health Eating program for seniors at the Mayfair and Alma Senior Centers.

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- VTA conducted surveys of pedestrian paths from transit stops to senior centers and Senior Nutrition program sites throughout the county.
- Pedestrian safety improvements near the Eastside neighborhood center.
- Pedestrian safety improvements for senior residents of River Glen Mobile Park.
- Bus bench installed at the stop nearest the center to address a need identified by Southside seniors who use public transit to travel to the center.
- Pedestrian safety improvements Willow Glen senior center crosswalk sign moved to improve visibility of crosswalk signaling light for oncoming drivers.
- Succeeded in changing the bus route serving Seven Trees Senior/Community Center.
- Safety-Net Mobility Management program model developed by OUTREACH was adopted by City of San Jose and County for FY13/14 to provide mobility options to Senior Nutrition program participants to enable them to attend senior lunch programs.
- Safety-Net Mobility Management: Over 830 seniors assisted in December 2013 and 595 seniors on the program's wait list. Benefits are provided to seniors attending 35 senior nutrition sites.
- Taxi Card Pilot Program: Enables seniors and veterans in areas underserved by public transit to access door-to-door transportation whenever they need to travel.
- "In a Pinch": Same-day transportation program for caregivers and seniors.
- Obtained funding for Volunteer Management software to increase efficiency of operations.
- Guaranteed Ride program expanded to address the employment-related transportation needs of a growing number of older adults.
- Avenidas expanded volunteer driver program.
- Bike to Independence: Older Adult Tricycles providing seniors with a healthy transportation alternative
- "Train the Trainer Academy".
- Samtrans provides travel training for senior groups on Caltrain.
- Provides public transit instruction and trip planning services to seniors.
- Mail-In senior clipper card enrollment forms.
- OUTREACH authorized by VTA to issue senior clipper cards.
- Senior Mobility Guide for Santa Clara and San Mateo Counties available in English, Spanish, Chinese and Vietnamese. Guide is also available as an E-book and online. E-book and online versions of the guide updated in Fall 2013.
- Senior Transportation guide available in print and online. Available in English and Spanish.
- Online searchable database: www.onecalloneclick.org .
- Senior web page: www.vta.org/senior .
- Provided trainings on transportation resources and best practices for Senior Peer Advocate volunteers
- Consolidated Transportation Service Agency (CTSA) Monthly Meetings: Discuss mobility resources, promote best practices and identify service and information gaps.
- OUTREACH, 211-Santa Clara County and Sourcewise continued work on improvements to the coordination of transportation resource information for seniors.
- Silicon Valley Transportation Summit: February 22nd at Avenidas.
- Monitoring Board of Supervisor's actions on funding of senior services.
- Obtained commitment from City of San Jose to increase funding for Senior Nutrition Program by 10%.
- Senior Transportation proposal submitted for funding consideration through the County's Measure A program.
- Grant from Sourcewise to support OUTREACH's mobility management program for seniors.
- TripNET used by OUTREACH's partner organization to provide transportation for seniors; including seniors

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who are veterans for homeless.

- During the past nine months an additional six organizations received training on OUTREACH's TripNET system.
- TripNET used at some Senior Centers to record attendance of senior participating in the Senior Nutrition program's Safety-Net Mobility Management Program.
- Heart of the Valley working with OUTREACH to use TripNET to enhance their program.

Seniors Policy Council

Goal: To assist and promote the goals of the Seniors' Agenda and to make Santa Clara County an age-friendly place to live.

- First meeting held January 2014. Overview of older adult safety net needs and aging trends presented. Thirty-five member of public in attendance. SPC member present: Cindy Chavez, Supervisor District Two, Children, Seniors and Families Committee; Steve Schmoll, Executive Director, Sourcewise; Nancy Pena, Director Department of Mental Health; Greta Helm, Chief External Affairs Officer, Valley Transportation Agency; Lori Andersen, Aging Services Collaborative; James Ramoni, Director Department of Aging and Adult Services; Sylvia Gallegos, Deputy County Executive; Alex Sanchez, Executive Director, Santa Clara County Housing Authority; Rene Santiago, Deputy County Executive, Health and Hospital Systems; Dan Peddycord, Director Public Health Department; Bill Shoe, Principal Planner, Department of Planning and Development; Diana Miller, Seniors' Agenda Project Manager-Meeting will be held quarterly.

VOLUNTEER/CIVIC ENGAGEMENT

Goal: Opportunities in volunteering, advocacy, training and leadership development with an emphasis on seniors helping seniors.

- The Community Volunteer Network launched same day emergency transportation and services pilot program, "In a Pinch" through Heart of the Valley Services for Seniors. This is funded by The Health Trust.
- The Health Trust's Senior Peer Advocates program will be piloting a volunteer at a library in San Jose next quarter. Currently, SPA volunteers are offering system navigation at 10 senior centers.
- Community Volunteer Network offered a Volunteer Driving Liability training presented by Nonprofits Insurance Alliance of California.
- AGEnts for Change brought together senior advocacy organizations to explore common issues and ways to collaborate.
- The Health Trust secured funding to sustain the AGEnts for Change program over the next year.