

Seniors' Agenda

2014 Annual Report



Social Services Agency

Department of Aging and Adult Services



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I. ACKNOWLEDGEMENT

The Seniors' Agenda could have easily sat on a shelf or fizzled after six months, but the collaboration continues with hundreds of individuals from a variety of organizations along with a cadre of senior advocates – all who volunteer of their time and talents. These community members are the ones who deserve recognition and accolades for their commitment and perseverance. A successful collaboration requires parity among participants, mutual trust, and the generosity to share resources, responsibility and accountability. Santa Clara County is fortunate to have such a collaboration to raise awareness and create structures needed to make this an age-friendly community. Special recognition goes to the leadership of the Department of Aging and Adult Services for being the backbone organization to the Seniors' Agenda.

II. INTRODUCTION

The Seniors' Agenda was formed to coordinate a response to the future needs of the rapidly growing population of people over the age of 60. Santa Clara County, and the rest of the nation, is experiencing this change in the demographic composition of its population. As of the 2010 Census, Santa Clara County's senior population (people 60 years of age or older) make up 15.7% of the population. By 2030, one in four Santa Clara County residents will be over the age 60 (27.6%). The fastest growing segment of this population is the oldest of the old (those 85 or older). The increase in the percentage of people over the age of 60 impacts the whole county as it strives to provide services to meet the needs of this large demographic segment.

The Seniors' Agenda is a collective impact effort to address and prepare for this change. This community initiative will focus on seven major areas: (1) Transportation & Mobility; (2) Housing; (3) Volunteerism & Civic Engagement; (4) Funding & Policy; (5) Education & Outreach; (6) Information & Assistance; (7) Mental Health.

In 2011, the County Board of Supervisors called for a plan to begin to address the future needs of this rapidly growing population. The Seniors' Agenda was developed over an 18-month planning effort.

Phase I of the Seniors' Agenda explored the existing service network and identified demographics, issues, service gaps and possible solutions. Sourcewise and the Health Trust were partners in gathering data. The results are summarized in the ***Quality of Life Assessment***¹.

Phase II of the Seniors' Agenda utilized the *Quality of Life Assessment* along with the experience and collaboration of key stakeholders, including many seniors themselves, to create a specific, measurable, realistic and timely ***Plan of Action***² to prepare this community for a positive future. This plan was the collaborative effort of more than 150 individuals from 68 organizations that collectively dedicated more than 1,100 hours of their time over a four month period to outline a vision and a plan for how best to prepare for the burgeoning senior population.

¹ Access this report titled *Quality of Life Assessment* at www.sccgov.org/daas

² Access this report titled *Phase II Action Plan* at www.sccgov.org/daas

The Seniors' Agenda is organized into six work teams that meet regularly to address the objectives and goals. The entire Seniors' Agenda meets twice a year for celebrating accomplishments and reaffirming goals and objectives. At the request of the planning process, a Project Manager was hired in March 2013 to assist in implementation of the plan and coordinate efforts of participating organizations and agencies.

In addition, the Seniors Policy Council for the Seniors' Agenda is comprised of executive level leadership across multiple departments and jurisdictions that meet quarterly to coordinate systems and modify policies and practices recommended by the Seniors' Agendas Work Teams. The Seniors Policy Council began meeting in January 2014. The Seniors' Agenda continues to build momentum with over 250 individuals from over 110 organizations participating in a collaborative process to make Santa Clara County a county for all ages.

III. WORK TEAM ACCOMPLISHMENTS

Work Team Accomplishments – At a Glance

Work Team	Objective(s)	Status	
Education and Outreach	<u>Objective 1</u> : Identify and describe population subgroups.	↑	Fully launched
	<u>Objective 2</u> : Determine appropriate education and distribution strategies to reach the diversity of seniors.	↑	Fully launched
	<u>Objective 3</u> : Develop recommendations about what materials are most needed for each subgroup.	↑	Fully launched
	<u>Objective 4</u> : Develop an evaluation or feedback loop to see what is effective.	↓	Needs more work
Housing	<u>Objective 1</u> : Increase accessibility to affordable housing for seniors who are 50% below the Average Median Income in Santa Clara County.	↔	Ongoing
	<u>Objective 2</u> : Increase availability of affordable home repair.	↔	Ongoing
Information and Assistance	<u>Objective 1</u> : Provide a range of human assistance from volunteers to professional case managers who can help seniors navigate the complex system of services.	↔	Ongoing
	<u>Objective 2</u> : Share updated service information across Information & Assistance database providers	↔	Ongoing
	<u>Objective 3</u> : Ensure that every senior in Santa Clara County has full and equal access to a broad range of information about available services.	↔	Ongoing
	<u>Objective 4</u> : Improve knowledge base of volunteers and providers regarding Information & Assistance.	↑	Fully launched
	<u>Objective 5</u> : Create a web video that educates the public about how to access services.	↓	Needs more work

Mental Health	<u>Objective 1</u> : Community Education and Advocacy		Fully launched
Policy and Funding	<u>Objective 1</u> : Policy and funding decisions will support services that enable older adults to age in the environment of their choice.		Ongoing
	<u>Objective 2</u> : Improve quality and affordability of non-medical home care services.		Needs more work
	<u>Objective 3</u> : Determine proportionate share of money currently allocated to various agencies providing senior services.		Ongoing
	<u>Objective 4</u> : Educate foundations and business community about senior issues and needs.		Needs more work
	<u>Objective 5</u> : Coordinate funding requests among groups providing senior services.		Ongoing
	<u>Objective 6</u> : Support County Ballot Sales Tax Measure A.		Fully launched
Transportation and Mobility Management	<u>Objective 1</u> : Improve and lower cost for taxi services.		Needs more work
	<u>Objective 2</u> : Advocate for making streets and sidewalks safe and accessible for elderly pedestrians.		Ongoing
	<u>Objective 3</u> : Provide affordable accessible transportation services to underserved areas.		Ongoing
	<u>Objective 4</u> : Expand Travel Training to increase senior usage of fixed route service.		Fully launched
	<u>Objective 5</u> : Share mobility resources and best practices across agencies and identify service and information gaps.		Fully launched
	<u>Objective 6</u> : Advocate for sustainability and expansion of funding for senior transportation.		Ongoing
	<u>Objective 7</u> : Expand use of TripNet Program.		Fully launched

Volunteerism and Civic Engagement	<u>Objective 1:</u> Launch 2 nd R.S.V.P. program and offer training of agency staff on utilization of community volunteers age 55+.		Needs more work
	<u>Objective 2:</u> Expand Senior Peer Advocate Program (SPA) which utilizes volunteers from diverse ethnic communities to assist seniors with I&A.		Fully launched
	<u>Objective 3:</u> Solidify funding and sustainability for AGEnts for Change beyond 12/31/2012.		Fully launched
	<u>Objective 4:</u> Solidify Community Volunteer Network and launch Seniors On-Call Services pilot which provides same day services to seniors with emergency rides or chores.		Fully launched
	<u>Objective 5:</u> Sustain existing volunteer driver programs and expand volunteer driver programs.		Ongoing
	<u>Objective 6:</u> Neighborhood emergency preparedness through volunteerism.		Ongoing
	<u>Objective 7:</u> Support utilization of seniors funded through Title V Senior Employment at senior centers.		Fully launched
Board of Supervisors Policy Recommendations	<u>Objective 1:</u> That the full Board of Supervisors endorse and support implementation of the Phase II Seniors' Agenda Plan.		Fully launched
	<u>Objective 2:</u> That the Board of Supervisors takes responsibility for providing leadership, funding and staff in support of Seniors' Agenda Implementation. This responsibility will include assembling a Senior Policy Council of county agency executive staff, municipal council representatives and executives from other county-wide organizations serving seniors and residents to help achieve these goals.		Fully launched

Board of Supervisors Policy Recommendations	<p><u>Objective 3:</u> That priority consideration in funding be given to safety-net programs including: 1) affordable transportation; 2) senior nutrition; 3) coordinated information and assistance including system navigators and professional case managers; 4) elder abuse prevention, including affordable legal services and ombudsmen; and 5) affordable, non-medical in-home care and caregiver respite services; and 6) affordable housing.</p>		Fully launched
	<p><u>Objective 4:</u> That the County supports a full range of services that assist seniors and families in <u>navigating</u> the complex service system. This includes a range of services from Information and Assistance (I&A) volunteers and staff through professional case managers, with special attention be given to: a) Increasing the number of case managers throughout the county; and b) Reaching underserved populations, especially those hampered by language, cultural and economic barriers.</p>		Ongoing
	<p><u>Objective 5:</u> That the Board of Supervisors insure that the County of Santa Clara departments and agencies work in a collaborative fashion to optimize the quality and quantity of services available to seniors.</p>		Fully launched
	<p><u>Objective 6:</u> That the Board of Supervisors hosts semi-annual community forums where providers can inform the public of progress made in implementing the Seniors' Agenda Plan, and provide the community the opportunity to become engaged in and make recommendations on the subsequent stages of implementation.</p>		Fully launched

Board of Supervisors Policy Recommendations	<p><u>Objective 7:</u> That the Board of Supervisors fund the creation and implementation of a marketing campaign to</p> <ul style="list-style-type: none"> a. Promote the goals of the Seniors’ Agenda, b. Raise community awareness of senior needs and what is being done to address those needs, and c. Foster a positive image of aging. This includes the inclusion of regular updates on senior issues in their e-mail blasts and mailings that inform residents of senior resources and opportunities. 		Ongoing
	<p><u>Objective 8:</u> That the Board of Supervisors encourages the concept of age-friendly communities and publically acknowledges progress in this area. A publication by the World Health Organization entitled <i>Global Age-Friendly Cities: A Guide</i> identifies eight elements of age-friendly communities.</p> <ul style="list-style-type: none"> a. Housing b. <u>Outdoor spaces and buildings</u> c. <u>Transportation</u> d. <u>Community support and health services</u> e. <u>Respect and social inclusion</u> f. <u>Communication and information</u> g. <u>Social participation</u> h. <u>Civic participation and employment</u> 		Needs work
	<p><u>Objective 9:</u> That the BOS supports legislative efforts to increase funding for senior services and to promote the general well-being of older adults.</p>		Ongoing

Work Team Accomplishments – Detailed Summary

EDUCATION AND OUTREACH

Goal: Promote education and outreach to isolated seniors

Objective 1: Identify and describe population subgroups.

Status:  Fully launched

The Education and Outreach Work Team decided to focus on the isolated senior. The senior could be isolated because of language, frail health, dementia, or sexual identity. Once the subgroups were chosen the Education and Outreach Work Team hosted educational forums open to Seniors' Agenda participants to understand more about the isolated senior's needs and available resources.

The Public Health Department presented on the Lesbian, Gay, Bisexual and Transgender (LGBT) health assessment and latest research findings on the older LGBT adult. The Alzheimer's Association of Northern California – Northern Nevada gave an overview of the demographics and trends of people with dementia. Episcopal Senior Communities presented on their "Senior Center without Walls", a free program for homebound seniors and their friendly visitor program.

Objective 2: Determine appropriate education and distribution strategies to reach the diversity of seniors.

Status:  Fully launched

The Santa Clara County firefighters were identified as the distribution strategy to reach isolated seniors in concert with assistance calls for lift assistance or emergency services. Because falls is the leading cause of hospitalizations for adults over 65 years of age, the Seniors' Agenda joined with the Falls Prevention Taskforce of Santa Clara County to expand the outreach of their programs.

The Santa Clara County (SCC) firefighters began distributing Senior Resource Packets to the seniors in their homes. The following items are included in each packet: "A 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, a whistle and pen.

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.

The Public Health Department partnered with the University of Southern California's Davis Center for Gerontology to pilot a home safety check list to assess the hazards and recommend changes. To pilot the check list and contribute their evaluation results to the research, Public Health developed a version with local resources and trained over 75 first responders to utilize the tool when responding to calls for service including the Emergency Medical Services, Sunnyvale and Milpitas Fire and Silicon Valley Ambulance.

In 2014, the Falls Prevention Taskforce of Santa Clara County (FPSCC) reached over 2,549 older adult community members, provided 56 Falls Prevention talks and workshops, and distributed 6,000 reusable placemats in English, Vietnamese, and Spanish with critical falls prevention information. FPSCC continues to increase awareness and education through the delivery of evidenced based programs, resource development and advocacy for supportive policies and environments.

Objective 3: Develop recommendations about what materials are most needed for each subgroup.

Status:  Fully launched

The Education and Outreach Work Team determined that there were many good educational publications and materials for distribution to isolated seniors, but not all the materials were available in multiple languages. In 2013-14, the focus of the Work Team was to offer translation and printing resources. Two projects benefitted from the translation of materials by the Seniors' Agenda: the Falls Prevention Task Force of Santa Clara County informational placemats and the one-page senior resource guide, *A Good Place to Start* created by AGEnts for Change.

The Falls Prevention Task Force of Santa Clara County had a grant to create and distribute placemats to seniors about falls prevention. The Education and Outreach Work Team members volunteered to have their agencies translate the placements into Vietnamese, Chinese and Spanish and pay for extra printing costs not covered in the grant. One thousand Falls Prevention placemats were printed and translated into Vietnamese and Spanish in 2013 and 500 Falls Prevention placemats were printed and translated into Chinese in 2014. During Falls Prevention month in September 2013, 6,000 Falls Prevention placemats (3 languages) were

distributed to all 39 Senior Nutrition sites and Meals on Wheels recipients.

A Good Place to State Brochure created by AGents for Change in 2013 was translated into Vietnamese, Chinese and Spanish by the Seniors' Agenda. The updated 2014 brochure was also updated in the three additional languages.

Objective 4: Develop an evaluation or feedback loop to see what is effective.

Status: Needs more work



An evaluation process has not been developed, although the falls preventions publications and programs do have an evaluation component as part of the evidence based programming. Public Health is participating with the University of Southern California's Davis Center for Gerontology to pilot a home safety check list to assess the hazards and recommend changes.



Santa Clara County Fire Department outreach to seniors.

HOUSING

Goal: Increase affordable housing for seniors

Objective 1: Increase accessibility to affordable housing for seniors who are 50% below the Average Median Income in Santa Clara County.

Status:  Ongoing

During the first Seniors' Agenda Network Summit in May 2013 the Housing Work Team was formed with twenty-five members representing a wide variety of housing stakeholders who developed their goals and objectives as follows:

1. Assess current environment of affordable housing and identify gaps

Given the diversity of the stakeholders on the Housing Work Team, some of the members gave presentations on their areas of expertise. The initial meetings included educational presentations about housing policy and current needs.

- Darci Palmer, CORE Housing, gave a presentation, "Low Income Housing Tax Credit Development".
- Tina Marsalis, Sacred Heart Community Services Housing Committee, gave an overview of the impact fee proposal for the City of San José.
- Ky Le, SCC Homeless Housing Coordinator, on homeless seniors in Santa Clara County
- Rebecca Garcia, SCC Affordable Housing, on the Housing Element for Santa Clara County and the role the county plays in affordable housing.
- Adam Marcus, City of San José's Housing Department, on the City's housing programs including the affordable housing website.
- Tracey Powell, Episcopal Senior Communities, on their shared housing for seniors program in Marin County.

2. Complete and publish white paper on senior housing

Frank Motta, Social Service Agency Government Relations program manager, was commissioned by the Seniors' Agenda Housing Work Team to write a white paper based on research by the Work Team on *Housing and Older Adults* which was presented to the Seniors Policy Council at their meeting in May 2014.

3. Promote a single coordinated listing of senior affordable housing developments to improve access to affordable housing options.

It is the consensus of the Seniors' Agenda participants that there is a need for a single place

to find all affordable housing options. Since 2010, the City of San José and Santa Clara County have supported an affordable housing website, www.scchousingsearch.com. It is supported by socialserve.com, a nonprofit providing affordable housing websites in 36 states. The website is in multiple languages and has a bilingual call center. The Santa Clara County website has over 65,000 people a year do over 180,000 searches. This is a 300% increase in users over the year before.

After looking at the websites of Los Angeles and San Mateo Counties and speaking to socialserve.com staff, the Seniors' Agenda has concluded that the City of San José/Santa Clara County's website has not optimized the potential of the website. Socialserve.com offers more than housing locations and availability. The site can be customized for senior, special needs or shared housing. Los Angeles County has taken advantage of training for case managers on how to use the site on behalf of their clients.

The Seniors' Agenda Housing Work Team recommends that the City of San José and the County begin to take the steps to boost the usage and visibility of www.scchousingsearch.org. Next steps would include having the City of San José and the County assign staffing resources to work with socialserve.com to devise a 2014-15 plan and bring together a stakeholder advisory group to help drive the site and ensure it is serving all user populations optimally. The Seniors' Agenda Housing Work Team is willing to assist to make this website the place to go for seniors looking for affordable housing options and is compiling a comprehensive list of all affordable housing for seniors in Santa Clara County. To that end, a summer project implemented by the Housing Work Team had a UC Berkeley student compile all the affordable housing lists gathered by the members into one spreadsheet.

4. Advocate for a Shared Housing Program for Seniors in Santa Clara County

The Housing Work Team identified that the option of a shared housing program for seniors who were "house rich, but income poor" was not available in Santa Clara County. Episcopal Senior Communities' Shared Housing Program in Marin County was identified as a model program that could be replicated here. Because of the community support offered by the Seniors' Agenda, Episcopal Senior Communities is hoping to launch the Shared Housing program to Santa Clara County in 2015.

5. Support Policy and Funding Decisions that Increase Affordable Housing for Seniors

The Housing Work Team took an active role in the development of the County's General Plan's *Housing Element*. Members of the Housing Work Team gave public comments at the hearing on the need to address the housing needs not only of those seniors that meet the federal poverty guidelines, but to include the 49% of the seniors in Santa Clara County that are considered "poor" using the guidelines of the Elder Economic Index.

Objective 2: Increase availability of affordable home repair.

Status:  Ongoing

Rebuilding Together Silicon Valley (RTSV) provides home repairs for low income homeowners at no cost. RTSV places an emphasis on assisting the elderly and disabled. The Safe at Home program focuses on the installation of safety and accessibility modifications such as, wheel chair ramps, wheel chair lifts, half steps, grab bars, elevated toilet seats, shower chairs, hand held shower heads, and railings. They also seek to educate elderly and disabled individuals on how implementing small changes can help prevent falls that can lead to compromised health. Last year they assisted 571 homeowners in Santa Clara County. Rebuilding Together has over 1,000 dedicated volunteers that participate each year, many are 60+. Two other programs: Rebuilding Days and Critical Repairs, address larger scope projects, and repairs that are essential to living in a healthy home.



Rebuilding Together volunteers.

INFORMATION AND ASSISTANCE

Goal: Improve knowledge about services and assistance to seniors

Objective 1: Provide a range of human assistance from volunteers to professional case managers who can help seniors navigate the complex system of services.

Status:  Ongoing

Due to budget cuts in the last six years, many case managers serving seniors were eliminated leaving a void in case management. Increasing the number of case managers was the highest priority for the Information and Assistance Work Team. Frail seniors with complicated issues need a case manager to help navigate the complex systems to secure benefits and resources. New funding has allowed three new programs to address the need for more case managers. In the latest grant cycle for the community grants issued from the Department and Aging and Adult Services, 13 out of the 21 grants awarded included some form of case management/system navigation. The second program, the Senior Peer Advocates (SPA), secured grants from the cities of San José and Santa Clara to host SPA volunteers at their senior centers. The third new program, “Community Living Connection”, will begin in 2015 to offer intensive coordinated professional case management for seniors and dependent adults who are at risk for institutionalization. The goal of the Community Living Connection program is to offer support and resources so that the seniors can age in place.

Objective 2: Share updated service information across Information & Assistance database providers.

Status:  Ongoing

The three major Information & Assistance (I&A) database providers for services for seniors are Sourcewise, 211 and OUTREACH. All three providers met together to share updated service information across I&A databases. Their database platforms are not compatible to streamline the process for sharing updated information, but all three organizations agreed to work together to share information and updates.

The current statistics for I&A providers shows that phone calls, website viewers and print information are a vital link for our community. Sourcewise has over 153 registered calls per day with an increase of approximately 30 new registered calls per day in 2014. Sourcewise delivers 11,000 newsletters and 2,499 email newsletters quarterly. In 2013, 211 gave out over 56,000 referrals to over 29,000 callers. Eighteen percent of their callers are age 55+. Annually, the

www.211scc.org web site, where visitors can search for programs online, had over 160,000 page views.

The ideal would be to have a one-stop shop for all I&A. This is referred to as a “no wrong door” approach. The State of California wants to establish an Aging and Disability Resource Center (ADRC) in every county. Sourcewise and Silicon Valley Independent Living Center are working together toward an Aging and Disability Resource Center (ADRC) for this county, in spite of no funding available from the state for implementation.

Objective 3: Insure that every senior in Santa Clara County has full and equal access to a broad range of information about available services.

Status:  Ongoing

AGEnts for Change created, *A Good Place to Start*, a simple one-page reference guide of major service providers for older adults in Santa Clara County. Catholic Charities and the Department of Aging and Adult Services, (DAAS) provided translation of the brochure into four languages: English, Spanish, Vietnamese and Chinese. DAAS and Sourcewise printed a total of 15,000 brochures. AGEnts for Change distributed over 10,000 copies of *A Good Place to Start* at resource fairs, doctor offices, libraries and community centers. In addition, AGEnts for Change has made presentations at 10 senior centers. The Santa Clara County Fire and Public Health Departments also distributed the brochure through their programs. A copy of *A Good Place to Start* brochure is downloadable from the DAAS internet website in multiple languages.

Objective 4: Improve knowledge base of volunteers and providers regarding Information and Assistance.

Status:  Fully launched

Sourcewise and Silicon Valley Independent Learning Center cross trained 40 staff members in options counseling as a preliminary step for an Aging Disability Resource Center. Sourcewise paid for this federal training.

The Senior Peer Advocates (SPA) program held monthly trainings for their 20 volunteers on current information and benefits for seniors.

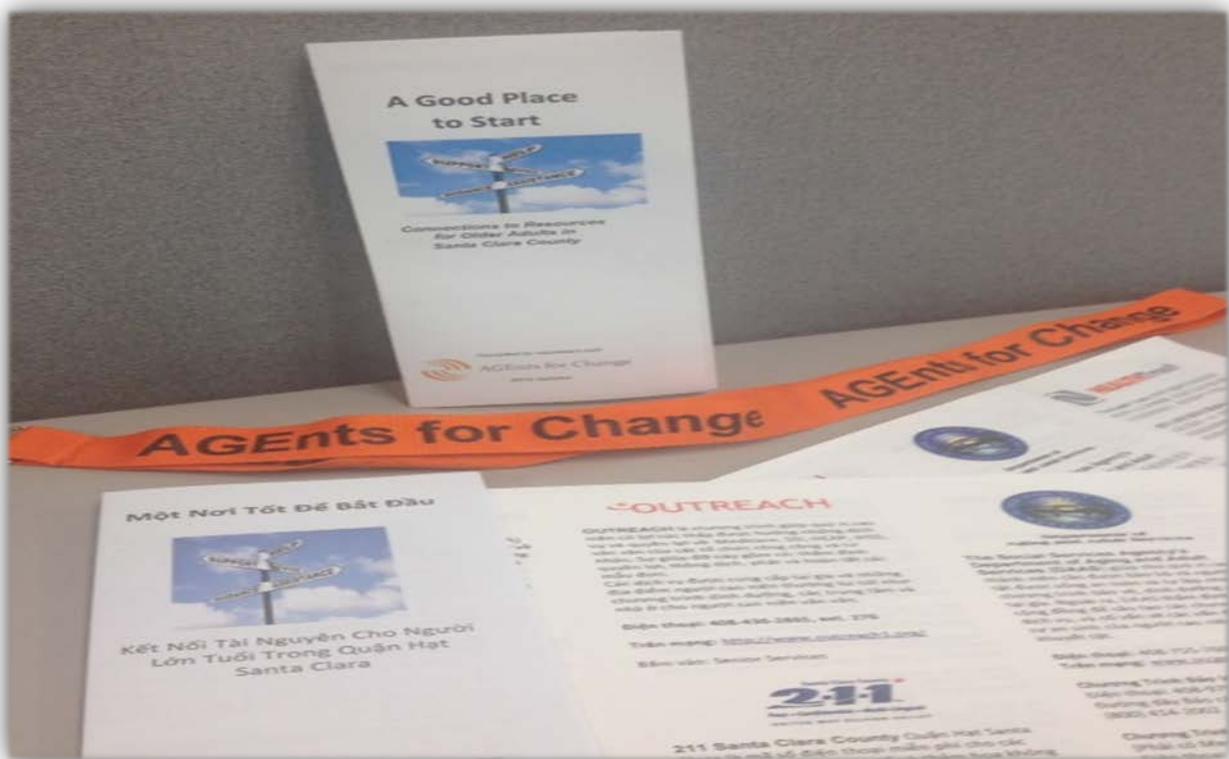
The semi-annual Seniors’ Agenda Action Network Summits highlight new initiatives being launched in the community to benefit seniors and acknowledges the current achievements and best practices. Over 250 attendees disseminate this information to their co-workers and clients.

Objective 5: Create a web video that educates the public about how to access services.

Status: Needs more work



An Information and Assistance Work Team member committed to offering a \$1,000 prize for a video contest for a public service announcement about how to access services for seniors. The winning public service announcement would be on TV and the web. After researching video contests offered by Public Health and elected officials, it was decided to postpone this project until there are more resources to organize, promote, select and broadcast the Public Service Announcement.



A Good Place to Start brochure created by AGENTS for Change.

MENTAL HEALTH

Goal: Improve mental health services for older adults in Santa Clara County

Objective 1: Community Education and Advocacy.

Status:  Fully launched

The Seniors' Agenda Action Plan acknowledges the *Older Adult Summit Implementation Plan* within the Seniors' Agenda. The Mental Health Department reports to the Santa Clara Board of Supervisors separately on this implementation plan. The Department of Mental Health is a collaborative partner in the Seniors' Agenda.

Two of the innovative projects for older adults funded by The Department of Mental Health are highlighted:

1. Black and White Ball: City of San José

In collaboration with the City of San José, the *Aging with Attitude* project provided monthly educational workshop on aging and well-being. The culmination of the project was a Black and White Ball at the City Hall Rotunda in May. It was such a success that the Black and White Ball will be an annual event.

2. Storytelling Project: Gardner Health Clinic

The Miradas al Pasado Storytelling program at Gardner Family Care had its capstone theater production of *Maestros de La Vida* on July 12th at MACLA. This joint effort between the SCC MH Dept., Gardner Family Care Corporation and Teatro Visión as the culminating piece of the Storytelling program in which monologues of elders stories were presented to the larger community by professional actors.



Inaugural Black and White Ball hosted by the City of San José and the Santa Clara County, Department of Mental Health.

POLICY AND FUNDING

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

Objective 1: Policy and funding decisions will support services that enable older adults to age in the environment of their choice.

Status:  Ongoing

The “Community Living Connection” was chosen for funding through the process developed to disburse Measure A funds. The program will commence in early 2015. This program’s goal of coordinated intensive case management will help seniors and disabled adults to stay in the community as they age. The Department of Aging and Adult Services (DAAS) issued an RFP for this new program, which will receive \$750,000 a year for three years. Selection of a highly qualified nonprofit to administer the project was completed in October 2014.

Senior Nutrition Program sites in San José will receive an additional \$400,000, as part of the 2014-15 budget, which will enable them to prepare fresh congregate meals on site.

The Aging, Disabled, and Dependent Adult Services contracts funded by the County general fund and administered by the Department of Aging and Adult Services, included the designated Seniors’ Agenda safety-net services priorities in its RFP for community grants. Twenty-one grants have been awarded for a total of \$832,967 per year.

The County’s 2013-2014 Budget, passed by the Board of Supervisors for the Social Services Agency, restored a 25 percent funding loss for senior services, amounting to \$277,000.

The Policy and Funding Work Team is taking an active role in the development of the County’s *Health Element*. The Work Team hosted a September workshop for Seniors’ Agenda participants to learn about the *Health Element* and offer comments on how the *Health Element* could be enhanced, especially in thwarting elder abuse and preventing disabling falls by older adults.

Objective 2: Improve quality and affordability of non-medical home care services.

Status:  Needs more work

To improve the quality of non-medical home care services, the Policy and Funding Work Team formed an hoc Caregiver Permit Task Force to research the feasibility of developing a permit

process for non-medical in-home support workers (not IHSS), following a model created by Napa County. This task force brought together representatives from the Office of the District Attorney, County Counsel, Sheriff, Adult Protective Services, Public Guardian, Senior Adult Legal Assistance (SALA), SEIU 521, Mental Health Department, Public Health, The Health Trust, Senior Care Commission, and others to make recommendations for creating a policy to further protect vulnerable elders and disabled adults from abuse, including financial abuse. The Task Force has presented its initial recommendations to the Department of Aging and Adult Services Director for comment and guidance, and hopes to develop a formal proposal by the end of the year.

The possibility of improving the affordability of home care via a sliding scale for non-medical home care did not progress as was hoped. However limited, Catholic Charities received three grants to offer subsidized home care through their program.

Objective 3: Determine proportionate share of money currently allocated to various agencies providing senior services.

Status:  Ongoing

A proposed inventory of senior services from the Policy and Funding Work Team was approved by the Seniors Policy Council in January 2014. An online survey was designed and forwarded to the programs and departments represented by the Seniors Policy Council. The Policy and Funding Work Team is in the process of analyzing data from the survey and the results will be presented to the Seniors Policy Council.

Another allocation resource for the information is an audit by Harvey Rose, which examined County agencies' current and projected resources for services benefitting seniors.

Objective 4: Educate foundations and business community about senior issues and needs.

Status:  Needs more work

Research of foundations and other nongovernmental organizations found that senior programs are rarely funded by those agencies. The Policy and Funding Work Team would like to organize a coordinated educational campaign to approach locally based foundations and corporations.

One promising area is funding for intergenerational programs that bring older adults together with youth to improve communities. Responding to this opportunity two members of the Work Team partnering with Project Cornerstone, led a very successful workshop at the Kids in Common Summit in February on intergenerational partnerships and projects, and they are reaching out to local communities to help them develop and support intergenerational collaborations and programs.

Objective 5: Coordinate funding requests with other groups providing senior services.

Status:  Ongoing

Members of the Policy and Funding Work Team collaborated with the Aging Services Collaborative on the Community Living Connection proposal for Measure A funding.

Objective 6: Support County Ballot Sales Tax Measure A.

Status:  Fully Launched

In November 2013, voters in Santa Clara County passed Measure A, which was designed to bring in a significant increase in funding for the County. The County designated \$9.2 million of the new Measure A funding for community programs. The County developed a competitive process and awarded \$2.4 million a year for the next three years to programs to provide care coordination for older adults and for senior transportation.



Measure A provides funding for the Community Living Connection and the expansion of senior transportation services.

TRANSPORTATION AND MOBILITY MANAGEMENT

Goal: Affordable transportation and pedestrian safety

Objective 1: Improve and lower cost for taxi services.

Status:  Needs more work

OUTREACH has improved taxi service and cost by purchasing six new accessible taxis that were placed with local taxi companies. They launched a Taxi Card Pilot Program which enables seniors and veterans in areas underserved by public transit to access door-to-door transportation whenever they need to travel. OUTREACH also allows non-profits to use TripNet to access discount taxi services.

The City of San José remains the only city in Santa Clara County with an ordinance for taxi drivers to give a 15% fee reduction to seniors despite advocacy efforts to expand this discount to other cities.

Objective 2: Advocate for making streets and sidewalks safe and accessible for elderly pedestrians.

Status:  Ongoing

Though the united effort of AGents for Change, OUTREACH, Valley Transportation Authority, California WALKS, Catholic Charities, City of San José, Sacred Heart Community Services United Seniors Action Committee, Seniors' Agenda and the Public Health Department changes have begun to be made to increase the safety for elderly pedestrians, especially near senior centers and senior residences.

AGents for Change organized the seniors at the Eastside Neighborhood Center, River Glen Mobile Home Community and Willow Glen Senior Center for pedestrian safety improvements near their senior centers and homes. Improvements included crosswalk signs moved to improve visibility, timing of crosswalk lights extended, and new signage.

As a first step in the Safe Walks Program, seniors identified pedestrian obstacles/hazards. Senior photographers took photos of the pathway hazards which are available for viewing through an interactive display prepared by OUTREACH.

The Public Health Department and the City of San José Parks, Recreation and Neighborhood

Services completed the first two *Walk with Ease* programs at the Alma and Mayfair Senior Centers. This evidence based program saw the seniors increase their walking speed by 43.7 seconds for a 1/3 mile over a 10 week period. Topics of pedestrian safety and healthy eating were covered during the walks. These walking groups are continuing with senior peer volunteer leaders. OUTREACH provided transportation to enable *Walk with Ease* participants from the Alma and Mayfair Senior Centers to participate in the Senior Safari Walkabouts held at Happy Hollow Park and Zoo in April and June.

California WALKS and AGEnts for Change are expanding pedestrian safety goals to campaign for the implementation of Senior Speed Zones across the City of San José. Senior Speed Zones would increase safety for pedestrians by posting signage, improving street crossings, and enforcing slower, safer speeds where seniors congregate and walk.

Objective 3: Provide affordable accessible transportation services to underserved areas.

Status:  Ongoing

In 2013, Valley Transit Authority (VTA) conducted surveys of pedestrian paths from transit stops to senior centers and senior nutrition program sites throughout the county. Improvements included putting a bus stop in front of Seven Trees Community/Senior Center, installing a bus bench at the stop nearest to the Southside Senior Center and increasing the frequency of the bus route serving the Asian American for Community Involvement (AACI) Senior Center.

Safety-Net Mobility Management program model developed by OUTREACH was adopted by City of San José and County for FY13-14 to provide mobility options to senior nutrition program participants to enable them to attend senior lunch programs. Over 1,600 seniors were provided assistance (e.g. bus passes, gas cards, van service, ADA fare subsidies, non-profit providers, etc.) to travel to the senior nutrition program site of their choice. The waitlist for program benefits was eliminated this year.

The expansion of volunteer driver services gives more options for senior riders. Since Avenidas' separation from RoadRunners, its Door-To-Door volunteer driver program has experienced a dramatic increase in ride volume, almost doubling previous monthly averages to 400 rides per month. With Stanford Hospital's expansion into Redwood City, Avenidas' rides into San Mateo County have steadily increased. Another volunteer driver program, Heart of the Valley Services for Seniors, enhanced its services this year by operating "In a Pinch": same-day transportation program for caregivers and seniors using volunteer drivers.

OUTREACH's Bike to Independence program gives older adult tricycles to seniors as a healthy transportation alternative.

Objective 4: Expand Travel Training to increase senior usage of fixed route service.

Status:  Fully launched

In 2012, Valley Transit Authority (VTA) initiated the “The Train the Trainer” Academy to provide travel instruction to service providers and senior volunteers enlisting the assistance of VTA’s community partners in providing travel instruction using the “Peer” or “Buddy” model. To date, 85 participants from 21 agencies/programs have attended VTA’s Train the Trainer Academy.

VTA also continues to provide group transit training with its “Daycation”, assisting senior participants in becoming familiar with public transportation in their community. In addition to training events, customer service staff attend community events and health fairs to provide information on travel options for seniors and persons with disabilities. Presentations are provided to educate and inform seniors about VTA programs and services. VTA’s website was updated in 2011 to include comprehensive information on travel options in Santa Clara County and VTA’s customer newsletter, *VTA Take-One* has included a monthly column, “*Travel Wise*” to inform senior riders about new programs and services. In May 2014, VTA offered transit technology training for senior riders to learn how to use the new VTA apps for phones.

Objective 5: Share mobility resources and best practices across agencies and identify service and information gaps.

Status:  Fully launched

One service gap identified was the enrollment process for a senior discount Clipper Card. Seniors could only apply for the discount in person at one of the two VTA offices. This was impractical and a hindrance for elderly people wanting to enroll. PACT’s Health Aging Organizing Committee advocated for easier access. In 2013, the process was changed to allow mail-in senior clipper card enrollment forms. OUTREACH was also authorized by VTA to issue senior clipper cards. Now VTA issues Senior Clipper Cards at senior nutrition sites, senior centers, senior living communities and community events for older adults

In 2013, VTA’s Senior Mobility Guide, a comprehensive resource guide that provides contact information for many transportation services, was created and is available in English and Spanish both in print and as a PDF.

OUTREACH’s Senior Mobility Guide to Santa Clara and San Mateo Counties was updated in April 2014. The updated guide continues to be available in English, Spanish, Chinese and Vietnamese versions.

Objective 6: Advocate for sustainability and expansion of funding for senior transportation.

Status:  Ongoing

In connection with a proposed county sales tax increase, and the need to assure use of funds for services to older, disabled and low-income individuals, a broad coalition was formed. People Acting Together (PACT) Healthy Aging Organizing Committee collaborated with Sacred Heart Community Service's United Seniors Action Committee, PACT's downtown cluster, TRANSFORM, Working Partnerships USA, Friends of Caltrans, United Way Silicon Valley, ATU Local 265, Greenbelt Alliance, Sierra Club and others in developing and advocating a proposal to include dedicated funding for seniors. Although a decision was made to defer the sales tax to the 2016 election, the coalition continues to work together in preparation for that election. Because of the advocacy efforts, VTA has developed a plan for an inclusive process to build consensus and support for this ballot measure.

OUTREACH received new funding enabling the purchase of 26 accessible mini-vans to serve seniors and people with disabilities and volunteer management software to increase efficiency of operations.

The Seniors' Agenda has a representative serving on the Transportation Safety Community Network (TSCN) steering committee.

Objective 7: Expand use of TripNet Program.

Status:  Fully launched

OUTREACH's TripNet is used by community-based partner organizations to provide transportation for seniors, including seniors who are veterans or homeless. During the past nine months an additional six organizations received training on OUTREACH's TripNet system including Heart of the Valley Services for Senior. Some of the Senior Centers use TripNet to record attendance of senior participating in the Senior Nutrition program's Safety-Net Mobility Management Program.



Senior speed zones campaign proposed for the City of San José to increase pedestrian safety.



VOLUNTEERISM AND CIVIC ENGAGEMENT

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

Objective 1: Launch 2nd R.S.V.P. program and offer training of agency staff on utilization of community volunteers age 55+.

Status:



Needs more work

Over 800 senior volunteers were involved when the City of San José hosted the Retired Seniors Volunteer Program (R.S.V.P.) before it was eliminated due to budget cuts. The senior community would like this volunteer program back in Santa Clara County. One agency applied for R.S.V.P. funding and was denied. In the next funding cycle, two other agencies seriously considered applying for this federally funded program, but decided not to apply.

To fill the gap, the R.S.V.P. of San Mateo, sponsored by Sutter Health, has expanded to Northern Santa Clara County and has over 95 senior volunteers from Palo Alto to Sunnyvale.

Coming of AGE is a successful program for 50+ to explore and plan for a fulfilling future and coordinates volunteer opportunities. Seniors' Agenda participants researched the feasibility of offering Coming of AGE in Santa Clara County. A host agency was not found to financially invest in this positive aging program that promotes volunteerism.

Objective 2: Expand Senior Peer Advocate Program (SPA) which utilizes volunteers from diverse ethnic communities to assist seniors with I&A.

Status:



Fully launched

The Senior Peer Advocates (SPA) volunteers are offering system navigation at 14 senior centers. The SPA volunteers represent the diverse ethnic communities they serve at the center. The Seniors' Agenda is collaborating to enhance the outreach to enlist potential volunteers for the annual SPA orientation training in January. Newly trained SPA volunteers will advise seniors about this information and referral services available at senior centers.

Objective 3: Solidify funding and sustainability for AGEnts for Change beyond 12/31/2012.

Status:  Fully launched

The Health Trust secured funding to sustain the AGEnts for Change program over the next year with a ten-hour a week staff position.

Objective 4: Solidify Community Volunteer Network and launch Seniors On-Call Services pilot which provides same day services to seniors with emergency rides or chores.

Status:  Fully launched

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 was funded by the Health Trust. During the pilot implementation stage, emergency needs for 38 individuals per month were met. The successful "In a Pinch" pilot will be continuing for the seniors in the geographic area served by Heart of the Valley Services for Seniors. A tool kit has been developed and is being distributed to other agencies who would like to replicate this model.

Objective 5: Sustain existing volunteer driver programs and expand volunteer driver programs.

Status:  Ongoing

Community Volunteer Network and OUTREACH offered a Volunteer Driving Liability training presented by Nonprofits Insurance Alliance of California.

Objective 6: Neighborhood emergency preparedness through volunteerism.

Status:  Ongoing

Representatives from the Volunteer and Civic Engagement Work Team presented at the Collaborative Agencies Disaster Relief Effort (CADRE) annual conference on the topic, "Disaster Planning for Seniors". Over 40 neighborhood disaster preparedness volunteers attended this workshop.

A Seniors' Agenda representative served on the "Functional Needs Strategic Planning Initiative" for Collaborative Agencies Disaster Relief Effort (CADRE).

The Los Altos Senior Center partnered with the Los Altos Rotary Club to support an Eagle Scout

project to help seniors with emergency preparedness. The Eagle Scout assisted in putting personal information on a flash drive for each senior. This device is easily transported in the event of an emergency and the senior will have access to all vital information. This project was shared as a “Best Practice” at a Seniors’ Agenda Network Summit.

Objective 7: Support utilization of seniors funded through Title V Senior Employment at senior centers.

Status:  Fully Launched

Peninsula Family Service’s Title V senior employment program and the City of San José created a MOU to employ seniors at senior centers.



Disaster preparedness project – a collaboration between Los Altos Senior Center, Los Altos Rotary, and the Eagle Scout Project.

BOARD OF SUPERVISORS POLICY RECOMMENDATIONS

In response to a request from the Board of Supervisors, the action planning teams and DAAS staff developed the following eight policy recommendations for action by the Board of Supervisors. These actions are needed to support the successful implementation of the Seniors' Agenda Phase II Plan. There are eight specific policy recommendations:

Objective 1: That the full Board of Supervisors endorse and support implementation of the Phase II Seniors' Agenda Plan.

Status:  Fully launched

The Seniors' Agenda Phase II Plan was approved by the Board of Supervisor in November 2012.

Objective 2: That the Board of Supervisors takes responsibility for providing leadership, funding and staff in support of Seniors' Agenda Implementation. This responsibility will include assembling a Senior Policy Council of county agency executive staff, municipal council representatives and executives from other county-wide organizations serving seniors and residents to help achieve these goals.

Status:  Fully launched

A Project Manager was hired in March 2013 to provide leadership and support for the Phase II Plan.

The Seniors Policy Council was approved by the Board of Supervisors in May 2013 and the first meeting was held in January 2014. Sylvia Gallegos of the County Executive's Office convened the Seniors Policy Council members that were designated by the Board of Supervisors. Supervisor Cindy Chavez serves as chair of this council. The initial meeting in January introduced the goals of the Seniors' Agenda. Steve Schmoll, Sourcewise, presented an overview of the statistics regarding seniors in Santa Clara County. The April and October meeting's focused on affordable housing for seniors with recommendations from the Seniors' Policy Council Work Team. The public interest is significant with an average of 30 people attending the quarterly meetings.

See Appendix B for the list of Seniors Policy Council members.

Objective 3: That priority consideration in funding be given to safety-net programs including: 1) affordable transportation; 2) senior nutrition; 3) coordinated information and assistance including system navigators and professional case managers; 4) elder abuse prevention, including affordable legal services and ombudsmen; and 5) affordable, non-medical in-home care and caregiver respite services; and 6) affordable housing.

Status:  Fully launched

The Department of Aging and Adult Services used these priorities as guidelines for the Aging, Disabled, and Dependent Adult Services community grants funded by the County general fund.

The Board of Supervisors took the safety-net service priorities into consideration for Measure A funding allocations.

Objective 4: That the County supports a full range of services that assist seniors and families in navigating the complex service system. This includes a range of services from Information and Assistance (I&A) volunteers and staff through professional case managers, and that special attention be given to: a) Increasing the number of case managers throughout the county; and b) Reaching underserved populations, especially those hampered by language, cultural and economic barriers.

Status:  Ongoing

The Board of Supervisors allocated Measure A funds for the Community Living Connection proposal which creates a coordinated intensive professional case management program.

Objective 5: That the Board of Supervisors insure that the County of Santa Clara departments and agencies work in a collaborative fashion to optimize the quality and quantity of services available to seniors.

Status:  Fully launched

The Seniors' Agenda has brought together over 110 agencies, community-based organizations and senior advocates to optimize the quality and quantity of services available to seniors. The County Departments of Planning, Public Health, Transportation, District Attorney, County Counsel, Sheriff, Affordable Housing, Mental Health, and the Department of Aging and Adult Services have been key partners in this collaboration.

Objective 6: That the Board of Supervisors hosts semi-annual community forums where providers can inform the public of progress made in implementing the Seniors' Agenda Plan, and where the community has the opportunity to become engaged in and make recommendations concerning the subsequent stages of implementation.

Status:  Fully Launched

Senior Network Summits have been held in May 2013, January and August 2014. There were over 150 participants at the last two summits with 94% overall satisfaction with the event. Representatives from all the Board of Supervisors have attended each of the Summits.

Objective 7: That the Board of Supervisors fund the creation and implementation of a marketing campaign to

- a. Promote the goals of the Seniors' Agenda,
- b. Raise community awareness of senior needs and what is being done to address those needs, and
- c. Foster a positive image of aging. This includes regular updates on senior issues in the e-mail blasts and mailings that inform residents of senior resources and opportunities.

Status:  Ongoing

The Board of Supervisor allocated \$50,000 for a marketing campaign to support the Seniors' Agenda. Each of the Supervisors offices has promoted senior activities and resources in their newsletters and community communications.

Objective 8: That the Board of Supervisors encourages the concept of age-friendly communities and publically acknowledges progress in this area. A publication by the World Health Organization entitled *Global Age-Friendly Cities: A Guide* identifies eight elements of age-friendly communities:

- | | |
|---------------------------------|--|
| a. Housing | b. Outdoor spaces and buildings |
| c. Transportation | d. Community support and health services |
| e. Respect and social inclusion | f. Communication and information |
| g. Social participation | h. Civic participation and employment |

Status:  Needs work

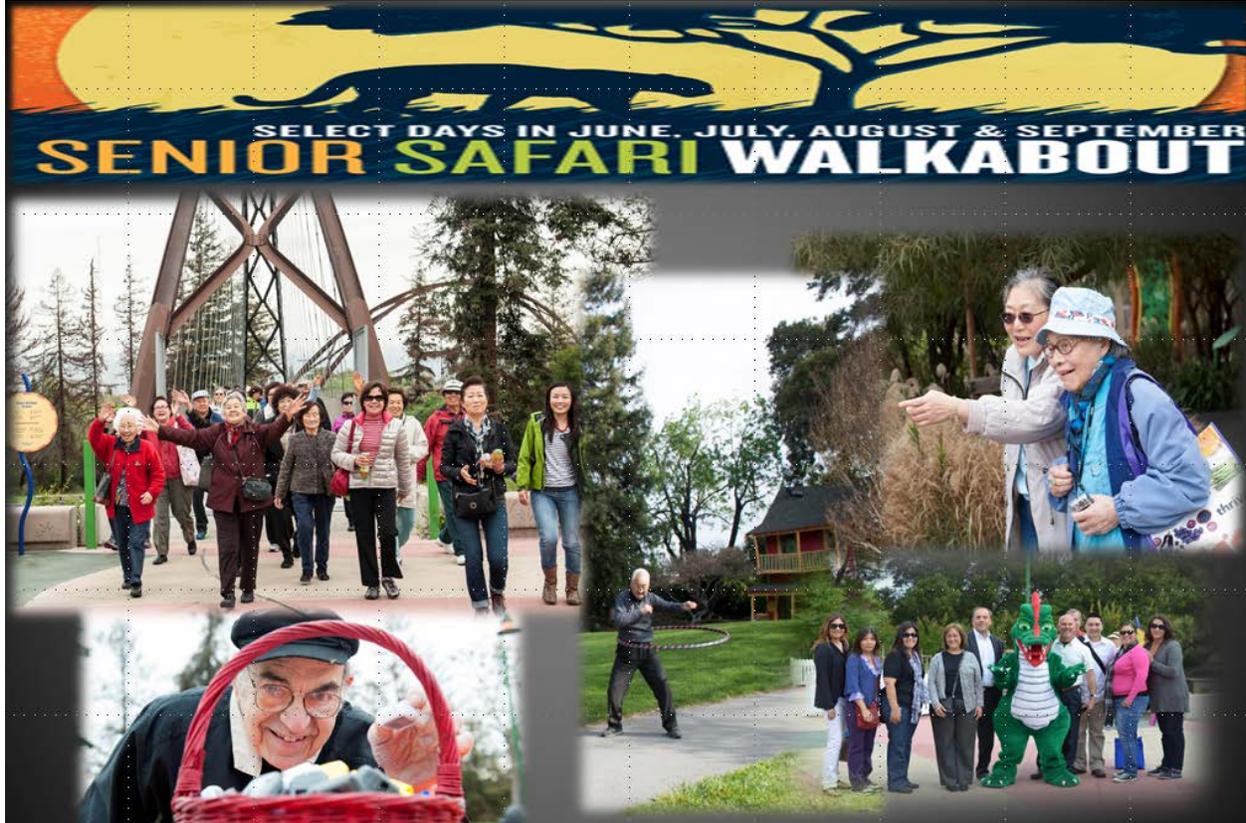
The Seniors' Agenda has been researching best practices of Age-Friendly Cities and Counties and plan to share the best practices and the process for becoming a WHO Age-Friendly Community at the next Seniors' Agenda Network Summit on January 28, 2015.

Objective 9: That the BOS support legislative efforts to increase funding for senior services and to promote the general well-being of older adults.

Status:  Ongoing

The Board of Supervisors adopted the 2013 Legislative Policies that support aging and adult services covering the priorities of the Seniors' Agenda.

IV. New Partners; New Programs



Senior Safari Walkabout at Happy Hollow Park and Zoo

The January 2014 Seniors' Agenda Network Summit was the Kick-off event for the Senior Safari Walkabout sponsored by the Kaiser Foundation and the Happy Hollow Park and Zoo Foundation. This pilot program is a free active aging event for those 50+. Once a month Happy Hollow is open an hour early for older adults to enjoy walking, hula hooping, and tai chi. Over 2,000 seniors participated in this 6 month pilot. Happy Hollow Park and Zoo will continue the Senior Safari from March to October in 2015.



CommUnity Conversations on Dementia in Santa Clara County

The Alzheimer's Association of Northern California and Northern Nevada and the Department of Aging and Adult Services are co-sponsoring a series of Community Conversations on Dementia to identify the needs and make a strategic plan to address the growing number of the population with dementia living in our communities. Similar Community Conversations have been done in San Francisco and Fresno Counties supported by a grant from the Eli Lilly Foundation. It is anticipated that the Community Conversations will begin in early 2015.



Older Americans Month

Older Americans Month was celebrated this past May with a proclamation from Board President Mike Wasserman and fellow Supervisors. Over twenty Seniors' Agenda colleagues were on hand for the official business followed by a reception hosted by Supervisor Cindy Chavez, the chair of the Children, Seniors and Families Commission and Seniors Policy Council for the Seniors' Agenda.

V. CONCLUSION

The 21st century will be shaped by longevity. Great cities and counties will structure their communities for persons of all ages to remain healthy and engaged. The Seniors' Agenda of Santa Clara County promotes housing and transportation options, health and wellness activities, and expanded access to services. There is a role for everyone in successfully changing communities. This change can only happen through the collaboration and engagement of citizens, government, businesses, and philanthropic organizations. The Seniors' Agenda is allowing Santa Clara County to be at the forefront of planning and preparing to meet the needs of the future.

VI. APPENDICES

Special THANK YOU to the following agencies for contributing to the Seniors' Agenda!

- 4 C's
- Agape Long Term Care
- Institute for Age-Friendly Housing
- AGents for Change
- Aging Services Collaborative (ASC)
- Alzheimer's Association
- Asian American Recovery Services
- Asian Americans for Community Involvement (AACI)
- Ask Barbara
- Avenidas
- Bay Area Older Adults
- C.A.R.A (California Alliance for Retired Americans)
- CAFÉ (Center for Age Friendly Excellence)
- California WALKS
- Campbell United Methodist Church
- CareMavens
- Catholic Charities
- Centennial Recreation Senior Center-Morgan Hill
- Center for Healthy Aging in Multicultural Populations (CHAMP), SJSU
- Century 21
- Church of Chimes
- City of Campbell
- City of Los Altos
- City of Milpitas
- City of San Jose, Housing
- City of San Jose Library
- City of San Jose, P.R.N.S.
- City of San Jose, Senior Citizens Commission
- City of Santa Clara
- Community Health Partnership
- Community Services Agency
- Community Volunteer Network of Silicon Valley
- EAH Housing
- Eastside Neighborhood Center
- Eden Housing
- El Camino Hospital
- Episcopal Senior Communities
- Family Caregiver Alliance
- Family Matters In-Home Care
- Foster Grandparent Program, Santa Clara County
- Gardner Senior Center
- Good Samaritan Hospital
- Happy Hollow Park and Zoo Foundation
- Heart of the Valley Services for Seniors
- Home Instead
- Hospice of the Valley
- Housing Authority of Santa Clara County
- Institute on Aging
- Jewish Family Services of Silicon Valley (JFSSV)
- Jewish Federation of Silicon Valley
- League of Women Voters
- LifeSTEPS
- Live Oak Adult Day Care
- Long Term Care Ombudsman
- Los Altos Senior Commission
- Love INC.
- Medical ALERT
- Mid-Peninsula Housing
- Northern California Presbyterian Homes and Services (NCPHS)
- Office of Assembly Member Bob Wieckowski
- Office of Assembly Member Rich Gordon
- Office of Congresswoman Zoe Lofgren
- Office of State Senator Jim Beall
- Office of State Senator Paul Fong
- Office of Supervisor Cindy Chavez
- Office of Supervisor Dave Cortese
- Office of Supervisor S. Joseph Simitian
- Office of Supervisor Mike Wasserman
- Office of Supervisor Ken Yeager
- OnLok Lifeways
- OUTREACH
- Palo Alto Medical Foundation (PAMF) Drucker Center
- Peninsula Family Services
- People Acting in Community Together (PACT)
- Portuguese Community Center (POSSO)
- Project ACCESS
- Rebuilding Together Silicon Valley
- Respite and Research for Alzheimer's Disease
- Retired and Senior Volunteer Program (RSVP) San Mateo/North Santa Clara County
- Right at Home
- Sacred Heart Community Services
- San Jose State School of Nursing
- Santa Clara County Affordable Housing Department
- Santa Clara County Department of Aging and Adult Services
- Santa Clara County Fire Department
- Santa Clara County Library
- Santa Clara County Mental Health Department
- Santa Clara County Mental Health Homeless Systems
- Santa Clara County Open Space Authority
- Santa Clara County Planning Department
- Santa Clara County Public Health Department
- Santa Clara County Senior Care Commission
- Santa Clara County Social Services Agency
- Santa Clara County Valley Medical Center, Geriatric Clinics
- Santa Clara Senior Center
- Satellite Healthcare
- Second Harvest Food Bank
- SEIU 521
- Senior Adult Legal Assistance (SALA)
- Senior Companion
- Senior Peer Advocates (SPA)
- Seven Trees Senior Center
- Silicon Valley Independent Living Center (SVILC)
- Silicon Valley Council of Nonprofits (SVCN)
- Silicon Valley FACES
- Silicon Valley Healthy Aging Partnership-Falls Prevention
- Sourcewise
- Sunnyvale Community Center
- Sutter Health
- The Health Trust
- TRANSFORM
- United Senior Action Committee
- United Way 211
- Valley Transportation Authority (VTA)
- Vintage Silver Creek
- Volunteer Network of Silicon Valley
- Wellpoint
- YMCA, Silicon Valley
- Yu-Ai Kai-Japanese American Community Senior Service

SENIORS POLICY COUNCIL-FOR THE SENIORS' AGENDA

Name	Agency/Organization
Alex Sanchez, Executive Director	Santa Clara County Housing Authority
Bill Shoe, Principal Planner	Santa Clara County, Department of Planning and Development
Cindy Chavez, CSFC Chair (ex officio)	Santa Clara County, Board of Supervisors Children, Seniors and Families Committee (CSFC)
Daniel Peddycord, Public Health Director	Santa Clara County, Public Health
Greta Helm, Chief External Affairs Officer	Santa Clara Valley Transportation Authority
James Ramoni, Director	Santa Clara County, Department of Aging and Adult Services
Mark Linder, Representative	Cities Managers Association of Santa Clara County
Nancy Peña, Director	Santa Clara County, Mental Health Department
Norberto Dueñas, Deputy City Manager	City of San Jose
Rene Santiago, Deputy County Executive	Santa Clara County, Health and Hospital Systems
Steve Schmoll, Executive Director	SOURCEWISE (Previously Council on Aging Silicon Valley)
Susan Fent or Amy Andonian, Representative	Aging Services Collaborative (ASC)
Suzanne Wolf, Deputy Director	City of San Jose, Parks, Recreation and Neighborhood Services
Sylvia Gallegos, Deputy County Executive	Santa Clara County
Diana Miller, Seniors' Agenda Project Manager *Staff Support	Santa Clara County, Department of Aging and Adult Services



Seniors' Agenda Phase II
May 23, 2013; 8:30 – 11:00
Department of Aging and Adult Services

**Department of
Aging and Adult Services**

Purpose of this Meeting: To celebrate accomplishments and identify decision team next steps.

Key Questions:

1. What has been accomplished so far?
2. What will teams be working on for the remainder of 2013?
3. Who is committed to working on each of the teams as a coordinator and as members?

ITEM	Content	Lead	Time
Refreshments	Refreshments and Networking		8:30 - 9:00
Welcome and Warm Up	Welcoming Remarks followed by I Believe Slideshow and Interactive Exercise	Lee Pullen, Mary Anne, Diana	9:00 – 9:15
Accomplishments	Recognition and Celebration of Accomplishments	Mary Anne	9:15 - 9:40
Work Team Meetings	Team will work on next steps and commitments for remainder of 2013	Team Coordinators	9:40 - 10:20
Report Outs	Each team will report on their next steps and define who will coordinate and who will participate in those steps	Mary Anne and Diana	10:20 – 10:50
Closing	Closing Remarks	Lee and Diana	10:50 – 11:00

“Alone we can do so little; together we can do so much” — Helen Keller

Next All-Team Meeting: Wednesday, January 29th, 9-11 a.m.



Department of
Aging and Adult Services

Seniors' Agenda Network Summit

January 29, 2014

8:30 a.m. – 11:00 a.m.

Purpose of this Meeting: To celebrate accomplishments and identify opportunities to work together on common solutions for the older adults of Santa Clara County.

Key Questions:

- 1. What has been accomplished so far?**
- 2. What will teams be working on for 2014?**
- 3. How can we work on common solutions for the aging population?**

ITEM	Content	Lead	Time
Refreshments	Refreshments and Networking		8:30 - 9:00
Welcome	Welcoming Remarks and Announcements <ul style="list-style-type: none"> • Bruce Wagstaff, Director, Social Services • Supervisor Cindy Chavez, Chair: Children, Seniors and Family Committee • Heather Lerner, Executive Director, Happy Hollow Park and Zoo Foundation 	Jim Ramoni <i>Director, Department of Aging and Adult Services</i> Diana Miller <i>Project Manager Seniors' Agenda</i>	9:00 – 9:15
Accomplishments	Recognition and Celebration of Accomplishments	Diana Miller Jim Ramoni	9:15 - 9:40
Keynote Speaker	SOLUTIONS IN COMMON: Increasing Our Effectiveness by Working Outside Our Silos	Don Weden <i>Former Director of Planning for Santa Clara County</i>	9:40 – 10:25
Seniors' Agenda Huddles	Brainstorming ideas for Solutions in Common: Share ideas generated	ALL	10:25 - 10:45
Report Outs	Six Work Teams announce 2014 action plan and date of next meeting	Diana, Team Coordinators	10:45 – 10:55
Closing	Closing Remarks	Jim and Diana	10:55 – 11:00

Next Network Summit: Wednesday, May 28th , 9-11 a.m.



Seniors' Agenda Network Summit
August 27, 2014
9:30 a.m. – 12:00 p.m.
Milpitas Community Center

**Department of
Aging and Adult Services**

Purpose of this Meeting: To celebrate accomplishments and identify opportunities to work together on common solutions for the older adults of Santa Clara County.

Key Questions:

- 1. What has been accomplished by working together?**
- 2. How can we work on common solutions for the aging population?**
- 3. How can we contribute to alleviating loneliness?**

ITEM	Content	Lead	Time
Refreshments	Refreshments and Networking		9:00- 9:30
Welcome	Welcoming Remarks <ul style="list-style-type: none"> • Mayor Jose Esteves, City of Milpitas • Introductions 	Jim Ramoni Director, Department of Aging and Adult Services	9:30 – 9:45
Accomplishments	Celebration of Accomplishments	Diana Miller Project Manager, Seniors' Agenda	9:45 – 10:00
Keynote Speaker	Loneliness and Connections: A Health Indicator	Patrick Arbore Institute on Aging	10:00– 11:15
Seniors' Agenda Huddles	Brainstorming Ideas for Connecting: <i>How can you make a connection personally and/or organizationally to alleviate loneliness?</i> Share ideas generated by your group	ALL	11:15 - 11:45
What's Next?	Community Initiatives for Seniors	Diana & Jim	11:45 – 11:55
Closing	Closing Remarks <ul style="list-style-type: none"> • Bruce Wagstaff Director, Social Services Agency 	Jim	11:55 -12:00

Next Network Summit: Wednesday, January 28, 2015