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INTRODUCTION

In the 2011 State of the County Address, the Board of Supervisors announced a Seniors’ Agenda to prepare for the growing population of older adults in this county. The Quality of Life assessment was developed, but the community wanted to do more.

During Phase II in 2012, over 70 professionals and aging activists created a three-year Plan of Action. Six work teams began to implement the action plan with the new Seniors’ Agenda project manager. No one could imagine the momentum of the Seniors’ Agenda. It has been so successful in bringing the community together to work on senior issues that the Seniors’ Agenda has become the fifth program in the Department of Aging and Adult Services.

The results of the three-year Plan of Action were presented in last year’s annual report. The plan recommended to the Board of Supervisors that Santa Clara County would become an Age-friendly community. This year’s annual report will show our progress toward this goal as well as our initial work as a pilot community for a Dementia Friendly America. Also highlighted are the new partners and new programs that have been a part of our collective impact efforts towards an Age-Friendly County for all our residents.
Santa Clara County and all its fifteen cities have a common goal to become recognized by the World Health Organization as Age-Friendly by July of 2017.

The World Health Organization (WHO) established the Age-Friendly Cities in 2005 as a response to the growing demographic of older people throughout the world and the growing urbanization of the population. Over the intervening years, hundreds of cities around the world have embraced Age-Friendly ideals and are creating programs to incorporate the goals developed through the WHO. Portland was the first Age-Friendly city in the United States. Today there are over 303 cities in 35 countries that form a global network, allowing cities to tap into national and global research, models, and best practices. An Age-Friendly city is an inclusive and assessable urban environment that promotes active aging.

The WHO Age-Friendly process is a five-year cycle of continuous improvement. WHO wants cities to use the eight domains of livability for assessment, planning, implementation and evaluation. The eight domains are: housing, transportation, outdoor spaces and public buildings, social participation, respect and social inclusion, civic participation and employment, communication and information and community support and health services.

The first step is the planning phase, which establishes ways to involve older adults, develop a baseline assessment using the eight domains of livability, develop a three-year plan of action based on assessment and identify indicators to monitor progress and submit the application to be signed by the governing body official. At the end of this phase, an application to join the Global Network of Age-Friendly Cities and Communities will be submitted to WHO.

Step Two is a three-year period of implementation where cities develop projects, programs or policies that are positive responses to gaps in service or an unmet need that were identified in the assessment. Most cities select a few
of the eight domains to target for their projects. Metrics are adopted to identify indicators to monitor progress.

Step Three is for evaluation in year five. WHO recently changed their renewal process; instead of submitting a written evaluation, cities are asked to post at least one Age-Friendly practice per year to keep their designation active. If there is a change of mayor, then a demonstration of continued political commitment is requested.

By working together, we can leverage resources and cultivate partnerships. The County has allocated resources for the Center for Age-Friendly Excellence (CAFÉ) to provide technical assistance for the assessment and planning phase to the County and cities that wish to become Age-Friendly. CAFÉ, under the direction of Anabel Pelham, San Francisco State University professor of gerontology, provides technical assistance and interns to assist with the process for each city. CAFÉ will guide each city through the WHO process and include the participation and direction of local elected officials and community leaders.

Public awareness is another component of an Age-Friendly community. Shared branding and media outreach was created to give the public a cohesive recognition, including an Age-Friendly Opinion Editorial (OpEd) article in the San José Mercury News (appendix A) and a website created with a generous donation from Michael Fox, Sr. to showcase all the cities and County efforts and events (www.agefriendlysiliconvalley.org).

**Individual City Process for Age-Friendly Designation**

Each city does their variation of this basic process. A presentation about Age-Friendly is presented to the Senior Commission if the city has one. The Senior Commission recommends that their city becomes a WHO designated Age-Friendly City to city officials. An Age-Friendly Taskforce is created with representatives from the senior commission and others so that the composition of the taskforce represents the community.

CAFÉ recommends a minimum of two focus groups. One focus group is for seniors and one is for professionals in the field of aging. CAFÉ facilitates the focus groups and collects input on the WHO eight domains of livability and provides a written report to the taskforce. In collaboration with city staff, the taskforce uses the outcomes of the focus group and the Age-Friendly online survey results to complete the application and strategize on possible projects aligned with some of the eight domains. Once the WHO application is completed, it is presented to the City Council for approval and signature of the Mayor.
**Age Friendly Survey**

The Department of Public Health coordinated the Countywide Age-Friendly survey. The evidence-based AARP livability survey was adapted by the senior taskforce for our community and questions on dementia were added as part of our Dementia Friendly efforts. The survey can be taken online in four languages at [www.agefriendlysiliconvalley.org](http://www.agefriendlysiliconvalley.org). Each city is promoting the survey through their taskforce and senior centers. They are also providing an opportunity to take the paper version of the survey. Four times in June, a half-page ad was published in the San José Mercury News to promote Age-Friendly and ask people to take the survey (Appendix B). Nearly 1,400 surveys have been completed. The survey will close at the end of October and each city will be given their individual analysis as well as county-wide results.

**UPDATE ON AGE-FRIENDLY CITIES**

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<td><strong>ESTABLISHED</strong></td>
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<td><strong>Los Altos and Los Altos Hills</strong></td>
<td>The City of Los Altos and Los Altos Hills received the WHO designation in 2011 through the efforts of Dr. Anabel Pelham, SFSU professor of gerontology who is the founder of CAFÉ. Their original projects were about disaster preparedness, creating a social club for 55+ and conducting a survey with a 23% response rate. Because it has been five years since their first assessment, they are participating in the focus groups and survey.</td>
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<td>Morgan Hill</td>
<td>Morgan Hill was designated as Age-Friendly in June. Transportation, Information &amp; Communication and Lifelong learning are the areas of focus. The Senior Advisory Committee now writes an Age-Friendly column in the local newspaper twice a month. The new El Torro Club for seniors 55+ is attracting over 100 people at their social and cultural events in just four months since their kickoff.</td>
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<td>San José</td>
<td>San José submitted their application to WHO on August 31st after an assessment process that included 15 focus groups to capture the diversity of the city. The city manager’s directors meeting had a presentation and discussion on Age-Friendly. On November 10th, the San José City Council unanimously voted its commitment to becoming designated by WHO as an Age-Friendly community.</td>
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<td>Saratoga</td>
<td>Saratoga received the Age-Friendly designation in the spring. Mayor Manny Cappello and Lisa Huening, President of the Saratoga Area Senior Coordinating Council were early champions for Age-Friendly Cities. Mayor Cappello is on the Age-Friendly subcommittee of the Santa Clara County Association of Cities who adopted Age-Friendly as a 2016 priority. Saratoga is fundraising to remodel the Senior Center and conducting a survey of Saratoga seniors.</td>
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## ENGAGED

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<td>Cupertino</td>
<td>The first official meeting of the Cupertino Taskforce was in July. Currently, the taskforce is recruiting more members to reflect the diversity of seniors in Cupertino. Focus groups are planned for the fall, including a focus group for caregivers of elderly parents from other countries.</td>
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<td>Mountain View</td>
<td>The Mountain View Senior Advisory Committee has been promoting Age-Friendly for the past few years and had CAFÉ present at a Town Hall on Age-Friendly in 2015. The City Council is scheduled to review the request on October 18th with the hopes of submitting an application to WHO in November, with a taskforce and focus groups to follow.</td>
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<td>Palo Alto</td>
<td>The Age-Friendly Taskforce is a subcommittee of their WHO Healthy Cities, Healthy Community project. The focus groups were conducted in the summer with a Mandarin speaking focus group completed in September. After completion of focus groups, the taskforce will meet in October to analyze the results.</td>
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<td>Milpitas</td>
<td>An Age-Friendly presentation was given at the Senior Advisory Commission’s April meeting with the Mayor present. The Senior Advisory Commission voted to support Age-Friendly and saw this as a complement to the senior center survey, which was just completed with over 1,000 responses. Due to a staffing change, the taskforce and focus groups will be completed in the last quarter of 2016.</td>
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<td>Gilroy</td>
<td>At the Senior Advisory board on June 20th, the Age-Friendly presentation got an enthusiastic response. The new Senior Center Director is forming a taskforce and the dates for the three focus groups are scheduled for October and November. The Department of Public Health is scheduled to make a presentation in October at the Senior Center to encourage seniors to complete the Age-Friendly survey.</td>
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<tr>
<td>Santa Clara</td>
<td>The Santa Clara Senior Advisory Committee voted to request the city pursue the designation as an Age-Friendly City. Focus groups have been conducted and a presentation was made at the September ADA Committee meeting, chaired by Councilmember Deb Davis. The application is set to go before the City Council on October 11th.</td>
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## INQUIRING

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<td>Los Gatos</td>
<td>The Community and Seniors Commission voted to recommend the City become Age-Friendly at their February meeting. The commission and the Los Gatos Older Adult Center are promoting the survey. Because of staffing changes, the city expects to begin the assessment process in January 2017.</td>
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Monte Sereno

Monte Sereno is participating in the Age-Friendly Survey and will be forming a taskforce and conducting focus groups in November.

Campbell

The Campbell City Council is scheduled to have a presentation on Age-Friendly at their November 15th meeting by Tina Wong-Erling, Campbell Senior Services Supervisor. Following Council approval, a taskforce will be formed and the assessment phase will begin.

Sunnyvale

Community leaders in Sunnyvale are being introduced to Age-Friendly Initiatives including presentations by Dr. Pelham at the Sunnyvale Rotary Club, Sunnyvale Neighborhood Associations and the Sunnyvale Senior Center. The Sunnyvale Director of Library and Community Services is proposing Age-Friendly to the January 2017 priority settings study sessions. In the meantime, the CAFÉ intern and others have been promoting the Age-Friendly survey, including at an information booth at the State of the City resource fair.

Santa Clara County – Age-Friendly

Santa Clara County will be the first county in the United States with all cities designated as Age-Friendly by the WHO. The Santa Clara County Board of Supervisors voted favorably through a formal resolution on April 26, 2016 to become an Age-Friendly County. The application to WHO will be submitted in March 2017.

The Senior Care Commission’s work plan includes support of the Age-Friendly initiative. The Commissioners are participating in a focus group before their October meeting. Another focus group of professionals who have not participated in a city-level focus group will be held in the fall. The Age-Friendly Survey analysis is expected to be completed in January 2017 by the Department of Public Health.

Each County Supervisor will be given the opportunity to host a Community Conversation on Age-Friendly in their district. This would highlight the results of the Age-Friendly survey, showcase the work of each city in their district and gather input on how the County can become more Age-Friendly. When the majority of cities have completed WHO applications, the Seniors’ Agenda will bring together a Silicon Valley Age-Friendly Communities Collaborative to share best practices and policies and have the opportunity to work together on the common issues that are a concern to seniors in all the cities of Santa Clara County. Plans for workshops or summits on each of the eight domains of livability are also underway. In addition, the Seniors’ Agenda will

Supervisor Dave Cortese is blazing a trail by growing county services for seniors.
coordinate Age-Friendly awareness within other County Departments. Currently, the Santa Clara County Fire, Public Health and Planning Departments are early partners in the Age-Friendly initiative.

**Inaugural Senior Symposium**

On May 6th, the County of Santa Clara and the City of San José hosted the inaugural Senior Symposium to support healthy and active aging communities and increase awareness of Age-Friendly. Nearly 300 seniors attended the free event at the Mexican Heritage Plaza. Board of Supervisors President Dave Cortese kicked off the event and Jim Ramoni, Department of Aging & Adult Services Director, served as Master of Ceremonies. Older Americans Month was celebrated with a special video by the City of San José Senior Centers accompanied by rap poet, Brandon Glover. The keynote speaker was the nationally recognized leader in aging, Dr. Laura Carstensen, founder of the Stanford Center on Longevity. Eighty-four year old musician Maestro David Dworkin brought everyone to their feet to exercise to his innovative Conductor size. At the Symposium, the Age-Friendly Initiative website was unveiled and the Age-Friendly Survey was launched. (Appendix C, D)

**Seniors’ Agenda Network Summits**

“Age Wave meets the Technology Wave” was the theme of Richard Adler’s keynote presentation at the August 31st Seniors’ Agenda Network Summit. Over half of the 170 professionals, elected officials, students and senior activists were attending the Network Summit for the first time to learn about the latest in technology trends and how it affects older adults. Supervisor Ken Yeager welcomed everyone to the event along with comments from Jason Baker, City of Campbell’s Mayor. The Seniors’ Agenda table “huddles” allowed attendees to give input for the Senior Nutrition Program’s assessment. Upcoming programs and events for seniors were also highlighted. (Appendix E)

Our Seniors’ Agenda Network Summit in January focused on our Dementia Friendly Santa Clara County initiative. Peining Chang from the Alzheimer's Association inspired everyone with examples of Dementia Friendly Countries from around the world. Board of Supervisors President Dave Cortese and City of San José Vice Mayor Rose Herrera addressed the audience of 150 attendees representing 64 community based organizations. Included in their welcome was sharing their personal stories of how dementia has affected a loved one. Accomplishments from the Community Conversations’ 40 action items were announced. All attendees were invited to the Dementia Friendly America workshop held in March with national trainers. (Appendix F)
DEMENTIA FRIENDLY INITIATIVE

Background

The Dementia Friendly America initiative (DFA) is a cross-sector, national effort leveraging tailored resources and tools to equip all community sectors to support those with dementia and their caregivers and families. A Dementia Friendly community is defined as one that is informed, safe and respectful of individuals with dementia and their families, provides supportive options and fosters quality of life. Santa Clara County was chosen to be one of the nine pilot sites for this groundbreaking initiative. The announcement was made at the White House Conference on Aging in July 2015. In the year since the announcement, the Dementia Friendly America communities have already expanded to 43 states.

In March, as a follow up to the January Summit, the Seniors’ Agenda and the Alzheimer’s Association hosted two Dementia Friendly workshops with national coordinator Olivia Mastery; one for community based organizations and another for the San José/Silicon Valley Chamber of Commerce businesses. At these workshops, organizations were introduced to the Dementia Friendly model and the resources and toolkits available on the website: www.dfamerica.org.

The San José/Silicon Valley Chamber of Commerce is a new partner in exploring the impact of dementia on employees as caregivers and on customers who have dementia. Some of the 40 businesses attending the workshop followed up with on-site trainings of their employees, including the United States Postal Service.

These efforts to launch Dementia Friendly stem from a series of three Community Conversations on Dementia in early 2015. As a result of the Community Conversations with over 40 stakeholders, the County of Santa Clara Department of Aging & Adult Services has partnered with the Alzheimer’s Association of Northern California and Nevada to launch an action plan to make Santa Clara County a Dementia Friendly community. The three Community Conversations facilitated by Eli Lilly brought together both medical and community organizations to address the issue of creating a better experience for older adults.
living with dementia. The efforts include increasing awareness, detection and effective care practices.

**Forty Dementia Friendly Action Items**

The 40 action items identified by the community-based and healthcare organizations were in four areas: education/training; increasing awareness; policy, advocacy & system change; and strengthening the bridge with the medical community. Some of the accomplishments to date include:

- Over 215 community education workshops reaching 6,500 professionals and caregivers;
- Santa Clara County’s Health Element included dementia;
- County-wide Lifesaving Information For Emergencies (L.I.F.E File), replacing Vial of Life, now includes diagnosis of dementia;
- Training of over 170 first responders including Santa Clara County Fire and the San José Police Crisis Intervention Unit;
- Grand Rounds on dementia at Valley Medical Health Center for physicians; and
- Alzheimer’s Direct Connect Referral form uploaded to the VMC electronic Health System. (The Direct Connect Referral allows the Alzheimer’s Association to contact the patient within a week of diagnosis. National studies show that, for most families, no referrals of any kind are given at diagnosis and many struggle for two to five years before seeking help from the Alzheimer’s Association or other community agencies.)

In the second quarter of 2016, Community Conversations in Dementia 2.0 returned, focusing on health care professionals. Geriatric medical doctors and other health professionals from Valley Medical Center, Stanford Hospital, El Camino Hospital, Kaiser, Planned Parenthood and the Veterans’ Administration came together three times to learn about early detection, diagnosis and community supports post-diagnosis. Dr. Terry Barclay from Minnesota’s ACT on Alzheimer’s presented at one of the sessions that focused on early detection and diagnosis. Currently, only half of all individuals suffering from dementia are diagnosed and only half of those are given the diagnosis by their doctor. The Community Conversations Health Care Series on Dementia’s outcomes include:

a. Using September 21, World Alzheimer’s Day, as a way of promoting lack of appropriate diagnosis of dementia and encourage providers to implement best practices;

b. Adding cognitive assessment tools to routine screening protocols in a medical clinic;
c. Having a lecture to educate physicians on new 2017 Medicare reimbursement options;

d. Having medical clinic staff get dementia training from the Alzheimer’s Association; and

e. Creating dementia education campaigns in multiple languages.

Next Steps

Beginning in September, the Dementia Friendly initiative has the support of an intern from the San José State University/Social Service Agency’s Masters of Social Work work-study program to coordinate a follow-up to the workshops and community conversations, focusing on public awareness for the business and financial sectors. There will be trainings on dementia for Senior Center staff in the 34 centers located in Santa Clara County. The intern will be launching the local efforts of the national “Dementia Friends” campaign for 2017.

Alzheimer’s Disease in Santa Clara County

(Adults 55 and older)

According to the California Data Report, nearly 28,000 adults 55+ were living with Alzheimer’s disease in Santa Clara County in 2008. By 2030, this number is projected to increase to 58,600.
World Elder Abuse Awareness Day

For the second consecutive year, on June 15th, World Elder Abuse Awareness Day, the Seniors’ Agenda, Adult Protective Services (APS) and Sourcewise hosted a workshop for over 40 mandated reporters and interested community members. Last year, APS received 4,335 reports of elder or dependent adult abuse and investigated 7,458 cases.

The workshop increases the community’s awareness of elder abuse, the role of a mandated reporter and the responsibility of APS. (Appendix G)

Friendly Visitors from Meals on Wheels

Many of the 925 Meals on Wheels recipients are at risk of being socially isolated. A new program was created this past year to address this need by the Senior Nutrition Program. This grant opportunity for a Friendly Visitors Program was presented at the January summit. In April, the Health Trust began the Friends from Meals on Wheels program to combat social isolation among our frail elders. In its fifth month of operation, Friends from Meals on Wheels made 160 home visits, 240 phone calls and 30 pet food deliveries.

Measure A: Community Living Connection and Transportation for Seniors

The collective impact of the Aging Services Collaborative and Seniors’ Agenda saw $4.2 million dollars go toward services for seniors through three-year grants using Measure A funds. These grants addressed priority needs identified in the Seniors’ Agenda’s community-wide needs assessment of 2011: transportation for safety net services such as to and from nutrition sites and intensive case management for seniors who are at risk of institutionalization, but could age in place with the right supportive services.

Senior Transportation Mobility Management

The Senior Transportation Mobility Management Program has successfully provided transportation services for seniors in FY 2015-2016. Measure A funds were allocated to provide more transportation options for senior residents of the county, especially to alleviate the waitlist on rides to senior nutrition sites for lunch. Through this program,
OUTREACH served 3,410 unduplicated clients with rides to nutrition sites and medical appointments – 127% more than its targeted goal of 1,500 unduplicated clients. Total annual one-way rides provided to seniors utilizing Measure A Funds were 267,989. This is an increase of 72,071 one-way rides or a 36.8% increase over FY 2014-2015.

Community Living Connection: Intensive Case Management for At-Risk Seniors

Community Living Connection (CLC) fills a gap in case management for frail seniors in Santa Clara County. There are case managers for short-term or crisis intervention like Adult Protective Services or discharge planners from hospitals, but no agency to refer those who are at risk of institutionalization. CLC has been successful in averting institutionalization for 97% of its clients during a six-month period of service. In comparison, those who were on the waitlist for a period of six months and did not receive CLC services fared very poorly. Only 57% of those waitlisted individuals were still living in the community by the time they were seen by a CLC social worker and 43% had been placed into skilled nursing homes, died or moved out of the County to obtain necessary services. Over 164 individuals have been provided with services by the Community Living Connection program since January 2015 and there are currently 50+ clients on the waitlist.

Being Mortal: An End of Life Documentary with a Culturally Competent Panel Discussion

On March 16th, over 250 people attended a screening of the documentary film, Being Mortal, based on the New York Times best-seller by Dr. Atul Gawande. End of life issues were further explored after the film with a multi-cultural panel moderated by Dr. Patrick Arbore from the Institute on Aging. Panelists were:

- Sophie Horiuchi-Forrester, creator of an end-of-life website for Japanese Americans and former Executive Director of Yu Ai Kai;
- Chi Mai, RN Stanford Healthcare ICU and Research Ambassador of the Stanford iSAGE program and the “Letter” project – educating the public about advance health care directives, power of attorney and end of life decisions;
- Jeanne Wun, Past Chair of the Board of Directors, Chinese American Coalition for Compassionate Care USA;
• Angelica Leon, MSW Social Worker/Case Manager, Institute on Aging Santa Clara Region Community Living Connection; and

• Sulochina Lulla, M.D., MPH Allergist-Immunologist, Preceptor for the Medical Residents of Kaiser Hospital, Santa Clara and representative from Pallium India, USA.

Another Being Mortal film event is being planned for Oct. 20th at the Morgan Hill Community Center.

These events are free and open to the public. With a grant from Kaiser, the Institute on Aging sponsored this event together with the Department of Aging & Adult Services and the City of San José. (Appendix H)

**Volunteer Management Network**

The Seniors’ Agenda is playing a key role in revitalizing a network of volunteer managers in non-profits, including those who serve the senior population. During the recession, the local chapter of DOVIA (Directors of Volunteers in Agencies) disbanded as did the Senior Volunteer Network. A core group of volunteer managers decided to hold quarterly meetings for networking, professional development and promoting volunteer opportunities especially for seniors who are retired. The first quarterly meeting will have a presentation on older adult volunteer trends and statistics and how to create a job description appealing to senior volunteers.
Senior Safari Walkabout

The third season of the Senior Safari Walkabout at Happy Hollow Park and Zoo began in May with a new sponsor: The Health Trust. For an hour on every fourth Thursday of each month from May through October, the zoo is open exclusively for seniors 50 and over, free of charge. This ADA accessible park and zoo has hosted nearly 3,000 seniors from walking groups to residents in skilled nursing facilities. A new addition this year was the chance to ride the roller coaster, merry-go-round and Danny the Dragon in addition to hula hooping, Tai Chi and Conductorsize.
APPENDICES

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B. Age-Friendly Survey Mercury News Ad
C. Senior Symposium Summary
D. Senior Symposium Mercury News
E. Seniors’ Agenda Network Summit Summaries
F. Dementia Friendly
G. World Elder Abuse Awareness Day Agenda
H. Being Mortal: End of Life Film Event
I. Seniors’ Agenda Participant List
County working to create age-friendly cities

By Diana Miller
and James Ramoni

For the first time ever, older people outnumber the young in the United States. By 2030, one in four Santa Clara County residents will be over 60. The fastest-growing segment of this population is the oldest of the old, those 85 or older. Our county must be ready for the impact of this demographic shift on the communities of Silicon Valley.

We are acting now to encourage and support the transition to age-friendly cities, qualifying Santa Clara County as part of the World Health Organization's Global Network of Age-Friendly Cities and Communities. In practical terms, an age-friendly city adapts its structures and services to be accessible to and inclusive of older people with varying needs.

This does not mean, providing services and civic enhancements exclusively to aging residents. WHO's age-friendly communities have shown that when a city or county commits to becoming age-friendly, all ages benefit from improved transportation, more inclusive housing, better access to health care, etc.

The Seniors' Agenda of Santa Clara County Department of Aging and Adult Services is providing cities with technical assistance on their applications to WHO. Los Altos' Center for Age Friendly Excellence (CAFE) is also working with the county to help other cities with applications. Los Altos and Los Altos Hills already are part of WHO's Global Network and are implementing their initiatives.

The San Jose City Council recently voted unanimously to join Santa Clara County in applying to become part of the WHO Global Network. Senior commissions in the cities of Morgan Hill, Santa Clara and Mountain View are taking leadership roles. We believe that Santa Clara County will be the first in the U.S. to have all of its cities join with county government to achieve the WHO designation.

Santa Clara County Board of Supervisors President Dave Cortese’s State of the County address this year announced the intention to pursue the Age-Friendly designation. The Seniors' Agenda's audacious goal is for all 175 cities to join the Global Network by 2017. The county has been working with the Seniors' Agenda for the past three years to promote age-friendly programs and fill gaps.

For the remaining cities to apply for membership in the WHO Global Network, they must work with their own seniors, community organizations and service providers to plan to better serve older adults in eight areas:
- Outdoor spaces and buildings
- Transportation
- Housing
- Social participation
- Respect and social inclusion
- Civic participation and employment
- Communication and information
- Community support and health services.

An age-friendly city provides significant benefits to all residents and businesses. Accessible buildings and streets enhance the mobility and independence of people with disabilities, young and old, and improve stroller access. Secure neighborhoods allow children, young women and older people to venture outside in confidence to participate in exercise and social activities.

Families experience less stress when their older members have the community support and health services they need. The whole community benefits from the participation of older people in volunteer or paid work. Finally, the local economy profits from the patronage of older adult consumers. The operative word in age-friendly social and physical urban settings is enablement.

Santa Clara County has begun an important journey with our 15 cities — to re-imagine our infrastructure, services and policies not just to accommodate an aging population but to ensure a fully livable community for all.

Diana Miller is project manager for Santa Clara County's Seniors' Agenda, and James Ramoni is director of the county's Department of Aging and Adult Services. They wrote this for this newspaper.
TO ALL SANTA CLARA COUNTY RESIDENTS:

In case you missed it, we’re all GETTING OLDER!

We can’t stop aging, but we can have a better quality of life as we age. That’s why it’s important to know what YOU think the most important issues are for seniors as well as how the County can be more helpful to seniors.

The aging issue is a global phenomenon, and the World Health Organization is addressing this trend through a new program known as Age Friendly. Santa Clara County is working hard to be designated the first Age Friendly county in the nation by 2017.

We need your help.

Whether you’re young, senior, or somewhere in between, please visit AgeFriendlySiliconValley.org for the countywide survey to inform each of our cities of your ideas on the needs and challenges of older citizens. You can take the survey in English, Spanish, Chinese or Vietnamese.
On May 6th, the County of Santa Clara and the City of San José hosted the inaugural Senior Symposium to support healthy and active aging. Nearly 300 seniors attended the event at the Mexican Heritage Plaza. Board of Supervisors President Dave Cortese kicked off the event and Jim Ramoni, DAAS Director; served as Master of Ceremonies. Older American Month was celebrated with a special video by the City of San Jose Senior Centers accompanied by a rap poet, Brandon Glover. At the Symposium, the Age Friendly Initiative website was unveiled and an Age Friendly Survey was launched.

Age-Friendly Silicon Valley is very proud to announce Age Friendly Silicon Valley Collaboratives’ website and its communications outreach efforts throughout Santa Clara County and its 15 cities. Our first community Champion, Mike Fox, Sr., has given a very generous donation that has funded the creation of the website. We will be looking for other champions and sponsors to support our communications efforts and thank you to our partner, PRx Digital for designing the website.

Take the Livable Community Survey
The SCC Public Health Department is spearheading this survey as part of the assessment for the Age-friendly initiative. The survey is meant to capture data from adults 50+ and self-identified caregivers. This very important survey is offered for the first time to better understand the needs of older adults and gather vital information for programs and services and is designed to capture information consistent with the eight domains of a livable community as identified by the World Health Organization.

For more information about the Age Friendly Initiative and to take the survey in English or Spanish (Chinese and Vietnamese coming soon) about city-specific senior needs, go to www.agefriendlysiliconvalley.org

AGENDA AT A GLANCE

9:00 a.m.  Refreshments and Resource Tables

10:00 a.m.  Welcoming Remarks
Dave Cortese, Supervisor
Santa Clara County
James Ramoni, Director
Department of Aging and Adult Services
Brandon Glover
Older Americans Month

10:30 a.m.  Keynote Speaker
Dr. Laura L. Carstensen, Stanford Center on Longevity
“Why Should We Look Forward to Growing Older?”

11:30 a.m.  Launch of Age Friendly Website & Survey
Dr. Anabel Pelham, Center for Age Friendly Excellence (CAFÉ)
Diana Miller, Seniors’ Agenda

11:45 a.m.  Conductorcise®
Maestro David Dworkin
A SOUND workout for mind, body and soul

1:00 p.m.  Breakout Sessions
♦ Stay and Play-San Jose Parks and Recreation
♦ Creating Dementia Friendly Communities-Alzheimer’s Association
♦ Fire Safety & Falls Prevention-Santa Clara County Fire Department
♦ Help Design VTA’s Next Transit Network-Valley Transportation Authority (VTA)
♦ Design an Age Friendly City-CAFÉ

2:00 p.m.  Closing Reception

Please also follow us on:

Age Friendly Silicon Valley
@AgeFriendlySV

Special THANK YOU to the following for contributing to the Senior Symposium:
Blazing Trails

Everyone who can hear, I need a favor
I know we love our Golden State Warriors, but
I wanna talk about a Trailblazer
A brave elder soul who forgoes reticence
And seeks to bestow the people with their
inner decadence
San Jose, we’re so blessed that they have
taken residence
Among us all, embrace them with no
hesitance
And heed their call to celebrate them for their
great works
Society with no guidance falls face first
It goes top to bottom, volunteer to new
attorney
Artists between martial and music all make
the journey
Movement is impartial to age, that applies to
the mass
Whether writer, producer, or center stage
The key? Just get engaged, no wallflowers at
this dance
Everyone’s got talent, just give them a chance
So please open your mind as I make this
demand
To cherish your trailblazers as much as you
can
It’s all part of the plan, the grand circle of life
Don’t discard the knife with the rich patina
Don’t bury treasures on an island like Catalina
Be their gladiator prepared for war in this
arena
Believe me, it’s a fight, that's why we’re all
gathered
In this sacred space to share, it all matters
Play doctor, and heal fractures
Our active adults only want to remain factors

Brandon Glover
Santa Clara County asks seniors: What do you need?

By Eric Kurhi | ekurhi@bayareanewsgroup.com
PUBLISHED: May 6, 2016 at 9:54 am | UPDATED: September 22, 2016 at 5:00 am

SAN JOSE — With one in four residents expected to be over 60 by 2030, Santa Clara County is teaming up with Silicon Valley’s 15 cities to better serve a growing population: Seniors.

On Friday, officials launched a first-of-its-kind survey to learn more about the specific needs of older residents in each of the area’s municipalities. The efforts come on the heels of a push for Santa Clara County to become the first in California to be designed an “Age-Friendly County” by the World Health Organization.

“We are at an unprecedented point in terms of the aging of the population,” said James Ramoni, the county’s director of aging and adult services. “It’s not something we’ve seen before in history. People living longer isn’t just something at the county or national level, it’s happening worldwide.”

As the baby boomer generation ages, about 28 percent of Santa Clara County’s population will be over the age of 60 by 2030, according to a county report. That’s nearly double today’s numbers. And experts say that will require rethinking what residents want and need.

For the county, a WHO designation would be a badge to indicate that the region is taking steps to better accommodate an aging population. Results of the online survey will be used to determine what kind of measures should be pursued in each city, based on responses from residents.

“With a larger city like San Jose, you’re going to hear more concerns about transportation issues than you would in a city like Gilroy,” he said.
Brenna Bolger of communications firm PRxDigital, which has been doing outreach for the effort, said the county’s cities are all working toward the designated age-friendly goal. Los Altos and Los Altos Hills have already completed the process, and Morgan Hill is close.

Anabel Pelham, director of the Los Altos-based Center for Age-Friendly Excellence, got Los Altos and Los Altos Hills on the WHO list of age-friendly cities in 2011. She said that after doing their own survey, the cities focused on residents concerns about a lack of disaster preparedness as well as other issues raised, such as burned-out street lights or lights blocked by foliage.

City maintenance crews trimmed the trees and replaced bulbs, Pelham said. And the Rotary Club teamed up with the Boy Scouts of America to put together disaster kits for seniors with USB flash drives for their pertinent information, down to photos of pets that might be missing in the aftermath of an emergency.

Other age-friendly adjustments could involve supermarkets with more accessible shelves for residents who can’t reach as high, more “kneeling buses” with air-adjustable suspensions for ease of boarding, or parks with greater access for the disabled.

Diana Miller, a county senior project manager, said that a partnership between the county and its cities is crucial to meeting such needs.

“I don’t think most people in the community know what the city is in charge of and what the county is in charge of,” she said. “Cities can do many things, but there are always going to be larger issues — like transportation or housing — that will also involve the county. You need the synergy between the two.”

Contact Eric Kurhi at 408-920-5852. Follow him at Twitter.com/erickurhi.

Take the Survey

For more information about the Age Friendly Initiative and to take the survey about city-specific senior needs, go to www.agefriendlysiliconvalley.org
Aging and Technology are two megatrends that are beginning to interact with one another. In the past, older adults were seen as “late adopters” of technology and products were not designed with older adults in mind. However, a wave of new entrepreneurial start-ups have focused on this market and are developing innovative new products and services that could help older adults age better and live independently longer. Dr. Adler discussed how technology will help us all age in place. A copy of Dr. Adler’s Power Point presentation is located at www.sccgov.org/daas.

AGENDA AT A GLANCE

1:00 p.m.  Refreshments & Networking

1:30 p.m.  Welcoming Remarks
Ken Yeager, Supervisor
Santa Clara County

Jason Baker, Mayor
City of Campbell

2:00 p.m.
L.I.F.E File
Gina Cali,
Santa Clara County Fire Department

Sit2Stand Challenge - Falls Prevention
Vanessa Merlano,
Public Health Department

2:15 p.m.  Keynote Speaker
Richard Adler,
Institute for the Future

Age Wave Meets the Technology Wave

2:50 p.m.
Age Friendly Survey
Cynthia Nakayama,
CAFÉ Project Director

3:20 p.m.
♦ Senior Agenda Huddles
♦ Fall Events
♦ Information for November 8th Election

3:30 p.m.  Closing Remarks

PARTICIPATION

♦ 170 Attendees
♦ 80 Agencies

FOR MORE INFORMATION ON THE SENIORS’ AGENDA, PLEASE VISIT:
WWW.SCCGOV.ORG/DAAS
Lifesaving Information For Emergencies (L.I.F.E.) File

The L.I.F.E. File is a simple tool individuals and families may use to assist emergency responders during a medical emergency.

Emergencies can happen when we least expect them to and many of the requests for Emergency Medical Services (EMS) happen within the home. First Responders rely heavily upon the patient, and/or the patient’s family members, to provide information used to help in the treatment and care of the patient. The information includes past pertinent medical history, allergies to medications, medications currently prescribed to the patient, advanced medical directives and any additional information. However, there are times when the patient is unable to provide this information and family members may not be present or available to assist Fire Responders during a medical emergency.

For more information visit:

Upcoming Events

⇒ 24th Annual Senior Resource and Wellness Fair: Thursday, September 29th, 9:30 a.m. to 12:30 p.m., Mexican Heritage Plaza-1700 Alum Rock Ave., San Jose-FREE

⇒ Senior Safari Walkabout: Thursday, October 27th, 9 a.m. - 10 a.m., Happy Hollow Park and Zoo-1300 Senter Rd.-FREE

⇒ “Being Mortal” Screening and Panel Discussion: End of Life Thursday, October 20th, 2 p.m.– 4 p.m., Morgan Hill Community Center-17000 Monterey Street, Morgan Hill-FREE

⇒ ASC/SVCN Health and Housing Summit: Caring for our Seniors Thursday, December 1st, 8:30 a.m. - 2 p.m., Sobrato Center for Nonprofits-1400 Parkmoor Avenue, San Jose

Special THANK YOU to the following for contributing to the Seniors’ Agenda Network Summit:
DEPARTMENT OF AGING AND ADULT SERVICES

SENIOERS’ AGENDA NETWORK SUMMIT

JANUARY 27, 2016

Dementia Friendly America

SANTA CLARA COUNTY

- 215 community education workshops reached 6,462 attendees, including pharmacists, Veterans Affairs (VA) staff, City of San Jose staff, In-Home Supportive Services (IHSS) providers, faith communities, family caregivers and general public
- 4 First Responder Trainings
- Alzheimer’s Direct Connect Referral form uploaded to Valley Medical Center (VMC) electronic health system
- In-Services provided for VMC physicians
- As part of the Coordinated Care Initiative, 65 case managers were trained at Anthem, Santa Clara Family Health Plan (SCFHP), IHSS, Institute on Aging, Silicon Valley Independent Living Center (SVILC), Sourcewise and more
- Santa Clara County’s Health Element planning document highlighted Dementia
- Countywide File of Life updated to include diagnosis of dementia & caregiver contact information

FOR MORE INFORMATION ON THE SENIORS’ AGENDA, PLEASE VISIT: WWW.SCCGOV.ORG/DAAS
Select Thursdays: May 26, June 23, July 28, August 25, September 22, October 27 // 9 A.M.–10 A.M.

Special THANK YOU to the following for contributing to the Seniors’ Agenda Network Summit:

<table>
<thead>
<tr>
<th>Overall Quality</th>
<th>Location and Accessibility</th>
<th>Usefulness of Information</th>
<th>Keynote Speaker</th>
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Positive Evaluation Responses

SAVE THE DATE! Next Network Summit: August 31, 2016

“Alone a youth runs fast, with an elder slow, but together they go far.”

~Luo Proverb

Upcoming Events

- **Sourcewise 2016-2020 Area Plan on Aging Public Hearing:**
  - Monday, March 7, 2016, 2:30 p.m., Santa Clara Senior Center
  - Tuesday, March 15, 2016, 10:00 a.m., Gilroy City Council Chambers

- **“Being Mortal” Screening and Panel Discussion:**
  - Wednesday, March 16, 2016, 2:00 p.m.
  - Mexican Heritage Plaza Theater

- **Wake Up to Aging-Are we Ready for 2030?:**
  - Thursday, March 17, 2016, 9:30 a.m., Bascom Community Center

- **Caregivers Count! 9th Annual Conference:**
  - Saturday April 16, 2016 9:00 a.m., Campbell Community Center

- **Older Americans Month-Blaze a Trail:** May 2016

- **Senior Symposium:** Friday, May 6, 2016, Mexican Heritage Plaza

- **World Elder Abuse Day Training:** Wednesday, June 15, 2016
## Agenda

<table>
<thead>
<tr>
<th>Topic</th>
<th>Presenters</th>
<th>Time</th>
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<tr>
<td>Refreshments</td>
<td>Sponsored by Sourcewise</td>
<td>8:30-9:00</td>
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<tr>
<td>Welcome</td>
<td>James Ramoni</td>
<td>9:00-9:15</td>
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<td>(Director of Department of Aging and Adult Services)</td>
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<td>Valerie Smith</td>
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<td>(Adult Protective Services, Social Service Program Manager)</td>
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<td>Long Term Care Ombudsman</td>
<td>Wanda Hale</td>
<td>9:20-9:30</td>
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<td>(Program Manager, Catholic Charities of Santa Clara County)</td>
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<tr>
<td>Adult Protective Services</td>
<td>Valerie Smith</td>
<td>9:30-9:40</td>
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<td>(Social Service Program Manager)</td>
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<td>Martha Jaquez</td>
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<td>(Program Manager)</td>
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<td>Office of the County Counsel</td>
<td>Jessica Pentland</td>
<td>9:40-10:00</td>
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<td>(Deputy County Counsel)</td>
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<td>Marin County Veterans Service Office</td>
<td>Sean Stephens</td>
<td>10:00-10:30</td>
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<td>(Veteran Services Officer)</td>
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<td>Office of the District Attorney</td>
<td>Cindy Hendrickson</td>
<td>10:30-11:00</td>
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<td>(Assistant District Attorney)</td>
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<tr>
<td>Q/A and Networking</td>
<td>Various</td>
<td>11:00-11:15</td>
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<tr>
<td>Closing</td>
<td>James Ramoni</td>
<td>11:15-11:30</td>
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<td>(Director of Department of Aging and Adult Services)</td>
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WHAT: FREE “Being Mortal” Screening and Community Discussion. “Being Mortal,” is a compelling PBS Frontline film on terminal illness and end-of-life choices, based on the bestselling book by Dr. Atul Gawande.

WHEN: Thursday, October 20, 2-4p.m. (Doors open at 1pm, with refreshments served)

WHERE: Morgan Hill Community & Cultural Center, 17000 Monterey Road, Morgan Hill, CA 95037

2 CEs available (APA, BBS, BRN, RCFE & MCLE) | RESERVATIONS REQUIRED at www.ioaging.org/events

FACILITATOR: Patrick Arbore, EdD. Dr. Arbore founded Friendship Line and the Center for Elderly Suicide Prevention and Grief Related Services (CESP), both programs at Institute on Aging in San Francisco. He is a 2015 Jefferson Award Winner, and a recipient of the American Society On Aging’s 2013 Mental Health & Aging Award.

AFTER THE SCREENING: We will discuss the importance of learning about cultural differences among older people especially as these relate to end-of-life care, while at the same time encouraging an attitude of cultural humility. And we’ll explore how to cultivate and apply effective communication skills around end-of-life discussions.

Funding for this program is provided by: Kaiser South Bay Sponsorship Grant

PARTNERS:

For more information, please contact Caitlin Morgan, Senior Education Specialist, Institute on Aging, at cmorgan@ioaging.org or 415.750.4114.
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
- CAH 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