

SARATOGA  
**Age**

# Friendly

## ACTION PLAN



**SARATOGA**  
*California*

PREPARED BY  
Saratoga Age  
Friendly Committee  
July 2018

# LETTER FROM THE VICE MAYOR

I've always felt a great community is one measured by how well it cares for and tends to the needs of its youth and older adults. In Saratoga, we do both.

Our youth population thrives academically and continues to perform in the top 1% of all students across America. At Saratoga High School, 76% of students participate in AP classes, our graduation rate is 96%, and we are #9 in the nation for STEM proficiency. As a result, our students are admitted to the highest ranked colleges in our nation and thrive in science and technology fields.

As for our older adult population, they also thrive but we need to do more to ensure their physical health and cognitive performance is sustained at the highest levels. And, when there are opportunities to connect young and old, we find that seniors are just the resource children need and vice versa.

I'm very proud of what we've managed to accomplish so far with our Age Friendly Initiatives. We feel a deep responsibility, as the city with the highest percentage population of older adults in our region, to lead by example and be a resource for best practices.

Sincerely,



E. Manny Cappello, Vice Mayor  
City of Saratoga



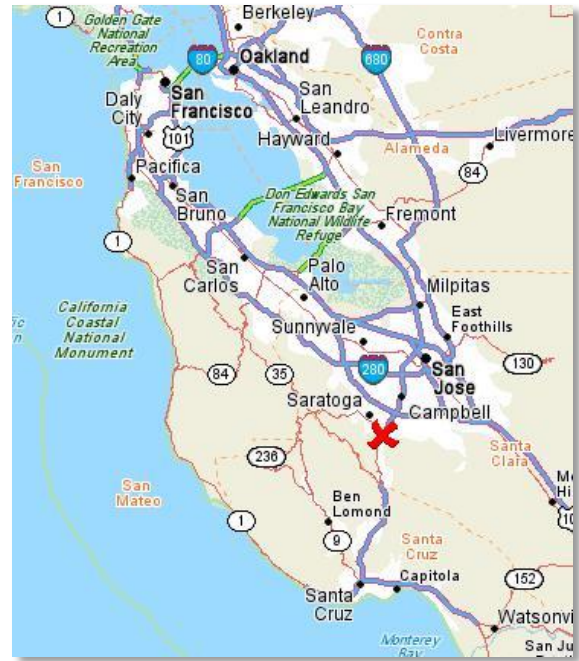
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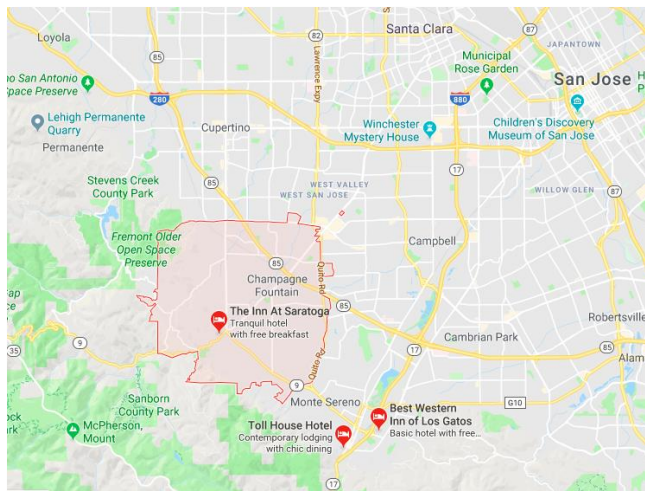
# SARATOGA COMMUNITY PROFILE

## INTRODUCTION TO THE COMMUNITY OF SARATOGA

Located in the foothills of the Santa Cruz Mountains, approximately 26 miles east of the Pacific Coast, 10 miles southwest of San Jose, and 50 miles south of San Francisco, the City of Saratoga runs along the western edge of Santa Clara County. The City of Saratoga is an attractive, affluent residential community with a small-town vibe in the midst of the world famous Silicon Valley. The Village, Saratoga's historic downtown district, is filled with unique shops and fine dining establishments.



The community's historic downtown district, known as "The Village", has distinctive dining, unique shops, and numerous buildings dating back to the late 1800's and early 1900's. Saratoga residents place an emphasis on historical preservation, and on retaining the quality of the city's semi-rural ambiance.



The formal boundaries for the City of Saratoga encompass a land area of 12.48 sq. miles.

Saratoga is the gateway to several distinctive destinations such as Villa Montalvo, The Mountain Winery, and Hakone Gardens.



Villa Montalvo in Saratoga is the beautiful and palatial former home of Senator James Duval Phelan which now hosts an art gallery, an artist in residence program, concert performances, 175 acres of park trails and grounds.

Another local gem is the former Paul Masson homestead and winery in the Saratoga foothills,



now known as the “Mountain Winery”. This high-end event venue features world-class concerts each spring and summer, and is known for its stunning open-air backdrop and both hillside and valley views.

Hakone Gardens located in Saratoga is the oldest Japanese-style residential garden in the Western Hemisphere. The garden is maintained and run by the Hakone Foundation, and lies just outside of the Village offering classes, festivals, Japanese culture, and peaceful, contemplative walks as one strolls through the finely manicured gardens.



## SARATOGA SCHOOLS

The schools in the districts that serve Saratoga residents are among the best in the nation. Saratoga High School has been ranked by U.S. News & World Report within the top 100 schools in the country. The City of Saratoga is served by 6 different schools districts from the elementary to high school level, including Saratoga Union School District, Cupertino Union School District, Campbell Union School District, Los Gatos-Saratoga High School District, Campbell Union High School District, and Fremont Union High School District.

## WEST VALLEY COMMUNITY COLLEGE CAMPUS

In addition, West Valley College of the West Valley – Mission Community College district is a unique Community College in Saratoga. West Valley College offers exceptional preparation for transfer to four-year colleges and universities, dynamic career programs



for today's job market, AA/AS degree programs, and professional certificates. The College is community minded providing Saratoga students and residents alike with unique opportunities.

## SARATOGA HOUSING

The median property value in Saratoga CA is \$1.74 million, which is 8.5 times larger than the national average of \$205,000. Between 2015 and 2016 the median property value increased from \$1.65 million, a 5.73% increase. The homeownership rate of Saratoga is 84.5%, which is

higher than the national average of 63.6%. As of 2016 84.5% of residents in Saratoga own their home.<sup>1</sup>

## DEMOGRAPHIC AND DIVERSITY DATA

As of July 2018 Saratoga has an estimated 30,830 residents, with 27.3% of the population being over the age of 60. Between 2000 and 2010, Saratoga experienced a proportional decline in the younger and prime working age population groups and a proportional growth in older age groups. The number of residents of “Preschool” (0-4 years) and “School” (5-17 years) age decreased over the decade. The majority of Saratoga’s working age population, “Prime Working” (25-54 years) age, experienced a decrease from 41 percent of the population in 2000 to 37 percent in 2010.

Saratoga’s “Retirement” (55-64 years) age and “Senior Citizen” (65+ years) age populations increased over the decade. In 2000 these age groups combined to make up 29 percent of the population. In 2010 they had grown to 35

	2000		2010		2012	
	Number	Percent	Number	Percent	Number	Percent
Preschool (0-4 years)	1,597	5%	977	3%	927	3.0%
School (5-17 years)	5901	20%	5803	19%	5855	20%
Young Adult (18-24 years)	1454	5%	1783	6%	1636	5%
Prime Working (25-54 years)	12,337	41%	10,976	37%	11,308	38%
Retirement (55-64 years)	3,695	12%	4,300	14%	4,469	15%
Senior Citizen (65+ Years)	4,859	16%	6,087	20%	5,864	20%
Total	29,843	100%	29,926	100%	30,059	100%

**Figure 1 Saratoga CA. Age Distribution Change 2000, 2010, 2012**

Source: ACS 2008-2012; Census 2000 and 2010, via ABAG Data for Bay Area Housing Elements via City of Saratoga General Plan

percent of the population. The growing proportion of older residents and the decreasing proportion of younger residents was reflected in the higher median age in 2010 (47.8 years) compared with that of 2000 (43.2 years).<sup>2</sup>

<sup>1</sup> Sources: “City of Saratoga California FY 2018/19 Operating and Capital Budget, ” and American Community Survey via <https://datausa.io/profile/geo/saratoga-ca/#housing>

<sup>2</sup> Source: ACS 2008-2012; Census 2000 and 2010, via ABAG Data for Bay Area Housing Elements Via City of Saratoga General Plan

An important aspect of the Saratoga Age Friendly Initiative is our diverse community demographics. As a community we value the diversity of our residents and promote not only acceptance but understanding and embracing of variety of cultures within our community.

Saratoga residents who identified themselves as non-Hispanic White represented a majority in 2010. Their population had decreased since the 2000 Census while the Asian and Pacific Islander population had grown. White residents represented 52 percent of the population in 2010, down from 65 percent in 2000. The group experienced the largest population decrease among various groups in terms of absolute numbers, with 4,003 fewer White residents reported in 2010 than in 2000. In contrast, the Asian and Pacific Islander population experienced the largest growth in absolute numbers, gaining 3,668 during the same period. The Asian and Pacific Islander population increased from 29 percent of the population in 2000 to 41 percent in 2010.<sup>3</sup>

	2000		2010		2000-2010 Change	
	Number	Percent	Number	Percent	Number	Percent
White	19,434	65%	15,431	52%	-4,003	-21%
Black	110	<1%	91	<1%	-19	-17%
American Indian & Alaskan Native	34	<1%	24	<1%	-10	-29%
Asian* & Pacific Islander	8,686	29%	12,354	<41%	3,668	42%
Other	37	<1%	56	<1%	19	51%
Two or More Races	606	2%	936	3%	330	55%
Hispanic	936	3%	1,034	4%	98	11%
Total	29,843	100%	29,926	100%	83	<1%

**Figure 2 Saratoga CA. Race Distribution Change 2000, 2010, 2012**

Source: Census 2000 and 2010, via ABAG Data for Bay Area Housing Elements

\*Asian includes, but is not limited to: Indian, Chinese, Filipino, Japanese, Korean, and Vietnamese

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<sup>3</sup> Source: <http://www.saratoga.ca.us/DocumentCenter/View/45/Housing-Element-2015---2023-Dated-November-2014-PDF>, page 17-19



## DESCRIPTION OF AGE FRIENDLY FEATURES OF THE COMMUNITY

### SARATOGA STATEMENT OF VALUES

A look at the City of Saratoga Statement of Values is essential to setting the stage to understand the current Age friendly features and accomplishments of the City of Saratoga. “The City of Saratoga strives to maintain a high quality of life for its residents through careful planning and infrastructure maintenance, through activities to build community, and by providing opportunities for extensive citizen participation in community issues. Succinctly, the statement of values for our City is that:

*Saratoga is a Community*

*Where the common good prevails;*

*Where the natural beauty of the City and its hillsides is preserved;*

*Where historic assets are preserved and promoted;*

*Where local commerce provides a vibrant presence in the Village and the other commercial areas;*

*Where the orientation is toward the family;*

*Where homes and neighborhoods are safe and peaceful;*

*Where government is inclusive and values community involvement;*

*Where desirable recreational and leisure opportunities are provided;*

*Where quality education is provided and valued;*

*Where value is placed on an attractive, well maintained and well planned community;*

*Where government provides high quality, basic services in a cost effective manner;*

*Where a small town, picturesque, residential atmosphere is retained;*

*Where the arts and cultural activities which serve the community and the region are promoted;*

*Where neighbors work together for the common good;*

*Where leadership reflects community goals; and*

*Where, because of the forgoing, the citizens and the families of Saratoga can genuinely enjoy being a part of and proud of this special community.*

## CITY OF SARATOGA/AGE FRIENDLY ACCOMPLISHMENTS FY 20017/18<sup>4</sup>

The following accomplishments and upcoming initiatives are a combination of the work of the City government of Saratoga and the Saratoga Age Friendly Committee.

### *Community Art*

In FY 2017/18, the City made strides in engaging the community in public art. As part of Paint the City: Utility Box Painting Project, Saratoga artists were asked to submit conceptual designs for 7 utility box locations throughout the City and then the community was challenged to select their favorite artwork for each location with close to 700 residents participating in the selection process. All utility boxes were cleaned and prepared by community volunteers. Additionally, #SaratogaROCKS provided residents of all skills with the opportunity to take up the paint brush and paint rocks, add their name and the hashtag #SaratogaROCKS, then place them around the City in a safe spot. Residents can decorate their own rocks or borrow one of the #SaratogaROCKS kits to get started.



### *R.Y.D.E.*

In October 2017, the City, its West Valley city partners, Santa Clara County, Valley Transportation Authority, Saratoga Area Senior Coordinating Council (SASCC), and West Valley Community Services celebrated the launch of a pilot program called R.Y.D.E. (Reach your Destination Easily) to offer affordable curb-to-curb transportation and trip planning services to

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<sup>4</sup> Source: "City of Saratoga FY 2018/19 Operating and Capital Budget"

ambulatory adults age 55 and older in the West Valley. R.Y.D.E. is operated by SASCC and West Valley Community Services, with SASCC serving Saratoga, Los Gatos, and Monte Sereno and West Valley Community Services serving Campbell and Cupertino. R.Y.D.E. is bridging critical transportation gaps for older adults in the West Valley in a fiscally responsible manner.



### *Public Safety*

Reducing crime continues to be a priority of the City. The City increased public safety communications with the mailing of a quarterly safety tip postcard and quarterly Neighborhood Watch e-newsletter. Additionally, the City and Public Safety Task Force held the Saratoga Safety Fair at West Valley College in May 2018. The increased awareness contributed to a decrease in the average number of residential burglaries over the summer months from 15 in 2016 to 3 in 2017.

### *Neighborhood Watch*

Interest in Neighborhood Watch continued to grow in FY 2017/18. There are now 68 Neighborhood Watch groups. The City hosted a gathering of Neighborhood Watch leaders in

October 2017 and a combined gathering of Neighborhood Watch leaders and CERT members in April 2018.

CITY OF SARATOGA INITIATIVES FY 2018/19<sup>5</sup>

### *Prospect Road Median Improvements*

Improvements to Prospect Road began in 2017 and is scheduled to continue through fall of 2018. The project will make a number of improvements along the 1.9 mile stretch of Prospect Road between Lawrence Expressway and Saratoga-Sunnyvale Road, including new medians, bicycle lanes, sidewalks, and landscaping. The project cost is approximately \$7 million and roughly 88% of the project is funded by grants. Additional grant funds became available in FY 2017/18, allowing the City to further leverage its funds to make improvements along this major thoroughfare in Saratoga.



### *Public Health*

The City Council prioritized a number of strategies to improve public health in Saratoga to be implemented in the coming fiscal year. This includes prohibiting sales of tobacco products at pharmacies to reduce youth access to tobacco and adoption of a water access policy, which will require City park or facility improvements over \$150,000 to include installation of a water fountain and bottle filling station.

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<sup>5</sup> Source: "City of Saratoga FY 2018/19 Operating and Capital Budget"

### *Safety Net Services*

In FY 2018/19, the City will make increased contributions to safety net services for Saratoga residents. This includes an additional \$20,000 for West Valley Community Services, which provides a continuum of basic needs, family support services, and housing services, including food pantry services. Funding for R.Y.D.E., Catholic Charities Long-Term Ombudsman Program, and United Way 211 have also been continued in FY 2018/19.

### *Engagement*

In an effort to broaden the City's reach, funding for translation services has been allocated in the FY 2018/19 budget. This will allow the City to translate several key City publications into Chinese, including the Saratoga Source, the City's monthly newsletter. Chinese is the second most common language used in Saratoga households after English.

### *Youth in Government*

This summer, the City will launch a new summer program to introduce high school students in Saratoga to local government and provide hands-on experience. The Youth in Government Internship Program will begin July 30 and lasts roughly 2 weeks.

### *Accessibility*

Several projects have been funded in the FY 2018/19 budget to help make City facilities more accessible and approachable for older adults and individuals with disabilities. These projects include an accessibility assessment of City parking areas and traffic signals and remodel to the Senior Center entrance.



# INTRODUCTION TO THE PLAN

## INTENTION OF THE PLAN

The Community of Saratoga is built upon the premise of compassion and connection with others which benefits the lives of all community members across generations. It has been shown that the quality of our relationships lengthens our lives - strong social connections have been linked to a 50% increase in longevity of life. Creating a roadmap for becoming more age friendly across all generations is a task that has been taken up with passion throughout our community. As one of the 15 Cities within the County of Santa Clara, Saratoga has one of the largest percentages of older adult residents in the County. As our community ages, they need more support in a variety of areas - including transportation, medical care, nutritional services, and social activities. As a result, ongoing Age friendly initiatives for the community of Saratoga will continue to be an emphasis.

The Saratoga City Age friendly Action Plan is intended to provide a structure for accountable action items that benefits Saratoga's older population, thereby positively affecting all generations across our community. The plan serves a process in which to facilitate a long-term shift within our community over the next 5 years and beyond.

## SARATOGA AGE FRIENDLY COMMITTEE AND OLDER ADULT INCLUSION

Saratoga is a relatively small close knit community of just over 30,000, however, this is the first time that organizations from all parts of our City have come together to support one cause. The Saratoga Age Friendly Committee represents a cross-section of all areas of our community enabling Saratoga Age friendly to represent the interests of our community across all ages. Not only does the Committee include the current Vice-Mayor who initiated Saratoga Age friendly as Mayor in 2016, but also the City Manager, City Staff, our Fire and Sheriff departments, the Senior Center, Library, Chamber of Commerce, Senior Living Community, the high school and

college, Ministerial Association, County Senior Care Commissioners, and a local Physical Therapist business owner.

While the Committee works together on projects as a whole, we have divided into subcommittees to work on specific projects in becoming a more livable community. The Committee has met every month since April of 2016. Now in August of 2018 the Committee will meet once a quarter to report on their subcommittee efforts. As the chair of Saratoga Age friendly, Lisa Oakley manages the progress of the plan and the due dates that have been set by the Committee.

#### THE COMMITTEE

<b>Member Name</b>	<b>Title, Organization</b>
Lisa Oakley	Saratoga Age Friendly Chair, Saratoga Senior Center (SASCC) Board Chair
Manny Cappello	Current City of Saratoga Vice-Mayor
James Lindsay	City of Saratoga City Manager
John Cherbone	City of Saratoga Director of Public Works
Debbie Pedro	City of Saratoga Director of Community Development
Michael Taylor	City of Saratoga Facilities and Risk Manager
Tylor Taylor	Saratoga Senior Center (SASCC) Executive Director, Santa Clara County Senior Care Commission
Kathy Schuda	Saratoga Senior Center (SASCC) board member, Santa Clara County Senior Care Commission Member
Rich Urena	Saratoga Captain for Santa Clara County Sheriff
Daron Pisciotta	Santa Clara County Fire – Deputy Chief for Supportive Services
Gina Cali	Santa Clara County Fire – Education Services
Debbie Stocksick	Santa Clara County Fire
Terry Ward	Saratoga Parks and Recreation Commission
Rick Pearce	Saratoga Parks and Recreation Commission
Annapurna Dandu	Saratoga Library, Supervising Librarian
Ketan Jashapara	Saratoga Chamber of Commerce, Chair
Bella Mahoney	Our Lady of Fatima Villa, CEO
Fabrice Rockich	OPTM Physical Therapy President, Saratoga Area Senior Coordinating Council Board Member
Brian Safine	Saratoga High School, Assistant Principal
Cathie Thermond	Saratoga High School Drama, Saratoga Rotarian, Foothill Club member, Community Volunteer
Erik Swanson	Saratoga Ministerial Association Chair, Pastor at West Hope Presbyterian Saratoga CA
Kathey Crowe	St. Andrews church Deacon, Saratoga Area Senior Center Board Member

## INCLUSION OF OLDER ADULTS IN PLANNING

Older adults are included in all of our projects at a variety of levels. Either through serving on a subcommittee as needed or through focus groups for a specific project. Since all parts of our city are represented, the various organizations are able to reach out to across all generations of the community.

## SARATOGA COMMUNITY ASSESSMENTS

### COMMUNITY ASSESSMENT SURVEY FOR OLDER ADULTS (CASOA)

The City of Saratoga granted the Saratoga Age -Friendly Commission \$17,600 to perform a resident survey of adults over the age of 60. The survey was mailed in July of 2016 to a random selection of 1,725 older adult households in Saratoga. Of those selected, a total of 553 surveys were returned providing a response rate of 32%. Based around 6 areas of living the goal of the assessment was to:

- Identify community strengths in serving older adults
- Articulate the specific needs of older adults in the community
- Estimate contributions made by older adults to the community
- Determine the connection of older adults to the community

The data collected from the survey was analyzed and compared against a national benchmark of data from 175 communities across the nation which includes responses from more than 35,000 older adults (age 55 and over).



Saratoga scored above average in four of the 6 categories, average in one category and below average in two categories.

Figure 44: Saratoga Community Readiness Chart



Scale: 0=Lowest/most negative, 100=Highest/most positive

## COUNTY SURVEY FOR THE CITY OF SARATOGA

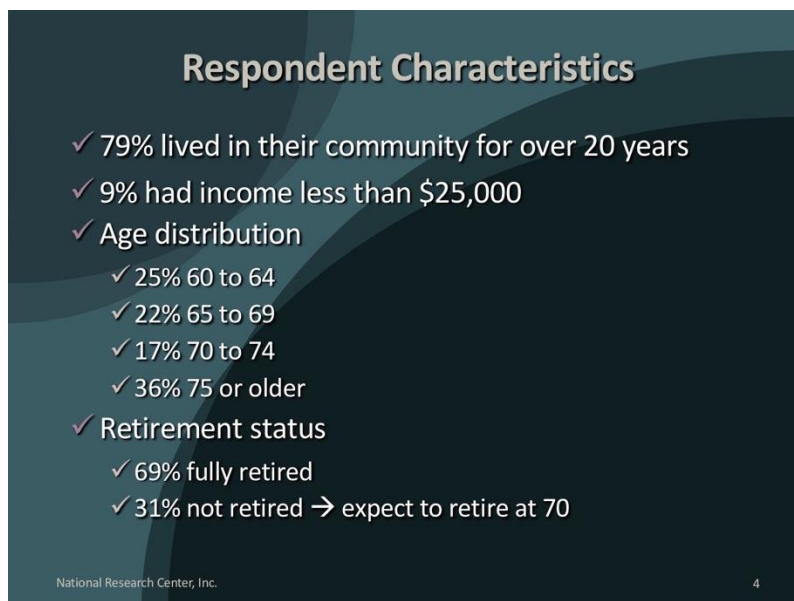
Santa Clara County's Department of Aging conducted an Age Friendly Silicon Valley Survey from May to October of 2016 across all 15 cities in the county. This intercept (face-to-face and online) survey was adapted from the AARP Livable Communities Survey and cannot be generalizable to the entire community. Inclusion criteria were age (50+ years) and a current resident of Santa Clara County. The survey was administered at a variety of locations that included senior congregate meals sites, resource fairs, senior symposium 2016, senior living facilities, and promoted on the Age Friendly Silicon Valley in paper or tablet format. A total of 2040 surveys were collected, representing all 15 cities in the County, and approximately 1500 were used in the analysis. Unfortunately 540 returned surveys were discounted because the respondent did not answer the question regarding their age. From this survey 38 respondents were from the City of Saratoga.

## CITY OF SARATOGA ASSESSMENT

In addition, The City of Saratoga utilized the Boomer Bond Assessment Tool provided to us by AARP and created by Denver Regional Council of Governments. It continues to be a valuable tool for our Commission in assessing the City of Saratoga's infrastructure to determine strengths and weaknesses in supporting older adults. This self- assessment looks at the categories of mobility and access, housing, community living, and support services. Each department Director of the City was given the survey for their specific area of expertise and management. This assessment included Planning and Community Development, Public Works, Parks and Recreation as well as the Senior Center.

## KEY RESULTS THAT IMPACT THE PLAN

The CASOA assessment revealed the most significant information regarding older adults in Saratoga. The survey was mailed in July of 2016 to a random selection of 1,725 older adult households in Saratoga. Of those selected, a total of 553 surveys were returned providing a response rate of 32%.



### *Overall Community Quality*

Overall Community Quality explores how older residents view the community overall, how connected they feel to the community and how well they can access information and services offered by Saratoga, as well as how likely residents are to recommend and remain in the community.

- Almost all of Saratoga’s older residents gave high ratings to the community as a place to live.
- About two-thirds of older adults would recommend Saratoga to others.
- Over three-quarters of respondents had lived in the community for more than 20 years and at least 8 in 10 plan to stay in Saratoga throughout their retirement.
- When compared to other communities in the U.S., older residents in Saratoga tended to provide much higher ratings for the city as a place to live and retire.

### *Community and Belonging*

A “community” is often greater than the sum of its parts, and having a sense of community entails not only a sense of membership and belonging, but also feelings of emotional and physical safety, trust in the other members of the community and a shared history. Older residents of Saratoga rated several aspects of Community and Belonging, including their sense of community and overall feelings of safety, as well as the extent to which they felt accepted and valued by others.

- Almost 9 in 10 respondents reported “excellent” or “good” overall feelings of safety and between 16% and 5% had experienced safety problems related to being a victim of crime, abuse or discrimination.
- About 6 in 10 older residents rated the sense of community as “excellent” or “good”; a similar proportion of respondents provided positive ratings for the City’s neighborliness and openness and acceptance of the community toward people of diverse backgrounds.

- When compared to other communities across the nation, Saratoga older residents rated sense of community and neighborliness of residents lower, but gave more positive marks to the overall feeling of safety and valuing older residents.

### *Community Communication/Information*

The education of a large community of older adults is not simple, but when more residents are made aware of attractive, useful and well-designed programs, more residents will benefit from becoming participants.

- About 5 in 10 survey respondents reported being “somewhat” or “very” informed about services and activities available to older adults, which was much lower than reports from other communities in the U.S.
- About 4 in 10 older adults felt the city had “excellent” or “good” information about resources for older adults and financial or legal planning services.
- Over half of respondents had problems with not knowing what services were available to older adults and feeling like their voice was heard in the community.
- Less than one-third reported having problems with finding meaningful volunteer work, a rating that was similar compared to other communities.

### *Productive Activities/Social Inclusion*

Productive activities such as traditional and non-traditional forms of work and maintenance of social ties combine with health and personal characteristics to promote quality of life in later life and contribute to active aging. Productive Activities examined the extent of older adults’ engagement participation in social and leisure programs and their time spent attending or viewing civic meetings, volunteering or providing help to others.

- At least 7 in 10 felt Saratoga had “excellent” or “good” volunteer opportunities, and about one-third participated in some kind of volunteer work, a volunteer rate much lower than other communities in the U.S.
- Few respondents (13%) had used the Saratoga Adult & Senior center, which was much lower when compared to senior center use in other communities.

- About 3 in 10 Saratoga seniors said that they had at least “minor” problems having interesting social events or activities to attend.
- The majority of older residents (76%) rated the recreation opportunities in Saratoga as “excellent” or “good”; opportunities for recreational and personal enrichment activities tended to be higher in Saratoga than in other communities.
- Over half of older residents in Saratoga said they were caregivers; respondents averaged between 9 and 10 hours per week providing care for children, adults or older adults.
- About one in five older adults in Saratoga felt physically, emotionally or financially burdened by their caregiving.
- Over two-thirds of respondents were fully retired, but 1 in 10 respondents experienced at least minor problems with having enough money to meet daily expenses or to pay their property taxes.
- The value of paid (part- and full-time work) and unpaid (volunteering, providing care) contributions by older adults in Saratoga totaled about \$153 million in a 12-month period.

### *Health and Wellness*

Of all the attributes of aging, health poses the greatest risk and the biggest opportunity for communities to ensure the independence and contributions of their aging populations. Health and wellness, for the purposes of this study, included not only physical and mental health, but issues of independent living and health care.

- Overall, the older adults in Saratoga rated aspects of physical health similar to or lower than other communities in the U.S. including ratings of fitness opportunities and physical health care, but more residents reported their own overall physical health as “excellent” or “good” compared to residents elsewhere.
- The portions of older residents reporting problems with doing heavy or intense housework (49%) and maintaining their homes (35%) was lower in Saratoga than elsewhere in the country while maintaining their yards (42%) was similar. • About 3 in 10 older residents felt there was “excellent” or “good” availability of mental health care

in Saratoga while over 9 in 10 rated their overall mental health/emotional wellbeing as “excellent” or “good.”

- The most commonly cited mental health issues included feeling bored (32%) and dealing with the loss of a close family member or friend (30%), while the least cited issues included figuring out which medications to take and when (6%) and feeling lonely or isolated (23%); these mental health problems experienced by Saratoga older adults tended to be lower than the problems experienced by older adults in other communities.
- Saratoga’s preventative health services were rated much lower than the services provided by its peers.
- One-third of respondents reported at least minor problems with having adequate information or dealing with public programs such as Social Security, Medicare and Medicaid.
- Less than 2 in 10 respondents reported having spent time in a hospital, and one-quarter had fallen and injured themselves in the 12 months prior to the survey. Falls and hospitalizations occurred at lower rates in Saratoga than in other communities.
- Close to one in five of older adults reported at least minor problems with aspects of independent living, including walking, eating and preparing meals.

### *Community Design/Land Use/Transportation*

The movement in America towards designing more “livable” communities – those with mixed-use neighborhoods, higher-density development, increased connections, shared community spaces and more human-scale design – will become a necessity for communities to age successfully. Communities that have planned for older adults tend to emphasize access – a community design that facilitates movement and participation.

- Respondents rated the ease of car travel, ease of getting to the places they usually have to visit and ease of walking positively, with at least 7 in 10 rating each as “excellent” or “good.”

- About 1 in 10 respondents felt the city had “excellent” or “good” availability of affordable quality housing and variety of housing options.
- One-quarter (27%) of older adults experienced problems with having safe and affordable transportation available, while fewer experienced problems with having housing to suit their needs (13%) or having enough food to eat (3%). Daily living problems tended to be lower in Saratoga when compared to other communities across the nation.
- About 9 in 10 older residents in Saratoga rated their overall quality of life as “excellent” or “good”, a rating that was much higher than other communities in the U.S.

### *Community Survey Based Recommendations*

**Recommendations**

**Community Information**

- ✓ Increase public awareness of programs and services
- ✓ Develop a clearinghouse for all services offered to seniors in community
- ✓ Offer information and planning activities on a large scale

**Community Design and Land Use**

- ✓ Consider zoning regulations that encourage affordable housing options
- ✓ Develop programs that reduce housing costs
- ✓ Develop “time bank” or other volunteer programs to support senior transportation

**Recommendations**

**Health and Wellness**

- ✓ Pursue policies encouraging universal design and senior housing options that require less maintenance burden
- ✓ Provide attractive fitness opportunities for older residents
- ✓ Support home modification and repair services

**Community and Belonging**

- ✓ Encourage neighborliness
- ✓ Promote intergenerational programs
- ✓ Create social resources for high-risk populations
- ✓ Consider community design and land use policy to “build community”

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## MANAGEMENT OF THE SARATOGA ACTION-PLAN

To manage the process of developing, monitoring progress and evaluating the efforts of the Saratoga's Age friendly Action Plan, volunteer, and Board Chair of the Saratoga Area Senior Coordinating Council, Lisa Oakley, created the Saratoga Age friendly Advisory Committee. Lisa is joined by the current Vice-Mayor of Saratoga, Manny Cappello; the City Manager, James Lindsay; and by a member of the Santa Clara County Senior Care Commission and Executive Director of the Saratoga Area Senior Center, Tylor Taylor, to also oversee the effort as it enters its third year.

More than 30 professionals, additional community partners, and older adults from across the spectrum of City government, service, and business professionals in the City of Saratoga have come together for this effort. This is the first time in the history of the City that such a Committee has been pulled together. Facilitated by Lisa Oakley, the Committee has met every month for the last two years and will continue to meet once a quarter or more often as needed for the next three years. The Committee members' expertise and presence in the community will create a new understanding and concern for age-related issues to their work within the City of Saratoga.

In examining community feedback concerning the eight Age Friendly domains identified by the WHO and AARP®, the planning team identified five priority categories: Transportation, Housing, Social Participation, Respect and Social Inclusion, and Communication and Information. The Saratoga Age Friendly Action Plan focuses on these categories with some overflowing into the other categories as a natural consequence. One of the key awareness's from this process was that being Age friendly is not just important for living as an older adult in our community but rather being a livable community across all generations in the city of Saratoga.



## OTHER KEY INFORMATION

Saratoga has a small business district in which our Commission can work with the Chamber of Commerce and individual businesses to become Age Friendly. Building awareness of our business community will enhance the positive experience of our older adults in our community.

As our population ages, the risk of dementia increases. As a result Saratoga has included the dementia-friendly framework into the Age friendly plan. Dementia-friendly efforts provide an aging lens from which to improve the quality of life for individuals living with dementia and are therefore an important complement to Saratoga Age Friendly Initiative. Since the Age - Friendly Committee consists of members from all parts of the community, these partners will be coordinating the efforts for the community to become Dementia Friendly.

In recently learning about the Age friendly University Global Network, the committee will be researching the effort for our local West Valley Community College to join the Network. West Valley College is already very inclusive of older adults in the community and they welcome continued efforts to include residents in their programs.

# DOMAIN-SPECIFIC ACTION PLANS

**Domain:** Transportation

**Goal 1:** To provide transportation for older adult residents of the City of Saratoga.

Action Item	Lead Organization	Potential Partners	Timeline	Potential Barriers	Current Resources/Support	Communication Plan	Metrics
<p><b>SASCC and WEST Valley Community Services to create transportation pilot program with 1 full time paid and volunteer drivers. Program will be M-F from 8am - 4pm.</b></p> <p><b>Funding from Santa Clara County, VTA, and all 5 cities base on their proportion of Seniors.</b></p>	Saratoga Senior Center, WVCS, County, VTA, 5 West Valley Cities	County of Santa Clara, VTA, 5 West Valley Cities Ministerial Association, Avenidas	<p>Oct 23, 2017- June 2018 for pilot. (Completed)</p> <p>Continuing funding for FY2018/19</p>	Staffing, Volunteer Pool, Financial Cost	None for transportation	<p>TV/ Video – KSAR, Print and Signage- Banners, Door to Door, Articles and news releases: Saratoga News, Saratoga Spotlight, Outlook, Online: Facebook, Nextdoor, Email to Senior Center members,, Organization Outreach: SASCC, City of Saratoga, Ministerial Association, Saratoga Rotary, West Valley College, Library, AARP, Chamber of Com., Car Magnet Signs</p>	<p>Tracking of financials against number of rides taken and average trip cost. Total revenue from rides.</p> <p>Measurement of funding/community partners.</p> <p>Milestone measurement</p> <p>Demand</p> <p>(Data Analysis through our Simpli software tracking system.)</p>
<p><b>Volunteer Drivers # determined as needed</b></p>	SASCC and West Valley Community Services	County of Santa Clara, VTA, 5 West Valley Cities Ministerial Association, Avenidas	Oct 23, 2017- ongoing into 2018-2019	Recruitment and Retention of Volunteer Drivers	Marketing in collaboration with each of the Cities for volunteer recruitment.	For both Drivers and riders – in person lunchtime events where individuals can learn about the program & ask questions.	10 to 20 Volunteer Drivers for each service provider

**Domain:** Transportation

**Goal 2:** The Santa Clara County Sheriff’s office to offer a community driver education and refresher courses for older adults.

Action Item	Lead Organization	Potential Partners	Timeline	Potential Barriers	Current Resources/Support	Communication Plan	Metrics
<b>Driver safety educational program focused on older adults. Program will focus on a review of the rules of the road, driver awareness and responsibilities.</b>	Santa Clara County Sheriff	<ul style="list-style-type: none"> <li>• Saratoga Senior Center</li> <li>• WVCS</li> <li>• YMCA</li> <li>• Public Libraries</li> </ul>	Dec. 2018	N/A	<ul style="list-style-type: none"> <li>• CHP</li> <li>• County Fire</li> <li>• Saratoga Senior Center</li> <li>• County of Santa Clara</li> </ul>	<ul style="list-style-type: none"> <li>• Nextdoor</li> <li>• Twitter</li> <li>• Facebook</li> <li>• Local newspaper</li> <li>• Announcements strategically placed in business locations and at community events</li> </ul>	<p>Number of Participants</p> <p>Feedback in the form of evaluations</p> <p>General interest</p>

**Domain:** Outdoor Spaces, Social participation

**Goal 1:** To increase opportunity for socialization and physical activity to those in the community across all ages.

Action Item	Lead Organization	Potential Partners	Timeline	Potential Barriers	Current Resources/Support	Communication Plan	Metrics
<b>Create Walking Groups at neighborhood parks for all ages to participate Plan for sustainability</b>	Fabrice Rockich, Ana Annapura, Parks & Rec. Commission	Senior Ctr., YMCA, West Valley CC	Q1/Q2 Program Design Q2/Q3 Test Spring 2019	Supervision Transportation	PRC has engaged WVC. They are interested in providing docents to conduct tours. Next step is to assess level of demand. Based on assessment, we determine the order of neighborhood walking groups will be started.	Saratoga News, Mobile Park Signage, City Calendar, Ministerial Association, Next Door	Walking group participation and growth over the period of 1 yr.
<b>Create short films showing the features of each park.</b>	Parks & Rec. Commission	Senior Ctr., Library, City Hall	2018-2020  4 are complete as of May 15, 2018	Film editing, Distribution Points  Consider length of videos for Social media purposes	PRC has approved three park videos for public use -- Kevin Moran, Quarry Park and Wildwood Park -- several others in the works. Our vision for this event includes brief presentations by PRC, the videographer, and the new transportation group. The concept would be to showcase the videos (and Saratoga's parks in general), allow the audience to meet the videographer behind the projects. PRC could introduce the idea of organized "park tours" and assess interest, etc.	Saratoga News, Park Bulletin Boards, Realtors, CDs, Website	Internet Video tracking of number of views with software.
<b>Create __# classic film events at the civic theater for all ages. To fight isolation &amp; increase socialization</b>	Parks & Rec. Commission	Civic Theatre, Senior Center	Q1/Q2 Design, Q3 Prep Q4, first on set for June/Jul 2019	Transportation Film Costs	PRC selected Casablanca as its preferred movie for initial event. Currently investigating availability, cost, etc. This event may present another opportunity to repeat the Park Video presentation.	Saratoga News, Median Banners	Attendance

**Domain:** Outdoor Spaces and Buildings

**Goal 1:** The City of Saratoga to implement a City - Wide assessment of infrastructure its condition, and potential areas of improvement (council approved the study)

Action Item	Lead Organization	Potential Partners	Timeline	Potential Barriers	Current Resources/Support	Communication Plan	Metrics
<b>Citywide Assessment of City Parking Areas and Traffic Signals</b>  (Curbs, sidewalks a regular part of the City calendar during the year)	City of Saratoga	NA	July 1, 2018 – June 30, 2019	NA	Funding expected in the FY 2018/2019 Budget	Included in City Budget	Completion of assessment and identification of accessibility Improvements.

**Domain:** Community Support and Health Services

**Goal 1:** To collaborate with Ministerial organizations and Saratoga Senior Center Services to create and communicate to the residents of Saratoga a network of available support groups for those who are experiencing grief or need support as a caregiver.

Action Item	Lead Organization(s)	Potential Partners	Timeline	Potential Barriers	Current Resources/Support	Communication Plan	Metrics
<b>Grief Counseling and Support</b>  <i>COMPLETED</i>	<ul style="list-style-type: none"> <li>St. Andrews</li> <li>West Hope</li> <li>SASCC</li> </ul>	Santa Clara County DAAS	Beginning in May 2017	Scheduling conflicts, space and time constraints	Space, time, and marketing tools are currently available from all partner organizations	Promotion through newsletter/member communication, and emails from each partner, word-of-mouth, social media	<ul style="list-style-type: none"> <li>Attendance</li> <li>Impact questionnaire data pre- and post</li> <li>Partner feedback</li> </ul>
<b>Caregiver Support Groups</b>  <i>COMPLETED</i>	<ul style="list-style-type: none"> <li>SASCC</li> <li>West Hope</li> </ul>	<ul style="list-style-type: none"> <li>LGS</li> <li>Janine Pratt</li> </ul>	Summer 2017	Scheduling conflicts, participation levels/interest from community	Santa Clara County has resources and information available, Janine has an established local program we could host at SASCC, ACC.	Community bulletins, Outlook newsletter, email blasts, contact with home health agencies to offer this to their employees	<ul style="list-style-type: none"> <li>Attendance</li> <li>Impact questionnaire pre- and post</li> </ul>
<b>Caregiver Support Groups Transition for End of Caregiving to Grief Counseling</b>	<ul style="list-style-type: none"> <li>SASCC</li> <li>West Hope</li> </ul>	<ul style="list-style-type: none"> <li>LGS</li> <li>Janine Pratt</li> </ul>	Summer 2019	Scheduling conflicts, participation levels/interest from community	Resources need to be researched for current efforts in a transitional program.	Community bulletins, Outlook newsletter, email blasts, contact with home health agencies to offer this to their employees	<ul style="list-style-type: none"> <li>Attendance</li> <li>Impact questionnaire pre- and post</li> </ul>

**Domain:** Communication and Information

**Goal:** City of Saratoga to develop a standard font size of large lettering with clear headings and boldface type that allows older adults to easily view communication by the City. (For example: Business cards, brochures, official forms, website etc.)

Action Item	Lead Organization	Potential Partners	Timeline	Potential Barriers	Current Resources/Support	Communication Plan	Metrics
<b>City Outreach Materials</b>  <i>COMPLETED</i>	City of Saratoga	NA	January 2018	NA	Internal development of outreach materials	NA	Use of readable font sizes and types. Use of font colors that contrast with background colors.
<b>Event Seating</b>  <i>COMPLETED</i>	City of Saratoga	NA	May 2018-ongoing	NA	Internal organization of City events	NA	Provide seating at City events for those with mobility issues. Display signage that informs audience members of seating available for those who cannot stand.

**Domain:** Communication and Information

**Goal 1:** Develop Neighborhood Safety Watch and CERT collaboration to identify neighborhood members with special needs, such as residents with mobility issues that may need assistance evacuating or residents without access to the internet that may not receive emergency notifications.

(James Lindsay – City Manager, Crystal Bothelio Deputy City Manager, Public Safety Task Force)

Action Item	Lead Organization	Potential Partners	Timeline	Potential Barriers	Current Resources/Support	Communication Plan	Metrics
<b>Neighborhood Watch and CERT Gathering</b>  <i>COMPLETED</i>	City of Saratoga	Sheriff's Office	April 21, 2018. Funding also expected for event in April 2019	Lack of interest or follow up	Funding, contact information for members of Neighborhood Watch and CERT	Conduct outreach to encourage attendance. Conduct follow up messaging to share insights from discussion on potential collaboration	Attendance at Gathering (roughly 40 people)
<b>Annual Joint meeting with Saratoga Neighborhood's</b>  <i>COMPLETED</i>	City of Saratoga	Sheriff's office	June 6, 2018	Lack of interest of follow up	Establish group of engaged residents that regularly attend Joint Meeting	Conduct outreach to encourage attendance during meeting, create greater awareness for both programs to generate neighborhood interest	Attendance at meeting, subsequent Neighborhood Watch and/or CERT enrollment
<b>Connecting Neighborhood Watch and CERT members</b>	City of Saratoga	NA	April 21, 2018  Outcomes revisited Nov 2018	Lack of Interest	Contact information for members of Neighborhood Watch and CERT	Outreach to both groups to offer to share member contact information with members of Neighborhood Watch to CERT interested in connecting.	Requests to share and receive contact information  Can a database be created?



**Domain:** Communication and Information

**Goal 1:** Regular and widespread distribution of information based on the organizations who are part of the Age Friendly Initiative is assured, coordinated, and centralized access is provided. This will be an intergenerational endeavor with the Senior Center, High School, West Valley College, and the local Library participating in the effort.

Action Item	Lead Organization	Potential Partners	Timeline	Potential Barriers	Current Resources/Support	Communication Plan	Metrics
<b>Development of an Age Friendly communication tool</b>	SASCC	KSAR, West Valley College, Library, Saratoga High School	March 2018-July 2019	Funding, content, distribution	Outlook Newsletter (SASCC), television station access (KSAR, SASCC)	Discuss at AFC meetings, emails to stakeholders, and work group meetings	Size, format, content, and frequency of communication tool
<b>Identify potential outlets for communication tool</b>	SASCC, Library	KSAR, WV College, Chamber, and all Age Friendly Commission members	Sept.-Dec 2018	Funding, availability	Outlook Newsletter, KSAR, KCAT, Community Newspapers	Survey potential contributors and distributors, look into local magazines, newspapers, communication outlets	List of available outlets, distribution points established, production needs identified and projected
<b>Design and Approval of Tool</b>	SASCC, Library	KSAR, WV College, Chamber, and all Age Friendly Commission members	Jan. 2019	Approvals, schedules, holidays, community buy-in	SASCC staff, WVC design program students and faculty, library	Emails and cloud-based document creation and sharing of files	Approvals granted, response from community through survey.
<b>Distribution of Tool to Public</b>	SASCC	Volunteer orgs, RYDE, All Age Friendly Members	July 2019 and beyond	Funding awareness reader attrition, content development	Community distribution points already established, warm markets distributors, many viable partners	Systematic contact of each potential distribution point and interested party, ads in local papers, newsletters	Distribution list updated and growing, 20% or lower return rate on tools from distributors

**Domain:** Communication and Information

**Goal 1:** To develop and Age-Friendly page to reside on the Saratoga Area Senior Center website. This page will continuously updated by all stakeholders of the community to assure the most up to date information of Saratoga Age-Friendly initiative items.

Action Item	Lead Organization	Potential Partners	Timeline	Potential Barriers	Current Resources/ Support	Communication Plan	Metrics
<i>Age Friendly Committee to have sub-committee work on a plan for the webpage including a layout for the page</i>	Saratoga Area Senior Coordinating Council	Mediavision- Daniel Simmons web page developer	Oct. 2020- June 2021	Cost of page to be developed	Current website of SASCC being updated by Daniel Simmons	Subcommittee to work on plan and report back to the overall committee on the progress	Monthly check in on progress of page design
<i>Using the Currently held but unused url Saratogaagefriendly.com create a webpage for Saratoga Age-Friendly</i>	Saratoga Area Senior Coordinating Council	Mediavision- Daniel Simmons web page developer	June 2021	Cost of page to be developed	Current website of SASCC being updated by Daniel Simmons	SASCC and Daniel Simmons to work together for the	Completion of webpage

**Domain:** Communication & Information, Community Support & Health Services

**Goal 1:** To encourage use and to distribute communication tool developed by of Medical/Fire first responders for emergencies to each resident in Saratoga.

Action Item	Lead Organization	Potential Partners	Timeline	Potential Barriers	Current Resources/Support	Communication Plan	Metrics
<b>Give the LIFE file residents over the age of 60 in Saratoga by distributing to organizations: SASCC, Saratoga Clergy, Chamber of Commerce, Rotary, OPTM, Parks &amp; Rec. Dept., Foothill Club</b>	SCC Fire - Gina Cali and SASCC (Lisa Oakley)	Santa Clara County Fire, EMS	To begin distribution Fall 2017- Summer 2021	Ordering large quantities will take time.	Daniel Franklin - EMS Training & Education	Email splash to Senior Center members, Nextdoor, Facebook, Saratoga Clergy Communication Channel, Saratoga Spotlight Mag., KSAR	When first responders go into the home, how many homes have the Life File filled out.
<b>Improve individual &amp; community health, safety &amp; emergency preparedness through educational classes for senior residents:  Preparing Caregivers for Emergencies Preparing Residents for Emergencies Senior Fire &amp; Fall Prevention Be Ready: Seniors Prepared!</b>	Santa Clara County Fire Department	SC County Fire, SASCC, Saratoga Clergy, Chamber, Rotary Club, Parks & Rec, Foothill Club, Our Lady of Fatima Villa	Initial classes through the end of 2017 being scheduled through SASCC.  Will work through other organizations to establish a 2018 schedule to integrate programs into organizations that serve seniors.	Participation levels and interest from community	Santa Clara County Fire Department Community Education Services staff	Direct scheduling with organizations Advertising through organizations and local media	Attendance 4 classes scheduled with SASCC from March-Sept.  Other classes scheduled in district as well.

Distributed As of June 2018 - **270** to Saratoga Senior Center, **40** to West Hope Church, **180** to Foothill Club, **120** to Luther Emanuele Church, 50 to OPTM, 300 to St. Andrews = 1000 total

**Domain:** Communication and Information, Community Support and Health Services

**Goal 1:** To develop a crisis intervention communication and resource booklet for community members as a means to connect individuals during a time of crises with a loved one. (Team: Tylor Taylor, Kathey Crowe, Captain Rich Urena, Tara Auday)

Action Item	Lead Organization	Potential Partners	Timeline	Potential Barriers	Current Resources/Support	Communication Plan	Metrics
<b>Meet with work group to discuss ideas for a crisis intervention tool</b>	SASCC, Sheriff's Dept.	n/a	April 2019- July 2019	Funding, scheduling, simplifying a complex issue	County, city, & state informational handouts, Sheriff's department materials, other resource guides	Meet regularly with work group and communicate progress to larger group	Identification of appropriate tool and format for tool
<b>Gather and compile existing resources and tools</b>	SASCC, Sheriff's dept., St. Andrews	Faith communities, social service agencies, county and city offices	June 2019-Aug. 2019	Duplication of services, difficulty in consolidating and eliminating	County, city, & state informational handouts, Sheriff's department materials, other resource guides	Meet regularly with work group and communicate progress to larger group	Elimination of duplicated services in our tool, information collected from all available sources
<b>Design and approval of tool</b>	SASCC, Sheriff's dept.	AFC Partners	June 2019 – October 2019	Funding, time to design and revision, timing of approval based on AFC meeting schedule	Existing materials	Emails and shared documents, drafts sent to AFC leadership for comment, submitted for approval at Sept AFC meeting	Design approved, design and content updated annually and as appropriate
<b>Create and distribute tool to public</b>	SASCC, Sheriff's Dept., Dept of Aging and Adult Svcs.	All AFC members and community stakeholders	October 2019 - Ongoing	Funding, distribution, keeping information fresh and current	Outlook Newsletter, Sheriff's deputies in the field, volunteers	Articles in local publications, Chamber of commerce distribution points	Tracking actual distribution and throughput, growth of distribution points tracked

**Domain:** Communication and Information, Community and Health Services

**Goal:** To develop Medicare and Medi-cal guidance in the form of workshops, and paper guides for community members as a means to communicate the complex information on healthcare insurance among older adults.

(Bella, Tylor, Lisa)

Action Item	Lead Organization	Potential Partners	Timeline	Potential Barriers	Current Resources/Support	Communication Plan	Metrics
Analyze current offerings and determine level of need in community	SASCC	Applied General Agency, County DAAS	Jan-March 2021	Availability of stakeholders, information is spread out	County agencies, Sourcewise (AAA)	Meet/discuss current offerings and pain points with stakeholders	List developed
Reach out to current providers of Medicare information to the public	SASCC	DAAS, Aging Services Collaborative, Senior care commissions	March 2021– May 2021	n/a	Web search, current lists of existing providers of information	Contact providers and determine level of current activity and awareness around this issue	List contacted and information gathered, matrix developed of current providers, efforts, etc.
Compile all available information and identify gaps	SASCC, Bella	Staff	May 2021 – August 2021	Schedules, complexity of task	Community partners to help identify gaps	Emails and shared documents	Report on information coverage, identified gaps, takeaways,
Community awareness campaign	All AFC Stakeholders	KSAR, SHS, SASCC, WVC	September 2021– December 2021	Funding, schedules	The Outlook, KSAR, community partners	Emails, mailers, community bulletins	Report on results of awareness campaign, feedback received, action plan for any potential next steps

**Domain:** Social Participation, Communication and Information

**Goal 1:** To provide the Community with a series of Financial Planning Seminars on a variety of topics based on interest level.

Action Item	Lead Organizations	Potential Partners	Timeline	Potential Barriers	Current Resources/Support	Communication Plan	Metrics
<b>Potential Planning workshops topics:</b> <b>i. Trusts</b> <b>ii. Medicare</b> <b>iii. Assisted Care options &amp; resources</b> <b>iv. Property Tax – Props 13, 60 &amp; 90</b> <b>v. Personal Tax</b> <b>vi. ADA type home changes &amp; Planning</b> <b>vii. Long term care ins.</b> <b>viii. Social Security</b> <b>ix. Suggestions from public</b>	Saratoga Chamber of Commerce & Saratoga Library	Business Community Partners	FY 2019-2020	Suitable venues depending on size of audience	Business professionals  FINRA- Financial Industry Regulatory Authority	To be determined City of Saratoga Nextdoor SASCC newsletter Senior communities – OLFV, ... Church communities Saratoga Library Saratoga Chamber of Commerce	Attendance/Evaluation and surveys for potential Need further guidance and potential future workshops.

**Domain:** Respect and Social Inclusion

**Goal:** To create a sustainable partnership between the Saratoga Senior Center and Saratoga High School for the purpose of creating a suite of intergenerational programs that enrich the lives of both students and seniors.

Action Item	Lead Organization	Potential Partners	Timeline	Potential Barriers	Current Resources/Support	Communication Plan	Metrics
<b>Feasibility Study</b>	<ul style="list-style-type: none"> <li>SASCC</li> <li>SHS</li> <li>Library</li> </ul>	<ul style="list-style-type: none"> <li>Saratoga Library</li> <li>KSAR</li> <li>Corporate Sponsors</li> </ul>	2018 ongoing	Lack of verifiable interest	Leadership at both entities have met and are enthusiastic about the possibilities	<ul style="list-style-type: none"> <li>SASCC will place a call to action in the May and June Outlook Newsletters, and will track interest levels for intergenerational programming</li> <li>Once interest levels are determined, further discussion will take place to assess readiness and planning efforts</li> </ul>	This stage will rely heavily on the number of interested persons Exact metrics will be TBD.

- Possibly add focus groups, teens and older adults, a dialogue. Look for common themes.

**Domain:** Respect and Social Inclusion, Age- Friendly Businesses

**Goal 1:** To recognize and promote Saratoga businesses whose products, services, and practices help make the city an inclusive environment for older adult customers.

Action Item	Lead Organization	Potential Partners	Timeline	Potential Barriers	Current Resources/Support	Communication Plan	Metrics
<b>Create application and checklist for Businesses to be designated as Certified Age friendly</b>	<ul style="list-style-type: none"> <li>Age Friendly Commission,</li> <li>SASCC</li> </ul>	<ul style="list-style-type: none"> <li>Saratoga Chamber</li> <li>Saratoga Businesses</li> </ul>	June 2019		DC Age Friendly Model	<ul style="list-style-type: none"> <li>The Outlook</li> <li>Saratoga News</li> <li>Facebook</li> <li>Next Door</li> </ul>	
<b>Create a certificate and Window sticker for business to display that they are Age friendly</b>	<ul style="list-style-type: none"> <li>Age Friendly</li> <li>SASCC</li> </ul>	<ul style="list-style-type: none"> <li>Saratoga Chamber</li> <li>Saratoga Businesses</li> </ul>	June 2019		Printing Resource needed	<ul style="list-style-type: none"> <li>The Outlook</li> <li>Saratoga News</li> <li>Facebook</li> <li>Next Door</li> </ul>	
<b>Promotion of Age Friendly Businesses: Details of the age friendly business practices will be promoted at events and on websites and publications that reach older consumers and business will be recognized at a special ceremony</b>	<ul style="list-style-type: none"> <li>Age Friendly</li> <li>SASCC</li> </ul>	<ul style="list-style-type: none"> <li>Saratoga Chamber</li> <li>Saratoga Businesses</li> </ul>	June 2019		Printing Resource needed	<ul style="list-style-type: none"> <li>The Outlook</li> <li>Saratoga News</li> <li>Facebook</li> <li>Next Door</li> </ul>	



**Domain:** Respect and Social Inclusion, Dementia Friendly Businesses

**Goal 1:** To create a partnership with Saratoga businesses to support their awareness of older adult customers and clients who may or may not additionally have dementia, how to respond effectively and to promote businesses that show exemplary care and service of older adults.

Action Item	Lead Organization	Potential Partners	Timeline	Potential Barriers	Current Resources/Support	Communication Plan	Metrics
<b>Dementia Friendly Training for Businesses</b>	<ul style="list-style-type: none"> <li>Age Friendly</li> <li>SASCC</li> </ul>	<ul style="list-style-type: none"> <li>Saratoga Chamber</li> <li>Saratoga Businesses</li> </ul>	March 2020		Dementia Friendly Website Training materials	<ul style="list-style-type: none"> <li>The Outlook</li> <li>Saratoga News</li> <li>Facebook</li> <li>Next Door</li> </ul>	# of businesses taking advantage of Dementia training
<b>Recognition of employees in Saratoga who are of superior service to seniors</b>	<ul style="list-style-type: none"> <li>Age Friendly</li> <li>SASCC</li> </ul>	<ul style="list-style-type: none"> <li>Saratoga Chamber</li> <li>Saratoga Businesses</li> </ul>	March 2020	N/A	<ul style="list-style-type: none"> <li>Graphic Design</li> <li>Production of lapel Pins</li> </ul>	<ul style="list-style-type: none"> <li>The Outlook</li> <li>Saratoga News</li> <li>Facebook</li> <li>Next Door</li> </ul>	Community members nominating employees within Saratoga businesses.
<b>Dementia Awareness Cards to distribute to businesses</b>	<ul style="list-style-type: none"> <li>Age Friendly</li> <li>SASCC</li> </ul>	<ul style="list-style-type: none"> <li>Saratoga Chamber</li> <li>Saratoga Businesses</li> </ul>	March 2020	N/A	<ul style="list-style-type: none"> <li>Printing source needed</li> </ul>	<ul style="list-style-type: none"> <li>Direct contact to businesses</li> <li>Help from Saratoga Chamber for communication</li> </ul>	# of businesses taking advantage of Dementia friendly
<b>Lapel stickers to give to those we see caring about seniors</b>	<ul style="list-style-type: none"> <li>Age Friendly</li> <li>SASCC</li> </ul>	<ul style="list-style-type: none"> <li>Saratoga Chamber</li> <li>Saratoga Businesses</li> </ul>	March 2020	N/A	<ul style="list-style-type: none"> <li>Printing source needed</li> </ul>	<ul style="list-style-type: none"> <li>Direct contact to businesses</li> <li>Help from Saratoga</li> </ul>	Survey feedback of community, and local businesses

**Domain:** Housing

**Goal 1:** The Saratoga Age Friendly Commission, would like to recommend to the Saratoga City Council that they consider a reduction in permitting hurdles for home accessibility improvements of older adult owned residences.

**Goal 2:** To provide a list of vetted contractors/resources for home accessibility modifications.

Action Item	Lead Organization	Potential Partners	Timeline	Potential Barriers	Current Resources/Support	Communication Plan	Metrics
<b>Request City Council consideration to add to future agenda</b>	Age -Friendly Committee	City of Saratoga	Feb. 2019	Item possibly not agendized	Mayor/Vice Mayor to give support	Age -Friendly Chair to work with Vice-Mayor/Mayor to agendize item	Item added to City Council Agenda
<b>City to develop staff report and schedule Council meeting</b>	City Council  City of Saratoga Manager and Staff	City Staff	March/April 2019	Council chooses to not agendize	City Staff time	Mayor/Vice-Mayor and City Manager	Resulting Staff report on item
<b>If Council approves of the item, City Staff to make recommended changes</b>	City Manager and City Staff	City Staff, City Planning Department	April 2019	-Council does not approve -Time/ logistics to finalize	City Manager/Staff	Council, City Staff	Reduction in permit costs
<b>To provide a list of vetted contractors as a resource to older adults modifying their home for better accessibility and safety</b>	City Manager and Staff  Age-Friendly Committee	Santa Clara County Office of Supportive Housing	July 2019  And continually monitored and developed	Time to vet contractors, which agency to provide the vetting, time to vet	Santa Clara County Office of Supportive Housing	Age-Friendly Committee working with City Manager	A list of at least 5 vetted contractors

**Domain:** Social Participation

**Goal 1:** In Partnership with the Saratoga Area Senior Coordinating Council, Our Lady of Fatima Villa, and local sponsor businesses, offer an affordable senior nutrition program for local seniors.

Action Item	Lead Organization	Potential Partners	Timeline	Potential Barriers	Current Resources/ Support	Communication Plan	Metrics
<p><b>Decrease the cost of the lunches from \$10 to \$5 by seeking company sponsorships for the program</b></p> <p><i>COMPLETED</i></p>	SASCC	<ul style="list-style-type: none"> <li>• Our Lady of Fatima Villa</li> <li>• Saratoga Businesses who would like to sponsor the program</li> </ul>	July 2017	Ability to attract sponsors of the program. \$25,000 needed for the lunch cost to be \$5 for the year.	Current Relationship with Our Lady of Fatima Villa	<ul style="list-style-type: none"> <li>• Outlook Newsletter</li> <li>• Spotlight Magazine</li> <li>• Saratoga News</li> <li>• Announcement at City Council meetings</li> </ul>	<ul style="list-style-type: none"> <li>• Current participation average of 20 participants at Wed. lunches</li> <li>• the increase or decrease in participation</li> </ul>
<p><b>Increase the Quality/Nutrition of Food served using the national checklist for nutrition</b></p> <p><i>COMPLETED</i></p>	SASCC	Our Lady Fatima Villa	July 2017		Current Relationship with Our Lady of Fatima Villa	<ul style="list-style-type: none"> <li>• Outlook Newsletter</li> <li>• Spotlight</li> <li>• Saratoga News</li> </ul>	<ul style="list-style-type: none"> <li>• Food options w/ a vegetarian option</li> <li>• Fresh fruit at each meal</li> <li>• 2 salad choices</li> <li>• Buffet style</li> </ul>

**Domain:** Social Participation

**Goal 1:** The Saratoga Area Senior Coordinating Council in partnership with the Veterans Administration foster program to offer care for Veterans in need.

Action Item	Lead Organization	Potential Partners	Timeline	Potential Barriers	Current Resources/ Support	Communication Plan	Metrics
<p><b>Increase the number of Veterans who attend the ACC program</b></p> <p><i>COMPLETED</i></p>	SASCC	<ul style="list-style-type: none"> <li>Veterans Administration</li> </ul>	July 2017	Veterans Affairs Financial Assistance	Local VA foster home program	<p>Developing a Partnership with the VA to receive referrals.</p> <p>SASCC does not limit those with financial need</p>	<p>Length of stay in the program</p> <p>Percentage of participants who are subsidized (70%)</p>

**Domain:** Community and Health Services

**Goal:** To collaborate with West Valley Community Services to reduce the transportation barrier for those young and old alike to access nutrition and case management support services. Currently it takes residents of Los Gatos and Saratoga as much as 4 hours to reach the offices of WVCS for grocery offerings and case management support.

Action Item	Lead Organization	Potential Partners	Timeline	Potential Barriers	Current Resources/ Support	Communication Plan	Metrics
<p><b>Create a partnership with West Valley Community services to bring satellite services to Saratoga.</b></p> <p><i>COMPLETED</i></p>	SASCC	<ul style="list-style-type: none"> <li>• WVCS</li> <li>• West Valley College</li> <li>• West Hope Church</li> </ul>	Sept 2016	An appropriate location for services to be rendered.	WVCS location in Cupertino.	<ul style="list-style-type: none"> <li>• Outlook Newsletter</li> <li>• Spotlight Magazine</li> <li>• Saratoga News</li> <li>• Announcement at City Council meetings</li> <li>• Social Media</li> <li>• SASCC communications</li> <li>• WVCS newsletter</li> </ul>	These will be reflected in new client signups for services at WVCS

**Domain:** Housing

**Goal 1:** To create a handout advertising the City of Saratoga “reasonable accommodation” process to fast track home improvements for those with disabilities.

Action Item	Lead Organization	Potential Partners	Timeline	Potential Barriers	Current Resources/Support	Communication Plan	Metrics
<b>Reasonable Accommodation Brochure</b>  <b>COMPLETED</b>	City of Saratoga	N/A	Week of 3/27/17 Repeat Promotion Ongoing	N/A	N/A	<ul style="list-style-type: none"> <li>• Available in Community Development Department.</li> <li>• City’s website.</li> <li>• Ongoing Targeted outreach on Nextdoor &amp; Facebook</li> <li>• Ask local Contractors to Promote</li> </ul>	<ul style="list-style-type: none"> <li>• City to Track # of applications.</li> </ul>

# SUPPORTING DOCUMENTATION

See Attached RYDE – Reach Your Destination Easily Business Plan