

DATE: May 1, 2017

AGENDA ITEM # 4



**TO:** Senior Commission

**FROM:** Jaime Chew, Recreation & Community Services Manager

**SUBJECT:** Update Resource Binders

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## **BACKGROUND**

The Los Altos/Los Altos Hills Senior Commission developed a Senior Resource Binder that is currently posted online, with physical copies being located at the Los Altos Hills Town Hall, Los Altos Senior Center, Hillview Community Center, Library and Chamber of Commerce.

At the March 6, 2017 meeting the Commission determined that they would update the Senior Resource Binders.

## **DISCUSSION**

A summary of the Resource Project is listed below.

There are many outlets for communication available to seniors in our local communities. This, in itself, constitutes a problem. With so many resources, each giving information about a specific item, it can be overwhelming to seniors and their families/caregivers. They may need to search through many sources to find the item that is needed. Also, this information may not be available in a format that is readily accessible to seniors. A variety of valued information is shared via internet, phone, newspapers, mailings and on bulletin boards sprinkled throughout neighborhood businesses. Even with all the available information, a frequent barrier is lack of awareness of the specific information or how to locate it. Another barrier is the visual and auditory presentation of this information. Font size is often too small, page layouts are too confusing, official forms are filled with “legalese”, and buttons on mobile phones and electronic equipment can be too small. Automated answering services can give too much information too quickly and there is little opportunity to speak to a live person. A generation that did not grow up with computers and electronic gadgets may not be quick in their response time. Seniors of Los Altos and Los Altos Hills would benefit from a basic list of resources aimed at their needs, with phone numbers and/or email addresses. This list will be a simple compilation, a beginning set of references only. It will not suggest actual businesses—that would be up to the individual to choose. We have presented our basic resources under the following categories: • EDUCATION • FOOD AND MEAL PROGRAMS • HEALTH SERVICES • HOUSING • SOCIAL PARTICIPATION • TRANSPORTATION

The Senior Commission will need to review the current Resource Binder and determine what information needs to be updated.