



City of Santa Clara

Meeting Agenda

Senior Advisory Commission

Monday, August 18, 2025

5:00 PM

Hybrid Meeting
Santa Clara Senior Center
Room 205
1303 Fremont Street
Santa Clara, CA 95050

The City of Santa Clara is conducting the Senior Advisory Commission meeting in a hybrid manner (in-person and a method for the public to participate remotely).

Via Zoom:

<https://santaclaraca.zoom.us/j/97590069803>

Meeting ID: 975 9006 9803

Or join by phone: 669-900-6833

CALL TO ORDER AND ROLL CALL

CONSENT CALENDAR

1. 25-750 [Review and Approve the Senior Advisory Commission Minutes of February 10, 2025](#)

Recommendation: Approve the Senior Advisory Commission Minutes of February 10, 2025

PUBLIC PRESENTATIONS

[This item is reserved for persons to address the body on any matter not on the agenda that is within the subject matter jurisdiction of the body. The law does not permit action on, or extended discussion of, any item not on the agenda except under special circumstances. The governing body, or staff, may briefly respond to statements made or questions posed, and appropriate body may request staff to report back at a subsequent meeting.]

GENERAL BUSINESS

2. 25-749 [Receive Park & Recreation Department Overview Presentation](#)

Recommendation: Receive Parks & Recreation Department Overview presentation.

3. 25-880 [Receive a Presentation on the Senior Center Health & Wellness Program](#)

Recommendation: Receive a Presentation on the Senior Center Health & Wellness Program. No action will be taken on this item.

STAFF REPORT

COMMISSIONERS REPORT

ADJOURNMENT

The next scheduled meeting for Senior Advisory Commission is on Monday, September 8, 2025, at 5:00 PM.

MEETING DISCLOSURES

The time limit within which to commence any lawsuit or legal challenge to any quasi-adjudicative decision made by the City is governed by Section 1094.6 of the Code of Civil Procedure, unless a shorter limitation period is specified by any other provision. Under Section 1094.6, any lawsuit or legal challenge to any quasi-adjudicative decision made by the City must be filed no later than the 90th day following the date on which such decision becomes final. Any lawsuit or legal challenge, which is not filed within that 90-day period, will be barred. If a person wishes to challenge the nature of the above section in court, they may be limited to raising only those issues they or someone else raised at the meeting described in this notice, or in written correspondence delivered to the City of Santa Clara, at or prior to the meeting. In addition, judicial challenge may be limited or barred where the interested party has not sought and exhausted all available administrative remedies.

If a member of the public submits a speaker card for any agenda items, their name will appear in the Minutes. If no speaker card is submitted, the Minutes will reflect "Public Speaker."

In accordance with the requirements of Title II of the Americans with Disabilities Act of 1990 ("ADA"), the City of Santa Clara will not discriminate against qualified individuals with disabilities on the basis of disability in its services, programs, or activities, and will ensure that all existing facilities will be made accessible to the maximum extent feasible. The City of Santa Clara will generally, upon request, provide appropriate aids and services leading to effective communication for qualified persons with disabilities including those with speech, hearing, or vision impairments so they can participate equally in the City's programs, services, and activities. The City of Santa Clara will make all reasonable modifications to policies and programs to ensure that people with disabilities have an equal opportunity to enjoy all of its programs, services, and activities.

Agendas and other written materials distributed during a public meeting that are public record will be made available by the City in an appropriate alternative format. Contact the City Clerk's Office at 1 408-615-2220 with your request for an alternative format copy of the agenda or other written materials.

Individuals who require an auxiliary aid or service for effective communication, or any other disability-related modification of policies or procedures, or other accommodation, in order to participate in a program, service, or activity of the City of Santa Clara, should contact the City's ADA Coordinator at 408-615-3000 as soon as possible but no later than 48 hours before the scheduled event.



City of Santa Clara

1500 Warburton Avenue
Santa Clara, CA 95050
santaclaraca.gov
[@SantaClaraCity](https://twitter.com/SantaClaraCity)

Agenda Report

25-750

Agenda Date: 8/18/2025

REPORT TO SENIOR ADVISORY COMMISSION

SUBJECT

Review and Approve the Senior Advisory Commission Minutes of February 10, 2025

RECOMMENDATION

Approve the Senior Advisory Commission Minutes of February 10, 2025

Prepared by: Jennifer Herb, Recreation Supervisor

Reviewed by: Kimberly Castro, Recreation Manager

Approved by: Damon Sparacino, Director of Parks & Recreation

ATTACHMENTS

1. Draft Senior Advisory Commission Meeting Minutes February 10, 2025



City of Santa Clara

Meeting Minutes

Senior Advisory Commission

02/10/2025

5:00 PM

Hybrid Meeting
Santa Clara Senior Center
Room 205
1303 Fremont Street
Santa Clara, CA 95050

Special Meeting

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Via Zoom:

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CALL TO ORDER AND ROLL CALL

The special meeting was called to order by Chair Drozek at 5:14 p.m.

Present 4 - Chair Edmund Drozek, Commissioner Rick Andrews, Commissioner Maria Vaz, and Commissioner Srinivasan Manivannan

CONSENT CALENDAR

1. [25-116](#) Review and Approve the Senior Advisory Commission Minutes of January 13, 2025

Recommendation: Approve the Senior Advisory Commission Minutes of January 13, 2025

A motion was made by Commissioner Andrews, seconded by Commissioner Manivannan, to approve the minutes of January 13, 2025. The motion carried with the following vote.

Aye: 4 - Chair Drozek, Commissioner Andrews, Commissioner Vaz, and Commissioner Manivannan

PUBLIC PRESENTATIONS

None

GENERAL BUSINESS

2. [25-206](#) Senior Advisory Commission Election of Vice Chair for Remaining FY 2024/25 Term
- Commissioner Drozek made a motion, seconded by Commissioner Vaz to nominate Commissioner Andrews for Vice Chair for the remaining FY 2024/25 term.**
- Aye:** 4 - Chair Drozek, Commissioner Andrews, Commissioner Vaz, and Commissioner Manivannan
-
3. [25-117](#) Discussion and Review of Subcommittee Updates on the Status of FY2024/25 Senior Advisory Commission Work Plan & Goals
- Goal 1.a. Provide update on low-income housing project educational presentation at Senior Center.
- **Commissioner Andrews** informed the group that he's waiting to hear from the City and will have an update at the next meeting.
- Goal 1.b. Report out on latest Community Meeting related to Senior Housing developments in Santa Clara.
- No Update
- Goal 2.c. Report out on latest Community Meeting related to new or rehabilitated park projects in Santa Clara.
- No Update
- Goal 3.a. Report out on the Bicycle & Pedestrian Advisory Committee meeting.
- **Commissioner Drozek** informed the Commission that he attended the January meeting. The City is working on the De La Cruz Blvd., Lick Mill Blvd., and Scott Blvd. projects. There will be a public hearing on March 4. Information can be found on the City Website.
- **Commissioner Manivannan** added that there was an updates on: signage around Levi's Stadium, Stevens Creek corridor, and crosswalk improvement project.

Goal 3.b. Report out on latest Community Meeting related to transportation and street improvement projects, and; provide update on transportation resources presentation at the Senior Center.

- **Commissioner Manivannan and Vaz** asked to be removed from this subcommittee.

Goal 4.a. Provide update on the implementation of Senior Needs Assessment survey and outreach plan.

- **Recreation Manager Castro** reminded the Commission that the survey questions were approved by the Commission, and staff were reviewing the questions based on public comment from the January meeting. Staff will have the final draft of the questions for the Commission to look over at the March meeting.

Goal 4.b. Report out on latest Community meetings related to Age-Friendly accessibility in the build environment in Santa Clara.

- It was suggested that the subcommittee create points to advocate using best practices pertaining to the law.

STAFF REPORT

Recreation Manager Castro reported on the following:

- The February Senior Center Newsletter is available.
- The Library is expanding their hours to include Sundays and they are offering tax assistance.
- Activity Guide for Spring/Summer will be available at end of February.

COMMISSIONERS REPORT

-**Commissioner Andrews** inquired about the change of the location and format of the Health & Wellness Fair. **Recreation Manager Castro** explained that having it indoors eliminates any issues with the weather, allows for accessibility for everyone that attends, is more manageable for attendees to talk to all exhibitors, and the 'mini' fairs take place throughout the month as the Senior Center celebrates Older Americans Month.

ADJOURNMENT

A motion was made by Commissioner Andrews, seconded by Commissioner Vaz that the meeting be adjourned at 6:07 p.m.

Aye: 4 - Chair Drozek, Commissioner Andrews, Commissioner Vaz, and Commissioner Manivannan

MEETING DISCLOSURES

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Agenda Report

25-749

Agenda Date: 8/18/2025

REPORT TO SENIOR ADVISORY COMMISSION

SUBJECT

Receive Park & Recreation Department Overview Presentation

COUNCIL PILLAR

Enhance Community Engagement and Transparency

BACKGROUND

The mission of the Parks & Recreation Department is to support a vibrant, active quality of life for all ages, abilities, and interests in the Santa Clara community through excellent parks and recreational facilities, community services, programs, and events.

The Parks & Recreation Department provides planning, development, operation, maintenance, and rehabilitation of the City's neighborhood parks, mini parks, community parks, open space sites, recreation buildings, trails, pools, etc. Facilities include community centers, neighborhood park buildings, community gardens, playgrounds, aquatic facilities, restrooms, picnic areas, turf, trees, vegetation, athletic fields, and joint use facilities. Service levels are set to promote the use of safe, clean, and attractive facilities for enjoyment and quality of life for all ages and abilities.

The Department assists the public with facility rentals, community services, cultural programs, special events, enhanced natural environments, enrichment, recreation, fitness and wellness programs, as well as sports and aquatics opportunities. In addition, the Department oversees four (4) Commissions, the Cultural Commission, Parks & Recreation Commission, Senior Advisory Commission, and Youth Commission.

DISCUSSION

Staff will provide a Parks & Recreation Department overview and orientation for the Senior Advisory Commission, that aims to educate the commissioners about the various facets of the Department while highlighting the role of the Senior Advisory Commission within the framework of the Department.

ENVIRONMENTAL REVIEW

The action being considered does not constitute a "project" within the meaning of the California Environmental Quality Act ("CEQA") pursuant to CEQA Guidelines section 15378(a) as it has no potential for resulting in either a direct physical change in the environment, or a reasonably foreseeable indirect physical change in the environment.

FISCAL IMPACT

There is no fiscal impact to the City other than administrative staff time.

COORDINATION

This item has been coordinated with the City Attorney's Office.

PUBLIC CONTACT

Public contact was made by posting the Senior Advisory Commission agenda on the City's official-notice bulletin board outside City Hall Council Chambers. A complete agenda packet is available on the City's website and in the City Clerk's Office at least 72 hours prior to a Regular Meeting and 24 hours prior to a Special Meeting. A hard copy of any agenda report may be requested by contacting the City Clerk's Office at (408) 615-2220, email clerk@santaclaraca.gov or at the public information desk at any City of Santa Clara public library.

RECOMMENDATION

Receive Parks & Recreation Department Overview presentation.

Prepared by: Jennifer Herb, Recreation Supervisor

Reviewed by: Kimberly Castro, Recreation Manager

Approved by: Damon Sparacino, Parks & Recreation Director

ATTACHMENTS

1. Parks & Recreation Department Orientation



Parks & Recreation Department Overview

July 2025

Department Overview

- **Mission**

Support a vibrant, active quality of life for all ages, abilities and interests of the Santa Clara community through excellent parks and recreational facilities, community services, programs, and events.



Who We Are



Department Overview

- **Who We Are**

- 2 Divisions

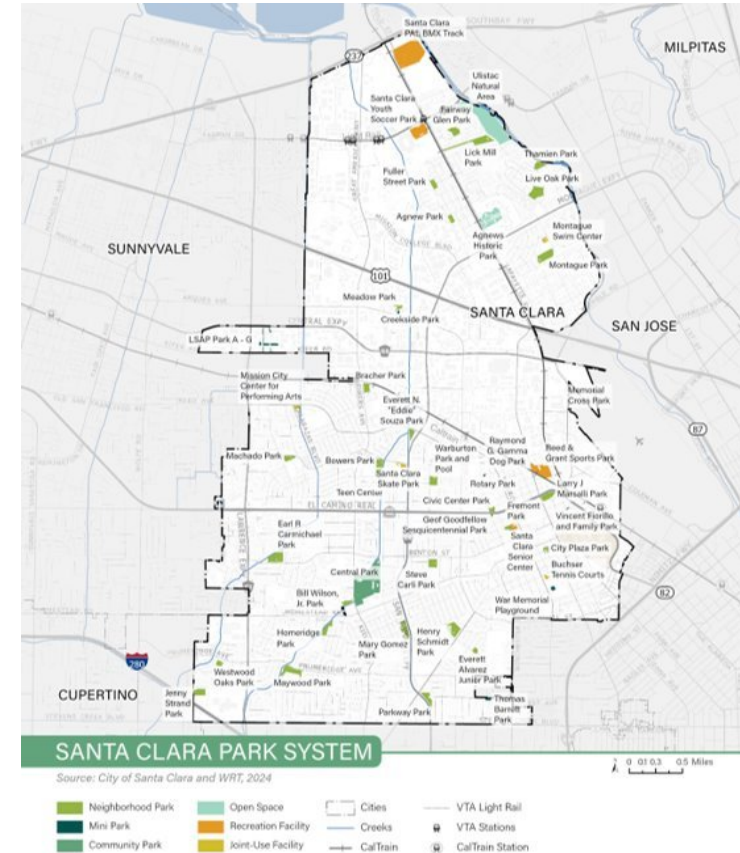
- Parks & Recreation

- Parks
 - Programs
 - Events
 - Commissions



Parks & Programs

- 2 Community Parks
 - Central Park (45+ acres)
 - Central Park North – undeveloped (34+ acres)
- 28 Neighborhood Parks (124 acres)
- Public Open Space (43 acres)
- 15 Mini Parks
- 4 Community Centers
- Aquatics (11 pools, 5 sites)
- 2 Community Gardens
- 4 Dog Parks & Off-leash Areas
- 13 Athletic Fields and 4 Recreational Buildings



Events

- City-wide Special Events
 - Holiday Tree Lighting (December)
 - Sunset Cinema (April – October)
 - 4th of July (July)
 - Street Dance (August)
 - Art & Wine Festival (September)
 - Summer Concert Series (June – August)
 - Halloween Party (October)



**City of
Santa Clara**
The Center of What's Possible

Commissions

- Staff Support to four (4) City Commissions and a Task Force
 - Parks & Recreation Commission
 - Cultural Commission
 - Senior Advisory Commission
 - Youth Commission
 - City/School Task Force

What We Do



Department Overview

- **What We Do**

- Serve our community by creating inclusive spaces, memorable experiences, and opportunities for connection, growth, and fun. Whether you're exploring a neighborhood park, joining a recreation class, or attending a community event, the Parks & Recreation Department helps make Santa Clara a great place to live, work, and play.

- Major Projects & Initiatives
 - Department Priorities
 - Parks & Facility Projects
 - Bond Projects



Department Priorities

- Youth Community Sports Field Fees (1st Qtr 2025)
- Review of Parkland Dedication Ordinance (1st Qtr 2025)
- Evaluation of Cemetery Fees (3rd Qtr 2025)
- Evaluation of Lawn Bowl Clubhouse Options (4th Qtr 2025)
- Completion of Parks Master Plan (August 2025)

Parks & Facility Projects

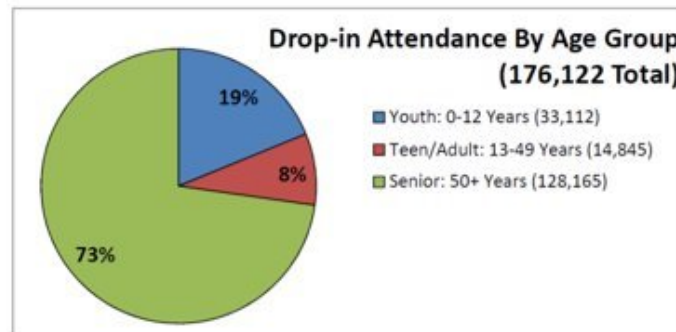
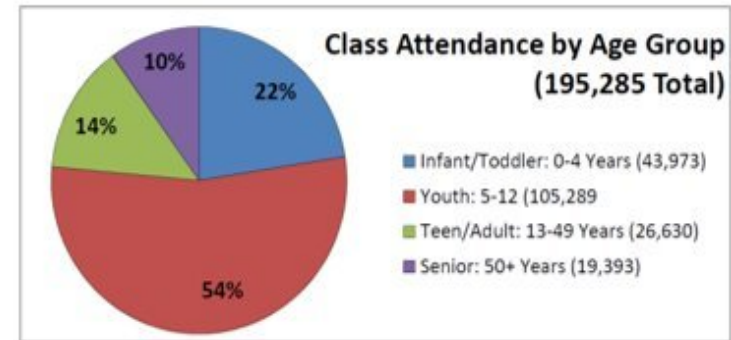
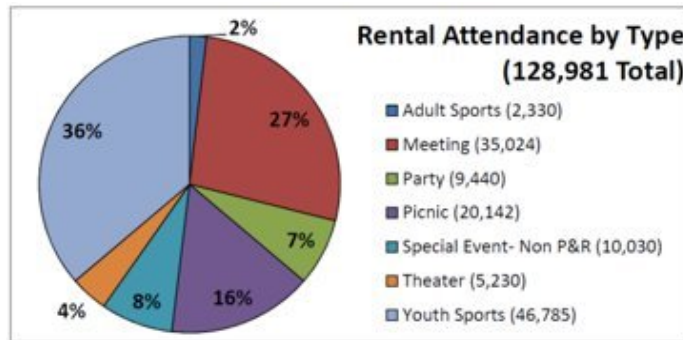
- Temporary Re-Opening of International Swim Center (1st Qtr. 2025)
 - Tile, drain, ladder and replastering work (Jan 2025)
 - Mitigation of exterior fencing requirements and installation of interior fencing (Jan 2025)
 - Aquatics Clubs to vacate their supplies and equipment (Jan 2025)
 - Acquisition ADA lifts, portable shower facilities and corresponding electrical work
 - Negotiation of License Agreements with each of the Aquatics User Groups (Feb 2025)
- Begin redesign of Parks Service Center to address ADA and health/safety issues (2025)
- Central Park Access & Parking Improvement (Ongoing; to be completed Summer 2026)
- Park Openings:
 - Calle del Sol (Ensemble) (1st Qtr. 2025)
 - 2330 Calle de Luna (Related) (1st Qtr. 2025)
 - 360 Brokaw: Gateway Crossings (Hunter-Storm/Holland) (1st Qtr. 2025)
 - 2309 Calle del Mundo (SummerHill) (1st Qtr. 2025)

Bond Projects

- **Measure I Bond:** Parks, Libraries, Senior Center and Aquatics Facilities \$115,258,750
 - International Swim Center (2025)
 - Design for Park Building Infrastructure Projects (Various)
 - Bowers Park Building & Parking Lot
 - Pickleball Courts – Study/Design
 - Senior Center Expansion/Renovation
 - Playgrounds Rehab Projects
 - Henry Schmidt, Earl Carmichael, Warburton & Maywood



Parks & Programs





New Senior Advisory Commission Orientation

Parks & Recreation

July 2025



Agenda Report

25-880

Agenda Date: 8/18/2025

REPORT TO SENIOR ADVISORY COMMISSION

SUBJECT

Receive a Presentation on the Senior Center Health & Wellness Program

COUNCIL PILLAR

Enhance Community Engagement and Transparency

BACKGROUND

The Health & Wellness Program at the Santa Clara Senior Center connects residents age 50+ with tools, guidance, and support to help them stay healthy and independent. Registered nurses offer free assistance to identify resources, apply for programs, understand health information, apply for utility discounts, determine long-term care options and develop lifestyle plans. They may also assist to problem solve quality of life issues that can make life challenging.

DISCUSSION

Health & Wellness Program Staff will provide a program overview for the Senior Advisory Commission, with the goal of educating the Commissioners about the program's services as well as share various resources available in Santa Clara County. Staff will be available to respond to questions and will encourage Commissioners to share this information about available resources with the broader community.

ENVIRONMENTAL REVIEW

The action being considered does not constitute a "project" within the meaning of the California Environmental Quality Act ("CEQA") pursuant to CEQA Guidelines section 15378(a) as it has no potential for resulting in either a direct physical change in the environment, or a reasonably foreseeable indirect physical change in the environment.

FISCAL IMPACT

There is no fiscal impact to the City other than administrative staff time.

PUBLIC CONTACT

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RECOMMENDATION

Receive a Presentation on the Senior Center Health & Wellness Program. No action will be taken on

this item.

Prepared by: Jennifer Herb, Recreation Supervisor

Reviewed by: Kimberly Castro, Recreation Manager

Approved by: Damon Sparacino, Parks & Recreation Director

ATTACHMENTS

1. Health & Wellness Program Overview
2. Snapshot of Breadth of Program Topics
3. Sample of Resource Handout - Transportation
4. List of Local Organizations/Resources
5. TRUST Program Flyer



Health & Wellness Program

Santa Clara Senior Center
1303 Fremont Street, Santa Clara, CA 95050

(408) 615-3170 for appointments and questions

Health & Wellness Program staff partner with Santa Clara residents age 50+ and their families to promote health and independent living. We help you connect to information, activities, and services in our community. Our goal is to help you find ways to make your life easier. Our assistance is free.

Weekly

- **Mindfulness Meditation**
 - **First Tuesday 10am – 10:45am on Zoom**
 - **All other Tuesdays in person, 10am – 11am, Room 231**
 - **Registration required**
- **Walk & Talk – Wednesdays, 10am – 11am, registration required.**
- **Keep Calm & Carry Yarn – Wednesdays, 10am – 11:30am, Drop-in, Room 131**
- **Blood Pressure Clinic – Thursdays, 10am – 11am, Room 131, drop-in**

By Appointment or Registration in an Activity

- **Support Groups, Presentations, Workshops, and Tabling Events**
See the Senior Center monthly newsletter for current offerings. All are free and registration is usually required.
- **Health Education and Coaching by Appointment**
Our RNs teach and facilitate activities about important health-related concerns. They also provide information and referrals to services/resources such as transportation, food assistance, utility discounts, home care, insurance, housing, and more:
 - Elder abuse concerns
 - Chronic disease management
 - Monthly wellness checks via phone
 - Fall prevention and home safety
 - Completing forms and applications
 - Caregiver support for families
 - Advanced Healthcare Directives & POLSTs
 - Navigating your healthcare system
 - Making appointments
- **Care Management by Appointment**

Enrollment as a care management client follows an intake interview. This service is free and for City of Santa Clara residents and their families. We identify health, social, and functional

needs through assessment, then develop a care plan. We help you access services and evaluate outcomes. We provide information to help you connect to community resources.

- Our social worker's role is to facilitate support groups and consult with our RNs on complex client needs. Upon occasion, she is available for meeting with individuals by a referral from our RNs.

What we don't do:

- Caregiving normally prescribed by a physician through a home health agency or nursing care provided in a medical setting such as wound care, medication administration, or assistance with Activities of Daily Living. We do not provide psychotherapy or individual counseling.
- We are unable to provide referrals to self-employed, private caregivers.
- If the situation you are calling about is an emergency, please call 9-1-1. We are usually booked up to a week in advance, so we are unable to respond to situations that are emergencies.









































































To Access Services




















1. Our RNs can answer many questions over the phone. Please call the Senior Center Front Desk to be put through to the person working that day. If you get voicemail, we will call you back as soon as possible.
2. Our services are free. We provide information and referrals to resources to anyone needing help, but you must be a City of Santa Clara resident for care management services.
3. Enrollment in Care Management services by our RN Care Manager provides:
 - in-depth assessment of your needs
 - assistance with identifying strengths, gaps, and goals
 - help connecting to services
 - monthly monitoring as needed
4. We act as "Community Connectors." We partner with you for a service period based on your plan of care. We will re-evaluate at the end of that time.
5. Due to the volume of clients served and the scope of our program, we do not provide intensive care management like that which is provided by a private geriatric care manager. We can help you connect with that type of assistance if needed.

Larisa Polozova, RN, MMS – Wednesday - Friday
Katy Gaty-Delia, LCSW, Social Worker (by referral only)
Mallory von Kugelgen, RN, Health & Wellness Coordinator
Santa Clara Senior Center
1303 Fremont Street
Santa Clara, CA 95050



Snapshot of Program Topics

 Adult Day_ Activity Centers	 Friendly Visitor Program Proposal
 Age Friendly	 Glasses
 Agnews Contact_Genealogy	 H & W Program Information
 Agreements_MOUs_COIs	 Handyman, HVAC repair, Contractors
 Attorneys_All Types_Estate Planning Tools	 Health Information
 Back_Pain Resources	 Hearing Aids
 Be Strong, Live Long Health & Wellness F...	 Heat Illness Prevention_City Training
 Behavioral Health	 HIPAA
 Blood Pressure Clinic	 Home Care Agencies
 Board & Care Homes	 Homeless Services Agencies (VHHP)
 Care Management	 Housing
 Caregiver Support Groups	 Howdy Packet
 Classes_Groups	 ID Fit
 Clutter and Hoarding Disorder	 IHSS
 CMO_Org Chart_Homelessness Task Force	 In Our Thoughts
 COVID 19	 Incontinence Needs
 Death, Dying, Funerals	 Job Descriptions
 Dementia	 Legal
 Dental	 Lending Closet
 Diabetes	 Long Term Care Financial Accountability
 Disaster Preparedness_Supplies_City Plan...	 Long Term Care_MediCal
 Diversity_Holidays_Cultural_Social	 Medi-Cal
 DMV	 Medical Alert Services 2021
 Donations	 Medication Disposal
 Durable Medical_Incont Supplies	 Memories & Hugs Workshop
 Elder Abuse Mandated Reporting 2025	 Monthly Stats
 Epi-pen Protocol	 Movers_Packers
 Events	 Newsletter
 Fall Prevention	 Older Americans Act
 Family Caregiver Supports	 Performance Measures_Cheryl Fulk_Annu...
 Fiduciaries_Financial Planners	 Pet Care
 First Aid Supplies for Senior Center	 Phones, Laptops, Internet
 Flu Shot Clinics_On Site_ 2002 - 2010	 Photos
 Flyers and Class Materials	 Placement Agencies_Board & Care
 Food	 Resources
	 Resources for People in Financial Hardship
	 Respite

-  Safety Assessment 2024
-  Santa Clara Family Health Plan Medi_Cal
-  Santa Clara University
-  Santa Clara Women's League
-  Senior Advisory Commission
-  Senior Needs Survey Materials
-  Solo Aging 2022
-  Staffing_Timesheets_
-  Table Talk
-  Tax Assistance
-  Team Meetings
-  The Health Trust
-  Transportation
-  USF Student Interns
-  Vision_Lions_Blind_Low Vision Resources
-  Volunteer Info
-  Wellness Visits
-  988 Flier SCC
-  Master Plan for Aging for 2030

Transportation Options for Older Adults Who Don't Drive

June 2025

Please contact the service to verify that this information is still current!

Access/MTA Paratransit General Info: (408) 321-2380 <https://www.vta.org/go/paratransit>

- By application, with a phone interview prior to approval.
- For older adults who are not able to take the bus due to physical, visual, or cognitive disability.
- One personal care assistant may also ride for free.
- Door-to-door service, as opposed to curbside.
- Vehicles can accommodate walkers, scooters, and wheelchairs.
- One-way ride is \$4.
- Reserve your standard ride 1-3 days in advance. You can also book next day trips before 5pm. There is a premium charged of \$16 one-way for special circumstances.
- Online reservations are an option.
- This is a ride-share program; part of the trip may be picking up/dropping off other clients.
- Travel time includes a "pick up window" of 30 minutes and extra time for other riders. This can be a lot of waiting around for riders, although sometimes there are no other riders and it's a straight shot to the destination.
- Funds must be deposited into the rider's account before they may start using the service.

GoGoGrandparent 1(855) 464-6872 <https://gogograndparent.com/>

- 24/7, no app needed
- Anyone age 18+
- Books on-demand rides for people who don't use the internet
- Service holds your credit information on file and billing goes through their company
- Since the pandemic, they now offer other services such as grocery delivery, assistance with chores, home maintenance. There are additional fees for these services.

Heart of the Valley Services for Seniors 408-241-1571 <https://www.servicesforseniors.org/>

- For adults 65+ in Santa Clara and surrounding areas
- Services provided by trained volunteers
- Request must be at least 7 days in advance of service date
- Can request someone to drive to a destination and stay with the rider (i.e. assistance with grocery shopping)
- Donation request envelope sent separately, but services are not for fee.
- Provide rides and other services such as handyperson services, help with paperwork, more.
- Cannot accommodate people in wheelchairs

PVI (Peninsula Volunteers, Inc.) 650-272-5040 <https://1pvi.org/ridepvi/>

- Free; funded by the County
- Service area includes City of Santa Clara
- Calls Uber or Lyft for rider.
- 14 one-way rides to the Senior Center, grocery store, medical appointments, more
- For those age 60+ and pre-registration required

Roadrunners 650-940-7016 [RoadRunners Transportation | El Camino Health](#)

- Driver service utilizing Lyft.
- Dispatchers schedule, address riders' questions and bill users without requiring the use of a smartphone for a Lyft scheduled ride.

- There is a \$3.00 surcharge for regular Lyft rides and \$6.00 surcharge for Lyft Assist rides operating within a 10-mi radius of El Camino Hospital (ECH). This includes part of, but not all, Santa Clara.
- You do not have to be affiliated with El Camino Hospital
- Office hours are Monday through Friday, 7 a.m. to 3:30 p.m
- No wheelchair service.

Silicon Valley Hopper www.ridewithvia.com **Book a ride by calling 669-201-1892**

- Previously named “Via”
- Shared ride “micro transit” service operates **corner to corner** instead of door to door.
- This means you might have to walk a short distance to your pickup point.
- Door to door service is provided for older adults and people using wheelchairs
- To keep things running smoothly and efficiently, system assigns you to a 'virtual bus stop' - which are pickup and drop-off points that are usually at a nearby corner.
- Service area is Cupertino and Santa Clara (not all parts of the city), plus El Camino Hospital in Mountain View.
- Payment is via the app from your credit card on file. No tipping.
- \$3.50 per ride. Seniors, students, disabled & low income riders can qualify for a reduced \$1.75 fare. Additional passengers ride for only \$1 each.
- **Service hours:** Monday to Friday 7am - 7pm, Saturday 9am - 5pm

Uber and Lyft

<https://www.uber.com/us/en/ride/>

<https://www.lyft.com/rider>

These are separate companies, but they operate in similar ways using your smartphone. (If you don't have a smartphone, see **Go Go Grandparent** option on page 1.)

- Create an account using your credit card
- Download their app to interact with their services.
- When you want a ride, open the app, enter where you want to go, and then you will see when the driver accepts your request and is on their way.
- You will be told the driver's name and what kind of car they drive, and you can follow their progress to you in real time.
- Rides can be on-demand or reserved in advance. Pick up and drop off is door-to-door.
- All transactions take place through the app; no money is exchanged.

Fares depend on the trip distance and which type of requested service, such as a luxury car, a ride share with other passengers, or a vehicle that can accommodate a walker or mobility device. Fares will vary depending on supply and demand, so when there are fewer drivers and many requests, the rate goes up. If business is slow, the fare can be less expensive. Typically, fares are less than what would be charged if using a traditional taxi service.

Lyft options include a female driver only. Uber options include “Uber Eats” which picks up take-out meals.

Organizations that Exist to Help Older Adults

(from SCC DAAS – Dept of Aging & Adult Services, 2025)

Alzheimer's and dementia

- Alzheimer's Association
- Dementia Friends USA

Caregiving

- Bay Area Caregiver Resource Center
- California Advocates for Nursing Home reform (CANHR)
- Family Caregiver Alliance
- In-Home Supportive Services
- IHSS Providers
- VA Caregiver Support

Counseling

- Behavioral Health Services
- Veteran's Administration

Food and nutrition

- Meals on Wheels
- Second Harvest Food Bank
- Senior Nutrition Program

Healthcare and safety

- AARP Fraud Watch Network
- Benefit Finder Tool in English and Spanish
- Bureau of Medicaid Fraud and Elder Abuse
- County of Santa Clara Behavioral Health
- Falls Prevention Santa Clara County
- On Lok PACE
- Pacific Hearing Connection
- PG&E Medical Baseline Program
- Suicide Prevention and Crisis

Legal assistance

- Law Foundation of Silicon Valley
- Senior Adults Legal Assistance
- Superior Court

Outdoor activities

- Bay Area Older Adults
- Midpeninsula Region Open Space
- Peninsula Open Space Trust
- Santa Clara Valley Open Space

Socialization and getting connected

- A Mighty Good Time
- California Phones for those with Hearing Loss or Disability
- Cancer CAREpoint
- Emergency Broadband and Affordable Connectivity Program
- Friendly Voices

- Friendship Line California
- Mid-Peninsula Widows and Widowers Association
- SAGE Hotline for LGBTQ+ Adults
- Senior Planet
- Well-Connected

Specific populations

- Asian Americans for Community Involvement
- Billy DeFrank LGBTQ Community Center
- India Community Center
- Indian Health Center
- Jewish Family Services of Silicon Valley
- Korean American Community Services
- Portuguese Organization for Social Services and Opportunities
- Vietnamese Voluntary Foundation
- Yu-Ai-Kai

Transportation

- Avenidas Door to Door (North County)
- Heart of the Valley Services for Seniors (West Santa Clara Valley)
- RideCare Program (Los Altos, Los Altos Hills)
- R.Y.D.E. (Campbell, Cupertino, Los Gatos, Saratoga, Monte Sereno)
- VTA

Additional resources for older and dependent adults

- Age-Friendly Silicon Valley
- California Connect
- California Department of Aging (CDA)
- California Department of Social Services (CDSS)
- Conservatorship
- Institute on Aging Community Living Connection Program (flyer)
- National Adult Protective Services Association
- National Center on Elder Abuse
- Public Administrator/Guardian Conservator
- Public Authority Santa Clara County
- Santa Clara County Library BookDash Home Delivery
- Silicon Valley Independent Living Center
- Sourcewise
- 211 – United Way Bay Area

And still many more!

TRUST FIELD RESPONSE PROGRAM

TRUST IS A COMMUNITY SERVICE THAT HELPS SANTA CLARA COUNTY RESIDENTS DURING AN URGENT MENTAL HEALTH OR SUBSTANCE USE SITUATION. OUR CALL CENTER AND FIELD RESPONSE TEAMS ARE AVAILABLE 24/7 TO ANSWER CALLS FOR HELP.

TRUST stands for “Trusted Response Urgent Support Team.” TRUST is a partnership between three social service agencies in Santa Clara County: Momentum for Health, Pacific Clinics, and HomeFirst Services.

Our team is specially trained to help people who need urgent help for mental health and substance use conditions.

TRUST’s team of responders includes behavioral health staff from community organizations. These staff have knowledge and experience assisting people struggling with behavioral health challenges.

Our field response team works together to meet the unique needs of each person and those around them. We treat every situation on a case-by-case basis, providing responsive care without involving law enforcement and triaging other teams when



HOW THE FIELD RESPONSE PROGRAM WORKS:

- Call 800-704-0900, press 1 (call 988 for local 408, 650 and 669 area codes) to reach TRUST if you, or someone around you, is experiencing concerning mental health or substance use symptoms.
- The TRUST call center can send a field response team to your location (such as your home, workplace, or a public space).
- This team works to de-escalate the situation, so you can get the help you need.
- We connect you with appropriate mental health care, including emergency medical services and psychiatric care, if needed.

A PARTNERSHIP BETWEEN:



TRUST PROGRAM

HOW DOES TRUST MAKE A DIFFERENCE?

The TRUST program allows people to get the help they need as safely and smoothly as possible, starting with meeting them where they are.

Having greater access to trained mental health professionals gives our community more peaceful and productive ways to handle mental health and substance use challenges when they arise.

Key components of TRUST include:

- Trauma-informed field response teams
- A focus on prevention
- Involvement of families and loved ones, based on a client's wishes
- Community Collaborators to gather and act on feedback from the community
- Staff from our community who are linguistically and culturally informed

TRUST also builds partnerships with family members, caregivers, and friends who have firsthand experience with mental health and substance use concerns.

These partners, with life experience, can join the community response team, join the TRUST Community Advisory Board, participate in training sessions, and act as a community resource.

24/7 MENTAL HEALTH SUPPORT

Call 800-704-0900, press 1 (call 988 for local 408, 650 and 669 area codes) to access the field response team as well as on-demand mental health resources, including:

- Immediate, over-the-phone symptom management and de-escalation support
- Guidance to referrals and additional services
- Call-out response services that send a mental health professional to your location

This lifeline operates 24 hours a day, 7 days a week, 365 days a year (including holidays). Translation into multiple languages is available.

MENTAL HEALTH RESPONSE TRAINING FOR THE COMMUNITY

TRUST unites the broader community by:

- Conducting mental health education and training for participating Santa Clara County first responders, including law enforcement, emergency medical services, and others