



# *Civic Improvement Commission*

City of Campbell, 70 N. First Street, Campbell, California

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**NOTE:** To protect our constituents, City officials, and City staff, the City requests all members of the public follow the guidance of the California Department of Health Services', and the County of Santa Clara Health Officer Order, to help control the spread of COVID-19. Additional information regarding COVID-19 is available on the City's website at [www.campbellca.gov](http://www.campbellca.gov).

This Regular Meeting will be conducted in person as well as telecommunication and is compliant with provisions of the Brown Act.

Those members of the public wishing to participate virtually can access the meeting at:

<https://campbellca-gov.zoom.us/j/83382991125?pwd=am5aNnBEeTQxSmZ2ZW5tZStHYS9sUT09>

Meeting ID: 833 8299 1125

Passcode: 284924

Dial by your location +1 669 900 6833 US (San Jose)

Members of the public may attend this meeting in person at Campbell City Hall. If attending in person, face coverings and physical distancing will be required until further notice.

Public comment will also be accepted via email at [cmoffice@campbellca.gov](mailto:cmoffice@campbellca.gov) prior to the meeting. Please indicate in the subject line "FOR PUBLIC COMMENT." Written comments received by 3:00 p.m. on the day of the meeting will be posted on the website and distributed to the Civic Improvement Commission before the meeting.

A video recording will be available on the City YouTube Channel at: <https://www.youtube.com/user/CityofCampbell> following the meeting.

## **SPECIAL MEETING OF THE CIVIC IMPROVEMENT COMMISSION**

Thursday, September 14, 2023, 6:00 p.m.

Council Chambers – 70 N. First Street

### **Regular Meeting Agenda**

- A. Call to Order, Roll Call
- B. Announcements
- C. Approval of Minutes
  - 1. Special Meeting – June 22, 2023\*
- D. Communications
- E. Oral Requests

**F. Reports from Representatives: None**

**G. Reports from Staff:**

1. Kerry Perkins, Senior Museum Specialist
  - a. Historical Museum and Ainsley House Report\*
  
2. Tina Wong-Erling, Senior Services Supervisor
  - a. Adult Center Update\*
  - b. Sourcewise Advisory Council
    - i. Sourcewise Report\*
    - ii. Shirley Loffer, Campbell Representative
    - iii. Sourcewise Overview\*
  
3. Angelique Gaeta, City Manager
  - a. City Update

**H. New Business**

**I. Unfinished Business**

1. Youth Commission
  - a. Oktoberfest (October 21 and 22) (Sidewalk Chalk Art)

**J. Good of the Game**

**K. Subcommittee Report**

1. Campbell Cares/Neighborhood Refresh Project
2. Capture Campbell
3. Explore Art Project

**L. Adjourn**

\* Indicates written attachment and is available upon request by contacting Diana Johnson at 408-866-2125 or by email [dianaj@campbellca.gov](mailto:dianaj@campbellca.gov)

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*Pursuant to the Executive Order, and in compliance with the Americans with Disabilities Act (ADA), if you need assistance to participate in the Civic Improvement Commission meeting, please contact Diana Johnson in the City Manager's Office at 408-866-2125 or by e-mail [dianaj@campbellca.gov](mailto:dianaj@campbellca.gov)*



# CITY OF CAMPBELL - CIVIC IMPROVEMENT COMMISSION

CAMPBELL, CALIFORNIA

Thursday, June 22, 2023 – 6:00 pm

SPECIAL MEETING MINUTES

This Civic Improvement Commission (CIC) meeting was conducted pursuant to the provisions of the Brown Act.

This meeting was recorded and can be viewed in its entirety at:  
<https://www.youtube.com/user/CityofCampbell/videos>

## A. CALL TO ORDER:

The Civic Improvement Commission convened a special meeting on Thursday, June 22, 2023. Chair Yoshikawa called the meeting to order at 6:05 pm.

### ROLL CALL:

PRESENT: Chair Yoshikawa  
Vice Chair Naylor  
Commissioners Bracher, Coluccio, Dooley, and Russell  
  
Assistant City Manager, Angelique Gaeta,  
Admin Analyst (As Recording Secretary), Jose Zetino

ABSENT: Commissioner Malcolm

B. ANNOUNCEMENTS: None

## C. APPROVAL OF MINUTES:

M/S: Bracher/Dooley A motion to approve the Civic Improvement Commission Special Meeting Minutes for the Thursday, May 11, 2023, meeting.

### ROLL CALL VOTE:

AYES: Chair Yoshikawa  
Vice Chair Naylor  
Commissioners Bracher, Coluccio, Dooley, and Russell

NAYS: NONE

D. **COMMUNICATIONS:** None

E. **ORAL REQUESTS:** None

F. **REPORTS FROM REPRESENTATIVES:**

1. **County Library Report:** Deputy County Librarian Stephen Fitzgerald presented an update on behalf of the County Library. A written copy of the County Library Report was also included as an attachment to the June Agenda.
2. **Campbell Library Report:** Community Librarian Nichole King presented an update on behalf of the Campbell Library. A written copy of the Community Library Report was also included as an attachment to the June Agenda.

G. **REPORTS FROM STAFF:**

1. **City Update:** Assistant City Manager Gaeta provided the following update on city events and public meetings:
  - The City Clerk's office is accepting applications for the Planning Commission until **5 pm, Friday, August 11, 2023**. To find out more about this position, or to apply, please visit the city's website at [www.campbellca.gov](http://www.campbellca.gov)
  - Come visit the Campbell classic car show sponsored by the Downtown Campbell Business Association on **July 8, 2023, from 9 am to 4 pm**. The event is a family fun event and free to the public.
  - The City of Campbell's summer concert series is back. Admission is free and concert's start at 6:30pm on the Orchard City Green. Bring a lawn chair and enjoy the **RJae HAAS Band** on **Thursday, July 6, 2023**, and **The Joint Chiefs Band** on **Thursday, July 13, 2023**. For a complete listing of upcoming bands, please visit the City's website at [www.campbellca.gov](http://www.campbellca.gov).
  - The Campbell Community Center pool is now open and is a great way to cool off during the summer. Visit the City's website at [www.campbellca.gov](http://www.campbellca.gov) to find out more about swim lessons and hours of operation.
  - City offices will be closed for business on **Tuesday, July 4, 2023**, in observance of Independence Day. Police and emergency services will remain open.

H. **NEW BUSINESS:**

There is no New Business.

**I. UNFINISHED BUSINESS:**

**1. Social Service Subgrant Award Recommendations:**

Staff reported that on June 20, 2023, the City Council voted to approve an additional \$10,000 in funds to go towards the Social Service Subgrant Awards for FY 23/24 and bring the total funding available for that year to \$65,000.

The Commissioners discussed a variety of methods for recommending distribution of award funds and concluded that the amount awarded to each applicant should take into consideration any increase or decrease in services provided from one year to the next, the depth of services provided, and whether the applicant was a new or existing applicant.

M/S: Russell/Dooley      A motion to recommend to the City Council that the following applicants be awarded the following grant amounts for FY 23/24:

- Catholic Charities                      = \$ 6,500
- Health Trust                                = \$16,000
- Live Oak Adult Day  
Services                                        = \$ 7,000
- Next Door Solutions                      = \$ 4,000
- St. Lucy / St. Vincent  
de Paul                                         = \$15,000
- Senior Adults Legal  
Assistance                                     = \$12,000
- CASSY                                         = \$ 4,500

For a total recommended amount = \$65,000

**ROLL CALL VOTE:**

**AYES:**

Chair Yoshikawa  
Vice Chair Naylor  
Commissioners: Bracher, Coluccio, Dooley, Russell

**NAYS:**

NONE

Following the above vote, a question was raised whether the CIC could vote to make a recommendation on grant funds available for FY 24/25. Staff advised the CIC that the budget for FY 24/25 was not present before the City Council and that they could not bind future City Councils. One Commissioner indicated a desire to put a vote on the record to memorialize the CIC's position as of the date of this meeting. A motion was then made to make a recommendation to the City Council for FY 24/25.

M/S: Russell/Coluccio      A motion to recommend to the City Council that the following applicants be awarded the following grant amounts for FY 24/25:

- Catholic Charities                      = \$ 6,500
- Health Trust                                = \$16,000
- Live Oak Adult Day  
Services                                      = \$ 7,000
- Next Door Solutions                      = \$ 4,000
- St. Lucy / St. Vincent  
de Paul                                        = \$15,000
- Senior Adults Legal  
Assistance                                  = \$12,000
- CASSY                                         = \$ 4,500

For a total recommended amount = \$65,000

ROLL CALL VOTE:

AYES:

Chair Yoshikawa  
Vice Chair Naylor  
Commissioners: Bracher, Coluccio, Dooley, Russell

NAYS:

NONE

2. Youth Commissioner Joint Meeting

a. September or October

Staff advised the CIC that the Youth Commission had its first meeting in September, and it would be better to have them join the CIC in October. The CIC agreed and requested that Staff reach out to the Youth Commission and ask them to add both the Joint Meeting with the CIC and the Youth Commission's participation in Sidewalk Chalk Art at Oktoberfest to their September meeting agenda. Staff agreed it would ask the Youth Commission to add these two items to their September meeting agenda.

3. Sidewalk Chalk Art

a. Car Show (July 8, 2023, from 9 – 3:30 pm)

The Explore Art Project subcommittee indicated it would not participate in the Car Show this first year but would coordinate with event organizers for next year.

b. Oktoberfest (October 21-22)

The Explore Art Project subcommittee indicated it would work with the Youth Commission to participate in this year's Oktoberfest.

**J. GOOD OF THE GAME (Ideas and events of what is happening in Campbell):**

Commissioner Bracher noted that the Dunk-A- Cop Fund Raiser at the Boogie Event was successful.

**K. COMMISSIONER/SUBCOMMITTEE REPORTS:**

1. Campbell Cares/Neighborhood Refresh Project: Commissioner Bracher reported that he is finalizing the proposal and selection criteria and assignments.
2. Capture Campbell: Commissioner Coluccio shared outline with subcommittee.
3. Explore Art Project: Subcommittee will work with the Youth Commission to participate in this year's Oktoberfest for the Sidewalk Chalk Art project.

**L. ADJOURN:**

The Special Meeting of the Civic Improvement Commission was adjourned at 7:22 pm. The next meeting of the Civic Improvement Commission is scheduled for Thursday, September 14, 2023, at 6:00 pm and will be conducted pursuant to the provisions of the Brown Act.

Respectfully submitted,

*Jose Zetino*

Jose Zetino, Recording Secretary

*Angelique Gaeta*

Angelique Gaeta, Assistant to City Manager

# MEMORANDUM



City of Campbell

To: Civic Improvement Commissioners

Date: 09/14/23

From: Kerry Perkins/ Museum Supervisor

Subject: Museum Division Report

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## **MUSEUM FACILITIES:**

The Campbell Historical Museum visitor area is getting a new look. Staff has been busy design and install new interpretive panels which detail the history of Campbell from the first peoples to present day. A new front admission desk, new rolling carts for field trips, and two new interactives: apricot picking from a tree and canning apricots will be available for visitors to enjoy.

Further projects to come will be new uplighting in the historic fire house tower, new lighting in the visitor area, enhanced hardy panels for future firehouse tower exhibits and more.

Both the Campbell Historical Museum & Ainsley House are open for public tours Friday-Sunday, 11-3pm.

## **MUSEUM EVENTS:**

### **History Happy Hour:**

Lecture series at the Carriage House

- September 15: The History of Moffett Field with Museum Director, Jeff Wasel
- October 13: The History & Geology of the New Almaden Mine, with Geologist Mike Cox
- November 3: The Valley of the Hearts Delight, with Author Robin Chapman

All events run 5:30pm -7:30pm

Tickets are \$15/ person.

[www.campbellmuseums.com/shop](http://www.campbellmuseums.com/shop) for reservations

### **Creepy Crawly Halloween Crafts at the Historical Museum:**

On Sunday, October 29 from 2pm-5pm, the historical museum will host creepy crawly crafts for kids and families to enjoy. Crafts will include favorites such as lollipop spiders, touchy feely boxes, mummy bookmarks, bat magnets, and decorating a trick or treat bag to use for the downtown Campbell's creepy crawly trick or treat event from 4pm-6pm also on Sunday, October 29.

The event will be \$5/ family.



Reservations will be required.

[www.campbellmuseums.com/shop](http://www.campbellmuseums.com/shop)

### **The Holidays at the Ainsley House:**

Visitors will take self guided tours through the House decorated to the theme of *Christmas Cravings*.

The Ainsley House will be open for Holiday tours:

November 16 through December 21,

Days: Thursdays-Sundays

Open Hours: 11am-3pm.

Holiday Tea and Tour tickets will go on sale Monday, September 18

Teas Dates: December: 1, 2, 3, 8, 9 10

Cost: \$60/ general public \$55/ Museum Members

On Saturday, Dec 2 Santa will be making a special appearance at the Ainsley House on Reservations are open now. You can choose the hour that suit your family from 9am-11am.

[www.campbellmuseums.com/shop](http://www.campbellmuseums.com/shop)

There will be two evening Open House events at the Ainsley House which will feature live music in the living room of the House and light appetizers in the Carriage House.

Sunday, Dec 17 & Thursday, Dec 21.

5:30pm-8pm.

Tickets can be purchased in the Carriage House beginning in October or day of each event.

For all Holiday information visit: [www.campbellmuseums.com](http://www.campbellmuseums.com)

### **MUSEUM EXHIBITS:**

Calling all artists!

The Campbell Museums 2024 Juried Art Show is now seeking submissions. The Theme is COMMUNITY and submissions are open for 2D and 3D artists in youth (5-17) and adults (18+) categories.

For more detailed information please visit:

<https://www.campbellmuseums.com/exhibits-events/juried-art-show>

### **MUSEUM EDUCATION PROGRAM:**

Field trips will resume at the Historical Museum in October for the 2023-2024 school year for 2<sup>nd</sup> and 3<sup>rd</sup> grade classes .

The Campbell Museum Foundation has resumed its scholarship program and offering admission and/ or transportation scholarship to Santa Clara County schools to help offset field trip costs.

For Field Trip information and reservations:

<https://www.campbellmuseums.com/education>

### **MUSEUM VOLUNTEERS:**

Volunteers are needed at both the Ainsley House and Historical Museum. Both museums are in need of Greeters!!

Greeters welcome the public to the museums, process admissions, help answer questions and enjoy sharing history with the public.

There are lots of volunteer opportunities at the Campbell Museums that can suit anyone's talents and interests. The Museums are always recruiting for docents, garden volunteers, Museum Foundation Board members, special event volunteers, and more.

For information about volunteering:

<https://www.campbellmuseums.com/get-involved>

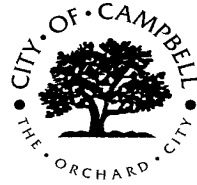
### **MUSEUM COLLECTIONS:**

The Museum collection database has moved to a cloud based system. Allowing Museum staff and volunteers access to the database from anywhere. With the cloud based site, members of the public and researchers have access to more of the Museum's collection catalog and the goal of the museum is to increase the volume of items that are accessible to the public.

To explore the online catalog please visit:

<https://campbellmuseums.catalogaccess.com/home>

# MEMORANDUM



**City of Campbell**  
**Recreation & Com. Svcs.**

**To:** Civic Improvement Commissioners  
**From:** Tina Wong-Erling  
Senior Services Supervisor  
**Subject:** Campbell Adult Center Division Report

**Date:** 9/7/23

## Senior Nutrition Program Renovation

The Senior Nutrition Program was awarded the Home and Community Based Services (HCBS) Senior Nutrition Infrastructure Grant from Sourcewise. The City received \$43,011 in grant funding for new flooring, painting, chairs, and tables for the Senior Nutrition dining room. The enhancements create an inviting and attractive ambiance that promotes socialization in a contemporary setting.



## Caregivers Count! Conference



The Caregivers Count! 13th Annual Conference is a free conference that provides support, resources, and valuable insights to family caregivers who dedicate themselves to the care of their loved ones. The conference will be held virtually as a 4-part series on September 9, 16, 23, and 30, 10:00 am-12:00 pm. Throughout the conference, expert speakers will cover various essential topics, including building connections, managing anticipatory grief, caring for challenging relationships, and communicating effectively with medical professionals. Registration info is available at [www.caregiverscount.net](http://www.caregiverscount.net).

## Social Dance

The Adult Center will be hosting a social dance on November 5, 2023. This is a new event that will include a live band playing oldies as well as contemporary music to appeal to older adults across the various generations. The goal of the social dance is to bring older adults together for music, dance, and fun.

# MEMORANDUM

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**City of Campbell**  
**Recreation & Com. Svcs.**

**To:** Civic Improvement Commissioners  
**From:** Tina Wong-Erling, Senior Services Supervisor  
**Subject:** Sourcewise Advisory Council

**Date:** 9/7/23

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## Introduction

The purpose of this memo is to provide information regarding the Sourcewise Advisory Council and the report that will be presented to the Civic Improvement Commission (CIC) at the September 14, 2023 meeting.

## Background

Sourcewise is a non-profit organization designated by the State of California as the Area Agency on Aging for Santa Clara County whose role is to provide programs and advocacy for older adults and persons with disabilities. Sourcewise has a 36-member Advisory Council who represents the County, cities, various senior organizations, and interest groups. The Sourcewise Advisory Council meets on a monthly basis and works on various broad-based advocacy issues for older adults related to legislation and policy development.

Shirley Loffer has served two, 3-year terms from June 30, 2017 through June 30, 2023 as the City of Campbell's representative. Recruitment is underway to fill the vacancy.

## Summary

Shirley will provide a final report to the Commission at the September 14 meeting. The report will include programs and services administered or funded by Sourcewise, impact of the pandemic, and the Sourcewise Impact Report.



## Sourcewise Overview

The Sourcewise is a non-profit organization designated by the State of California as the Area Agency on Aging in Santa Clara County.

Area Agencies on Aging are the result of the 1973 Amendments to the 1965 Older Americans Act. The role of the Area Agency is to develop and provide programs and coordinate and advocate for service systems designed to meet the needs of older persons in a specific geographic area. The Sourcewise is one of 33 Area Agencies in California administering programs under the Title III of the Older Americans Act. The geographic area served by the Sourcewise is Santa Clara County with a population of approximately 252,000 older persons, age 60 or over (2006 Census estimate). The Sourcewise receives Older American Act Title III funds which provide for grants to provide services to the older population in Santa Clara County. These services are provided through contract with local agencies.

## Structure

The Sourcewise is governed by a nine member voluntary, elected Board of Directors which meets monthly and sets overall agency priorities, goals and objectives for developing and improving services to older county residents.

In addition, Sourcewise has a forty-one member Advisory Council representing cities, county, and various senior organizations and interest groups. The Advisory Council to the Sourcewise meets ten times per year, is responsible for conducting the annual planning process, and deals with a number of broad-based advocacy issues of concern to senior citizens.

Both the Sourcewise and Advisory Council meetings are open to the general public and interested and concerned individuals are encouraged to attend.

## The Advisory Council

Members of the Advisory Council participate in the development, implementation, and monitoring of the Area Plan and Contract Services. They advocate at all levels of government on programs, procedures, and legislation effecting older persons. They are a source of information to senior organization and the public on issues of concerns to older persons, develop legislative platforms with other State advocacy organizations, and sponsor public hearings. They bring the concern of the group or area they represent to the Advisory Council and take information regarding Sourcewise programs and activities back to their appointing body.



## Targeting

In its planning, the Sourcewise must give priority to those in most social and economic need. Social need is defined as a person having two or more of the following characteristics; living alone, age 75 or over, disabled or having language barrier. Economic need is defined as living at the SSI level or below.

## Overview of Services Provided

The Sourcewise receives Older Americans Act funds to plan, coordinate, and advocate for the development of a comprehensive service delivery system to meet the needs of older persons. Sourcewise either provides these services directly or contracts with local agencies to provide services when appropriate. Below is an overview of the some of the services funded by Sourcewise. Specific providers of service can be found in the Sourcewise Senior Service Directory, on Sourcewise website ([www.mysourcewise.com](http://www.mysourcewise.com)), or by calling Sourcewise Information and Awareness line (1-800-510-2020).

## Direct Services

Sourcewise provides many services directly to local seniors.

### Information and Awareness

Frequently persons need services but do not know where to turn to receive them. Information and Awareness is provided by Sourcewise and offers a needs assessment and information on available services. Appointments are made for services when necessary and clients are monitored to insure that services are received. Training is also available on county-wide resources. Information presentations are made to interested groups.

### Case Management – Multipurpose Senior Services Program (MSSP)

The Sourcewise MSSP program, funded primarily through the state's Medi-Cal program, provides for comprehensive care management and a range of health and supportive services for frail, functionally impaired older persons at risk of institutionalization.

Under this program, eligible seniors receive both a health and psychosocial assessment from the Sourcewise nursing and social work staff. A care plan is developed and a wide range of services brought into the home in order to allow the individual to safely remain in his/her own community.

### Meals on Wheels

The Sourcewise provides home delivered meals in collaboration with the County of Santa Clara Social Services Agency. Meals can be arranged by calling Sourcewise at 1-800-510-2020. Clients are eligible who are 60 or over and homebound due to illness or disability and unable to shop or prepare a meal. Frozen meals are delivered weekly and include seven breakfasts and seven main meals, plus milk, bread, fruit, and juices.

### **Health Insurance Counseling and Advocacy Program (HICAP)**

HICAP provides assistance to older persons confronted by the medical maze of bills, policies, paperwork, and the confusing array of supplemental health insurance plans commonly referred to as Medi-gap. This service is provided through a network of professionally trained volunteers who are located throughout the County. HICAP publishes an analysis of policies and provides community education to senior groups.

### **Senior Employment**

The Senior Community Services Employment Program (SCSEP) is a program that serves low-income persons who are 55 years of age and older and have poor employment prospects, with emphasis on those individuals who are in greatest social and economic need. Sourcewise assists them to transition to unsubsidized employment opportunities by assigning them in a temporary part-time community service position to receive on-the-job training, classroom training, and/or on-the-job-experience training. The program fosters individual economic self-sufficiency and increases the number of older persons who may enjoy the benefits of unsubsidized employment in both the public and private sectors.

### **IHSS Public Authority**

The IHSS Public Authority is a program established in Santa Clara County through county ordinance in 1996 to be the employer of record for IHSS Independent Providers (IPs) for the purpose of negotiating wages, benefits, and terms and conditions of employment. The Public Authority began operations in spring of 1999 as a program of Sourcewise through a management services agreement with the county.

The State Legislatures passed AB 1682 in 1999 requiring all counties to act as, or establish an employer of record through a public authority or nonprofit consortium by 2003. The legislation set forth four mandates for public authorities. The public authority must have an 11 member advisory committee, be the employer of record for the purpose of collective bargaining, establish a registry to assist IHSS consumers in finding workers, recruit and screen potential IPs, provides access to training for IHSS consumers and IPs and perform any other functions related to the delivery of IHSS.

The County Board of Supervisors is the Governing Body of the Public Authority. The Governing Body appoints an 11 member Advisory Board, of whom at least 50% must be current or past users of personal assistance services. The Advisory Board meets monthly and is mandated to make recommendations to the Governing Body, IHSS staff and public authority staff regarding IHSS.

The Public Authority is responsible for administration of health, dental and vision benefits and VTA Eco Pass issuance for IPs. The County remains the party responsible for determining IHSS eligibility and recertification, hours determination, etc. The IHSS consumer remains the employer with respect to hiring, firing and supervising their independent provider.

### **Public Authority Registry**

The IHSS Public Authority Registry is a countywide service that assists low-income elderly and disabled persons who need household and/or personal assistance to find home care providers. The IHSS Registry is a referral service only; it is not an employer. The IHSS Registry attempts to match consumer needs and preferences to the home care providers, as much as possible, and refers available home care providers to eligible IHSS consumers. Requests for service may originate from recipients, providers, the recipient's social workers, or other concerned for the well-being of the recipients.

The Public Authority established a hard to serve (HTS) component of the Registry. This provides concentrated assistance for IHSS consumers who are unable to perform functions of an employer without assistance. The HTS component of the Registry provides assistance with scheduling and conducting interviews, establishing expectations agreements, completing enrollment forms and problem resolution between consumers and providers.

The Public Authority also established an Urgent Care Registry (UCR) as a safety net for IHSS consumers whose provider is unable to work due to illness or family emergency, etc. IHSS consumers who are authorized 50 hours or more per month are eligible to request UCR services. Registry staff rotates responsibility for taking calls on the dedicated phone 365 days/year between the hours of 6:00 a.m. and 10:00 p.m. When services are needed staff contact a home health care agency to order service for the IHSS consumer to their needs are met to remain safe and healthy.

### **Contracted Services**

Sourcewise contracts with cities, the County of Santa Clara, and local non-profit organizations to ensure comprehensive services are available for seniors.

### **Care Management**

Care Management assists older persons with multiple needs to obtain services that will enable them to remain independent and living in their own homes. It consists of the following services:

1. Comprehensive assessments of a person's psychosocial, economic, and health status;
2. Individualized care plan;
3. Service arrangement and referral to appropriate services;
4. Periodic monitoring of each client's care plan.

The Sourcewise contracts with cities and private non-profit agencies to provide care management throughout the county for homebound and isolated seniors. In addition, the Sourcewise provides care management services directly.

### **Long Term Care Ombudsman**

The Long Term Care Ombudsman program provides residents of nursing and residential care homes with an independent source of help in resolving problems within the facilities. If a resolution cannot be affected, a referral is made to a legal supporting agency. Family members,



friends, and persons representing community organizations may also request assistance from the Ombudsman services for problems affecting a resident.

### **Legal Services**

The Sourcewise contracts with Senior Adults Legal Assistance (SALA) to provide advocacy and legal services for seniors in Santa Clara County. Service priorities include: public benefits (Social Security, SSI, Medi-Cal), housing problems, long-term care issues, consumer protection, and elder abuse. Services are provided at designated community and senior centers throughout the County and appointments can be made at those locations.

### **Adult Day Care/Adult Day Health Services**

Adult Day Care provides rehabilitative services, nutrition, and care for persons with physical, mental, or social impairments and assists them to maintain their maximum level of self-competence and independence. In addition this service gives respite and counseling to the families and caregivers of impaired adults. Some programs are licensed to include an array of health services, including nursing care, specialized therapy, counseling, and consultation with a medical doctor.

### **Nutrition**

The Sourcewise contracts with the County of Santa Clara Services Agency to furnish hot, nutritious meals at sites on the included list. Meals are served in a congregate setting where participants may also become involved in social activities and receive supportive services. Transportation to and from sites can often be scheduled through the Nutrition Site Manager. Under the same contract, home delivered meals are provided to homebound seniors.

### **Family Caregiver Support**

Sourcewise recognizes that ensuring the livelihood of older adults in our community also involves supporting elders' loved ones. In that spirit, Sourcewise both directly provides and contracts for services to support the family members of older adults. Caregiver support groups, care management, respite services, and more are available to family members caring for a loved one. Services are also available for grandparents age 55 or older caring for a child.

*[For additional information visit us at www.mysourcewise.com](http://www.mysourcewise.com)*