

THE STATE OF MOUNTAIN VIEW SENIORS 2015

INTRODUCTION

Mountain View, like the rest of the country (and, indeed, the developed countries across the world), is graying. People are living longer thanks largely to improvements in hygiene, advances in medicine and medical technology, and better public health. The average life expectancy in the U.S. is currently 78.9 years and rising, although we are ranked 53rd in the world (residents of Monaco have a life expectancy of 89.52; those in Japan, 84.74). Further, the Baby Boomers (those born between 1946 and 1964) are expected to swell the ranks of those 65 and older dramatically in the next 20 years. Mountain View is likely to feel a greater than average impact of these seniors since it has the climatic, educational, cultural, and ethnic factors that make it attractive to an older population.

Mountain View benefits greatly from being in an area where crossing City borders to get appropriate services for seniors is not a problem. For example, the Mountain View Senior Center serves not only seniors (and their families) from Mountain View, but seniors from surrounding communities as well. Where Mountain View's senior housing or care facilities are not available or appropriate, there are other options in 27 nearby cities and towns. In short, facilities and activities for Mountain View seniors should be considered part of a regional offering.

That said, seniors in Mountain View have access to a wide variety of specialized services and programs, including housing and health care, transportation, nutrition, the outstanding Senior Center, protection from elder abuse and in-home supportive services. It already has 874 subsidized housing units with 816 set aside for seniors, a senior day-care facility operated by Avenidas, various kinds of financial assistance programs administered by the Community Services Agency, other State-funded services provided through Santa Clara County, and programs offered through the Jewish Community Center and various cultural and ethnic groups. However, in the last several years, rental housing availability has gotten very tight both for seniors and the general public, with rents climbing well out of reach of most seniors. Many seniors are now facing eviction from their market-rate units so that the owner can refurbish the units and charge two to three times as much for the same unit.

This report summarizes the Mountain View-specific programs and services and discusses regional, State, and national trends where local data does not exist. It includes data from the 2015 Census estimates with information about seniors and for counties and cities. We also used the latest data we could find from the California

Department of Finance (which does its own population projections) and from estimates from the Census' American Community Survey estimates.

DEMOGRAPHICS

As of June 1, 2015, the Census Bureau estimated that there were 321,569,000 people living in the United States, a 12 percent increase over the 2000 figure. In California, there was a 31 percent increase over the same period, with a 2000 total of 33,871,648 and a 2015 total of 49,719,362. Between the 2010 Census and its associated projections, and the California Department of Finance, data for the U.S., California, and Santa Clara County senior populations were available, including age-specific data for Mountain View. The following charts may provide some useful information:

UNITED STATES, CALIFORNIA, AND SANTA CLARA COUNTY SENIOR POPULATION PROJECTIONS

UNITED STATES

Year	2015	% of Population	2030	% of Population	2050	% of Population
Total Population	321,569,000		359,402,000		393,328,000	
Age:						
65+	46,837,000	14.88	72,092,000	19.32	74,107,000	24.90
75+	19,870,000	6.10	33,308,000	8.92	18,452,643	22.09
85+	6,292,000	1.96	8,745,000	2.34	3,527,493	4.76
100+	105,000	0.02	208,000	0.06	741,070	0.10

CALIFORNIA

Year	2015	% of Population	2030	% of Population	2050	% of Population
Total Population	38,801,063		44,085,600		49,779,362	
Age:						
65+	5,053,794	13.02	6,979,941	15.83	5,078,679	10.20
75+	2,118,617	5.46	2,937,737	6.66	3,814,038	7.66
85+	674,711	1.74	993,497	14.23	2,309,379	4.64
100+	5,515	0.01	13,930	0.03		

SANTA CLARA COUNTY

Year	2015	% of Population	2030	% of Population	2050	% of Population
Total Population	1,874,604		2,151,165		2,482,347	
Age:						
65+	246,293	13.14	238,616	11.09	270,386	10.89
75+	101,195	5.40	141,455	6.58	213,321	8.59
85+	33,844	1.81	37,547	1.75	122,736	4.94
100+	395	0.02	772	0.04	1,489	0.06

Figure 1: Senior Population Projections, 2015, 2030, and 2050

Source: U.S. Census Population Projections, 2010; California Dept. of Finance, Report P-1: Summary Population Projections by Race, Ethnicity, and Major Age Groups

As of 2015, approximately 20 percent of California’s population is age 65 and older, according to the California Department of Finance. By 2030, it is projected that that percentage will have grown to about 27 percent of the total population. That means for every person under 18, the State will add another 9 seniors. Older Californians are the State’s fastest growing age group and their numbers will grow by 67 percent by 2030. By the year 2050, seniors are estimated to be somewhere around 22 percent of the State’s population. (By 2050, most of the Baby Boomer generation will have died.)

In Santa Clara County, 1 in 4 adults will be over 65 by 2030.

According to the American Community Survey¹, as of 2013, Mountain View had a total of 8,068 residents (or about 10.3 percent of the City population) age 65 and over; 4,411 of those were ages 65 to 74, 2,470 were 75 to 84, and 1,187 were 85 and over.

The Census also predicts that between 2015 and 2030 the number of seniors in Santa Clara County is expected to grow to about 24 percent, largely due to the Baby Boomers. By 2050, this population is expected to number some 600,000 residents.² This is because the population growth of older adults in Santa Clara County is outpacing that of the total population, although the population bubble of the Baby Boomers will have passed.

This senior population growth is largely driven by the Baby Boomers – an age group born between 1946 and 1964 – the oldest of whom began turning 60 in 2006. Santa Clara County will experience probably a greater-than-average impact from this group since its climate, wealth of educational and civic resources, high-quality medical facilities,

¹ *Santa Clara County Seniors’ Agenda: A Quality of Life Assessment*, Santa Clara County Board of Supervisors, 2012, Section 5, Page 1.

² *Ibid.*, Page 3.

and vital economic environment will entice retirees into staying put if they can afford to do so. Of course, the growth of this population group will also mean much higher demand for senior services, roughly doubling the current demand by 2020.

Population projections by the Bureau of the Census indicate the following changes for Mountain View:

Population Groups by Age, 2010

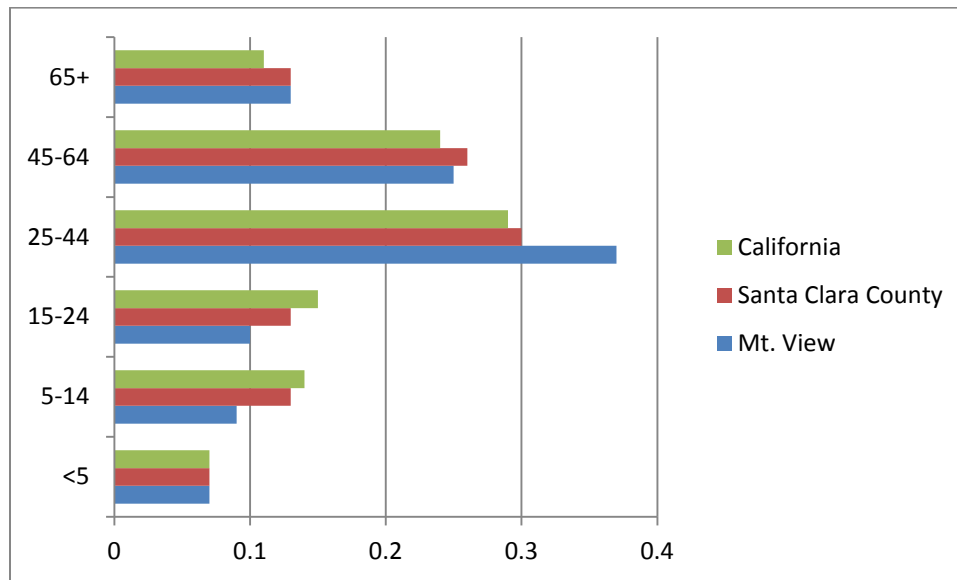


Figure 2: Population Age Groups for Mountain View

Population projections by the Bureau of the Census are often impacted by their assumptions, and the more local those projections are, the more likely they are to be in error. Seniors are more likely to gravitate toward areas where there are senior services, affordable housing, moderate climate, and good medical facilities than to those areas where those qualities are poor. However, in Mountain View and nearby cities, the cost of housing is forcing many seniors to weigh the cost of moving to nearby locations so they can stay in the same area, against staying in the same house. This, then, contributes to the scarcity of housing for new families wanting to move into the area, driving up prices for available homes. Increasingly, this means that seniors are retreating from living alone in detached single-family homes and isolated areas to condos, apartments, and congregate facilities in urban and suburban areas.

SENIOR ETHNICITY

White, non-Hispanic people made up 55 percent of the Santa Clara County population as of the 2010 census, with 27.2 percent being Asian and 20.8 percent being Hispanic. However, that is due to change significantly in the near future. The California

Department of Finance projects that by 2030 white, non-Hispanic residents will make up only 47 percent of the County's population, with Asians representing 29.5 percent and Hispanics representing 17.8 percent.³

The category of "Asian" includes a number of ethnic groups, but in Santa Clara County the predominant subgroups are Chinese, Vietnamese, Japanese, Asian Indian, and Filipino.

Mountain View's Asian seniors represent about 27 percent of the City's senior population. Its Hispanic seniors represent almost 21 percent of its senior population.

SENIOR EMPLOYMENT

According to the American Community Survey 2013 estimates, 19.6 percent of those 65 and older in Santa Clara County were employed. Employment and unemployment rates were fairly constant from 2005 through 2010, implying that most seniors had stopped looking for work. With the economic recovery since 2008, seniors have marginally been able to find more work, but age discrimination in Santa Clara County remains a problem.⁴ Engineers, technical workers, and those previously employed in the computer industry begin experiencing subtle forms of age discrimination as of about age 50, usually with "restructuring" of the company given as the excuse. Since these workers are usually at the peak of their earning period, finding jobs with comparable pay is difficult, and many turn either to consulting or other entrepreneurial work, or take jobs with less pay, sometimes not in a technical occupation. Some of those trying to return to technical work find that their skills do not match what the market currently demands, such as experience with programming languages or familiarity with certain organizational protocols and practices, and need additional training to become employable.

For many seniors, the recession of 2008 meant a loss of anywhere between one-third and two-thirds of their retirement assets, including real estate.⁵ While many retirement accounts have recovered at least some portion of that loss, many still need to make up the difference between what they had and what they now need. This is particularly true for recently retired seniors who had just begun to draw on their retirement assets. For many of these seniors, the loss meant returning to the work force.

³ Because a lot of national and State population projections are based on data from the 2010 Census and a lot of housing units have been added to Mountain View since 2010, we choose to use a figure of about 78,000 as the current (2015) population of Mountain View.

⁴ Rukin, Peter (5/22/2014). *Is the Silicon Valley Startup Culture Biased Based on Age?* Retrieved from www.rhdtlaw.com/age-bias-silicon-valley.

⁵ *Santa Clara County Seniors' Agenda: A Quality of Life Assessment*, Santa Clara County Board of Supervisors, 2012, Section 5, Page 12.

An additional problem has surfaced for many seniors who retired in the last decade, in that many area companies have terminated their health insurance coverage of previous employees. This should not be considered the same as the limitations on COBRA coverage; it is a cancellation of a benefit promised as part of a retirement package. When this happens, the senior is without health care insurance and has to get it via Medicare or Medicaid, an exchange via the Affordable Care Act, or privately, at an increase in personal expense.

SENIORS OVER 75

Older seniors are more likely to experience multiple health problems and geographic isolation, which can lead to more health problems. In Santa Clara County, 36 percent of the senior population is 75 plus, and 59 percent of those 75 plus live alone. Women are twice as likely as men to live alone.⁶

There are at least four major problems associated with living alone: lack of available transportation, lack of immediate help, increased isolation and depression, and lack of mental engagement with transportation being the problem cited most often. After age 65, many seniors are on a year-to-year basis with their drivers' licenses, which can be removed any time the Department of Motor Vehicles feels it is appropriate. A doctor can recommend removal of the driving privileges, one's immediate family members can request it, or the person himself/herself can do so. However, once one can no longer drive, the senior needs alternate modes of transportation, whether that is a ride from a friend or relative or reliance on public transportation. This includes rides to and from medical appointments, the grocery store, the movies, civic events, and many other things access for which most nonseniors take for granted. Many seniors begin to feel like they are prisoners in their own homes.

Another problem with living alone is the lack of immediate help if there is a problem. Most people are aware of the "Help! I've fallen and can't get up!" commercials; they reflect a problem more common to seniors and even more common to seniors who live alone. While the Mountain View Fire Department does an admirable job of responding to emergency calls, sometimes a fall results in unconsciousness or inability to dial 911, which means a longer time for help to reach the victim.

Third, living alone tends to promote isolation and depression, both of which have been shown to contribute to heart disease and other mental and physical problems. Further, unless the isolated senior is very active on foot, it also leads to a general lack of strength, which leads to other problems. Finally, lack of mental involvement can also lead to

⁶ *Santa Clara County Seniors' Agenda: A Quality of Life Assessment*, Santa Clara County Board of Supervisors, 2012, Section 5, Page 13.

further mental problems, including more rapid onset of symptoms associated with Alzheimer's disease or dementia.

Older seniors are also more likely to fall and injure themselves, sometimes requiring hospitalization. In Santa Clara County, 2.3 in 100 County seniors aged 65 to 84 suffered a nonfatal hospitalization due to a fall in 2011.⁷ However, the number for seniors 85 plus was 4.7 in 100. Unintentional falls caused 100 senior deaths in 2011 in Santa Clara County, more than double the other causes of fatal, unintentional hospitalization. The single most likely cause of these falls is related to balance and leg strength, both of which normally decline in one's senior years.

In case of a fall, a call to 911 will bring personnel from the Mountain View Fire Department to help the person get up again. These personnel will also determine whether the person needs medical attention or transportation to a hospital, and will arrange for the appropriate resources to respond.

One possible answer to the problems of living alone is the LinkAges program, sponsored by the Palo Alto Medical Foundation. About three years old, the LinkAges program aims to provide a kind of online neighborhood, where participants can post requests or offer services to other participants. Among the more popular services requested are rides to various local destinations or learning how to do something, but can include things like reupholstering a seat cushion, transporting several cartons of donated books to the Senior Center, or preparing and serving an ethnic dinner for 6. Members are not paid for their services; all "payment" is in the form of TimeBank hours, which one accumulates by offering services and "spends" by asking for a service.

INCOME LEVELS

Data about the income levels of seniors in Mountain View comes from the American Community Survey, which estimates that 15,300 seniors in Santa Clara County live below the Federal poverty line, defined as having less than \$907.50 in monthly income for a single person, and \$1,225.00 a month for a couple. (The Federal poverty line is a fixed number for all 50 states and does not reflect the local cost of living.)

It should be noted that the Elder Economic Security Index (EESI), unlike the Federal Poverty Level calculations, covers housing, food, health care, and transportation expenses of a person 65 or older, and is calculated on a county-by-county basis. In Santa Clara County, the median annual income for a senior single renter in 2011 was \$27,423 (compared to the median California Poverty Measure of \$14,268 and the Federal

⁷ www.scc.gov/scc/phd/en-us/partners/Data/Documents/violence_and_injury_quickfacts_2014/senior_falls_quickfacts_final_100314.pdf.

Poverty Guideline of \$10,890 for the same period). More specific EESI guidelines are as follows:

Maximum Income Needed per Year

	Elder Index	Fed. Poverty Level	Md. Soc. Security Pmt.
Single owner without mortgage	\$18,082	\$10,890	\$12,605
Single owner with mortgage	\$39,846	\$10,980	\$12,605
Single renter, one bedroom	\$27,423	\$10,890	\$12,605
Couple without mortgage	\$26,803	\$14,710	\$20,736
Couple with mortgage	\$48,567	\$14,710	\$20,736
Couple, renter, one bedroom	\$36,145	\$14,710	\$20,736

According to the most recent information available, Mountain View had about 10.3 percent of those 65 and older with incomes under the Federal poverty level. Santa Clara County had about 15.3 percent of County residents 65 and older with incomes under the poverty level. In both Mountain View and Santa Clara County, minority seniors were significantly more likely to be living in poverty than their white, non-Hispanic counterparts.

That said, the subsidized housing program has income limits which could be used to infer senior income levels. Currently, an applicant for the below-market-rate (BMR) housing units for Mountain View seniors may not have an income greater than \$37,150 in order to qualify for a single-occupancy unit.

HOUSING

In Mountain View, according to the 2010 Census, 32,002 residents were in owner-occupied residences and 41,799 were in renter-occupied residences. At that time, there were 41,468 white households (of whom some were Hispanic), 19,232 were Asian, 16,071 were Hispanic, and 1,639 were African-American.

There are a variety of housing alternatives available for seniors; most are represented in Mountain View. Among the choices:

- Your own house, condominium, mobile home, or apartment, with monthly mortgage, insurance, and taxes or with monthly rent payments.
- A senior residential community where you either purchase the unit and pay a monthly fee or where the monthly rental includes the care fee; a local example of the latter is Redwood Villa on Montecito Avenue.
- A life-care community where you purchase a unit and pay a monthly fee which depends on the level of service you need, all the way through hospice care; local

examples are The Forum at San Antonio Ranch in Cupertino and The Sequoias in Portola Valley.

- A continuing care community. There are none in Mountain View and the nearest, The Terraces, is under construction at the former site of Pilgrim Haven in Los Altos. Others nearby are the Taube-Koret Campus for Jewish Life on Charleston Road, Channing House, Webster House, and Vi by Hyatt, all in Palo Alto.
- Residential care facilities where you rent a room in a house; some services such as meals are provided.
- Nursing institutions where your monthly fee includes skilled nursing and many other services. These run from \$6,000 per month and up.
- Alzheimer's and dementia facilities (frequently called "memory care units"), usually secure, that specialize in the unique kinds of mental and physical care required by patients with Alzheimer's disease and other kinds of dementia. Care at local and nearby facilities starts at around \$5,000 per month, depending on the type of care needed.

MOBILE HOMES

A disappearing resource for affordable housing is a mobile home in a dedicated mobile home park. Mountain View has six mobile home parks, all privately owned and thus subject to owners' willingness to sell the land to developers. However, selling for another use in Mountain View would require rezoning, which can be problematic. There have been several cases in Palo Alto and San Jose where a landowner has decided to sell the property and encountered resistance from the tenants.

In a mobile home park, each mobile home is owned and occupied by the resident, but the resident pays rent and other fees to the park's landlord. Mountain View's mobile home parks are:

- Moffett Mobile Homes Park, 440 Moffett Boulevard
- Santiago Villa, Armand and El Centro Avenues
- Sunset Estates Mobile Home Park, 433 San Veron Avenue
- Sahara Mobile Village, 191 East El Camino Real
- Bayshore RV Park and Apartments, 135 Fairchild Drive
- New Frontier Mobile Home Park, 325 Sylvan Avenue

Purchase price of a mobile home in one of these parks depends on the market, but there are usually a few available for under \$150,000. Mobile homes can be financed the same way that one finances a car purchase.

SUBSIDIZED HOUSING

In Mountain View, there are 874 subsidized housing units with 840 that are available for seniors and have wheelchair access. Most are full and there is a waiting list for most units. Waiting time can be long. Usually, the only reason one moves up the wait list is because someone living in one of the units died. These subsidized units include studio and one-, two-, and three-bedroom units.

The subsidized units are:

Name	Number of Senior Units	Wait List
819 Studio Apartments 819 North Rengstorff Avenue	48 (family units)	Closed
Franklin Street Apartments 135 Franklin Street	51 (family units)	Closed
Ginzton Terrace 375 Oaktree Drive	107 seniors and disabled	Open
Maryce Freelen Place Apartments 2230 Latham Street	74 (family units)	Open
Monte Vista Terrace 1101 Grant Road	150 seniors	Closed
Paulson Park Senior Apartments 111 Montebello Avenue	104 seniors and disabled	Closed
San Antonio Place 210 San Antonio Circle	120 (not just for seniors)	Open
San Veron Park 807 San Veron Avenue	32 (family units)	Closed
Shorebreeze Apartments 460 North Shoreline Boulevard	120 seniors, disabled, families	Closed
Sierra Vista 1 1909 Hackett Avenue	34 (family units)	Closed

Below-Market-Rate units in other buildings:		
Madera Apartments 455 West Evelyn Avenue	Must meet income requirements* 4 one-bedroom units, 3 two-bedroom units	Open
Domus 2650 West El Camino Real	Must meet income requirements 5 one-bedroom units, 3 two-bedroom units	Open
Coming Soon:		
865, 881 East El Camino Real	Must meet income requirements 2 one-bedroom units, 2 two-bedroom units	Open
1720, 1730 East El Camino Real	Must meet income requirements 3 one-bedroom units, 2 two-bedroom units	Open
Total	840	

All subsidized units come with income limits of 50 percent to 80 percent of Area Median Income.

LIFE-CARE FACILITIES

A life-care facility is like a combination of a senior residential community, assisted care facility, and skilled nursing facility. A resident buys into the facility for life and pays a monthly maintenance fee that depends on the level of care needed, but does not need to ever move out of the facility. Redwood Villa on Montecito Avenue offers life-care programs and, nearby, The Forum at San Antonio Park and The Terraces in Los Altos, The Sequoias in Portola Valley, Channing House and Palo Alto Commons in Palo Alto, and Chateau Cupertino in Cupertino offer life-care programs. The Moldaw Residences on San Antonio at Charleston Roads offers a variety of residential and care options.

ASSISTED CARE AND RESIDENTIAL CARE

Assisted-care facilities differ from residential care homes in that the latter are licensed to offer care for up to six residents, while the former are licensed for more. In terms of function, both offer assistance with activities of daily living to people who are

sufficiently ambulatory to live in their own units or rooms. An assisted-care facility usually has more resources and nursing or other medical professionals either on-site or on-call.

Assisted Care

Villa Siena at 1855 Miramonte Avenue, with a capacity of 68, offers assisted care. Nearby in Palo Alto, Vi by Hyatt, 600 Sand Hill Road, offers assisted living for up to 24 residents. Palo Alto Commons, 4075 El Camino Way, offers assisted living for up to 53 residents. In addition, assisted living programs are available at Bridgepoint in Los Altos, Canyon House in Sunnyvale, and Lytton Gardens and Sunrise in Palo Alto. Assisted living is also available at the Taube-Koret Campus for Jewish Life.

Residential Care

Residential care homes, sometimes also called board and care facilities, are usually homes where up to six paying residents can be cared for by licensed personnel who are not necessarily skilled nurses. The following residential facilities⁸ in Mountain View are currently licensed:

- Aredita Residential Care Home, 1874 Villa Street.
- Casa Alice Care Home, 809 Alice Avenue.
- Casa Pastel, 13348 Pastel Lane.
- Cypress Manor, 467 Sierra Vista Avenue, No. 1.
- Diamond Care – Brook Place, 1309 Brook Place.
- Monte Farley II, 386 Burgoyne Street.
- Paradise Care Home, 1615 Miramonte Avenue.
- Pinehill, 801 Rose Avenue.
- Urso's Monte Farley Manor III, 381 Farley Street.
- Villa Siena, 1855 Miramonte Avenue.

Nursing Homes/Institutions

Grant Cuesta Nursing and Rehab, 1949 Grant Road, is licensed for 102 beds. It provides full-time nursing care, as well as physical therapy, occupational therapy, speech and language pathology services, dental services, mental health services, physician services, podiatry services, social work, and some X-ray and clinical lab services, as well as other activities for residents.

⁸ <http://residentialcareguide.org/RCFE/index.lasso>, July 30, 2008.

Villa Siena, 1855 Miramonte Avenue, provides long-term nursing care for up to 20 residents in addition to providing assisted care as described above. It provides full-time nursing for these residents in addition to physical therapy, occupational therapy, speech and language pathology services, dental services, mental health services, physician services, podiatry services, social work, and some X-ray and clinical lab services, as well as other activities for residents. Villa Siena does not provide specialized Alzheimer's or dementia services, although some of its residents have been diagnosed with dementia. These residents may remain at Villa Seina as long as they can function without posing a danger to themselves or others.

SKILLED NURSING/REHABILITATION FACILITIES

Skilled nursing and rehabilitation facilities offer nursing services beyond the levels provided by Assisted Living facilities, and employ Registered Nurses, Physical and Occupational Therapists to help care for patients. Unlike Assisted Living facilities, these facilities are intended to be transitional, usually an intermediate step from a hospital to home. In Mountain View, there are three such facilities:

- Mountain View Healthcare Center, 2530 Solace Place, offers skilled nursing and rehabilitation services, as well as a 32-bed Memory Care unit.
- Grant Cuesta Sub-Acute and Rehabilitation Center, 1949 Grant Road, offers skilled nursing and rehabilitation services, specializing in postacute surgical care.
- Outpatient Rehabilitation, 2400 Grant Road, is associated with El Camino Hospital and provides various kinds of rehabilitation services on an outpatient-only basis.

ALZHEIMER'S CARE (MEMORY CARE) UNITS

There are few places in Santa Clara County that specialize in care for Alzheimer's patients and those with other dementias. In Mountain View, the following residential care units can care for patients with dementia:

- Casa Pastel Care Home, 13348 Pastel Lane.
- Diamond Residential Care – Brook Place, 1309 Brook Place.
- Monte Farley II, 586 Burgoyne Street.
- Paradise Care Home, 1615 Miramonte Avenue.
- Pinehill, 801 Rose Avenue.
- Urso's Monte Farley Manor III, 381 Farley Street.

In Palo Alto, the following residential care facilities can care for patients with dementia:

- The Birches Residential Care, 810 Sutter Avenue.
- Moldaw Family Residences at 899 Charleston Road.
- Palo Alto Commons, 4075 El Camino Way.
- Sunrise Assisted Living of Palo Alto, 2701 El Camino Real.
- The Wright Place, 2525 Annapols Street, East Palo Alto.

In Los Altos, memory care services for residents are available at The Terraces, 373 Pine Lane.

In Sunnyvale, there are three facilities offering memory care:

- Sunnyside Gardens, 1025 Carson Drive, offers memory care from minor memory issues to mid-stage memory loss to late-stage cognitive impairment.
- Atria Sunnyvale, 175 East Remington Drive.
- Sunrise of Sunnyvale, 611 South Knickerbocker Drive.

REFERRAL AGENCIES

There are several information and referral agencies located in Mountain View that keep tabs on available senior housing options:

- Mid-Peninsula Housing, 2330 Latham Street, (650) 965-9749.
- Mid-Peninsula Housing, 90 Sierra Vista Avenue, (650) 969-5600.

REPAIR PROGRAMS

Mountain View seniors can obtain reduced-rate home repairs by calling the Mountain View Senior Center or by directly contacting Rebuilding Together in Redwood City. Projects range from house painting, minor electrical work, carpentry, and plumbing to yard work and installation of safety features (grab bar installation is free for residents of Mountain View).

In addition, the Mountain View Day Worker Center can provide unlicensed but sometimes skilled workers for home repairs, yard work, window cleaning, and other home jobs at reasonable rates.

SENIOR HOMELESSNESS

In Santa Clara County, about 7,500 people are without a home on any given night.⁹ Of those, 2,500 are considered chronically homeless, according to Destination: Home, a public-private partnership with Santa Clara County. However, it is difficult to find reliable statistics on the homeless because many of them do not want to be found, and are couch surfing, living in their cars or RVs, or finding room in public shelters on a day-by-day basis. In Mountain View, for instance, several RVs are parked regularly along Leghorn Street, Independence Avenue, Crisanto Avenue, Latham Street near Showers Drive, and at night in parking lots at churches, office buildings, or large shopping centers. Those without vehicles sometimes wind up on the street, sleeping in bus shelters or all-night public buses, under freeway overpasses, or in makeshift unofficial campgrounds.

In the 2015 report *Home Not Found*, the County Social Services Agency noted that 70 percent of its clients were female, but 69 percent of the homeless who had had contact with the criminal justice system were male. The HUD-funded nonprofit agencies whose client data are collected by the Homeless Management Information System (HMIS), Valley Medical Center, and Mental Health see roughly equal numbers of men and women. However, the nonprofits represented by HMIS have the highest percentage of seniors in their caseloads.

It is difficult to get an accurate picture of senior homelessness in Mountain View, let alone of the homeless problem in general. We know, from the 2015 *Home Not Found* report, that 63 percent of the people in the county who died while homeless during 2007 through 2012 were 55 and older, while those over 55 made up only 17 percent of the County's homeless population.

Community Services Agency (CSA) is one of the agencies to which people in need of housing turn. Through their Alpha Omega Homeless Services department, they found that of their Mountain View clients during 2014, 24 percent were seniors. In highly desirable Mountain View, in 2014 CSA was able to assist 245 homeless individuals with case management, had 167 homeless individuals on waitlists for affordable housing, and was able to help place 20 percent of its 400+ clients in affordable housing.¹⁰

We also know that vacancies in subsidized affordable housing in Mountain View are rare, and that wait lists are long. As of this writing, the most recent site of affordable housing, 819 Rengstorff, filled its 48 units immediately when it opened in March 2015.

⁹ Economic Roundtable, 2015. *Home Not Found*, p. 7.

¹⁰ www.csacares.org

The County's 2015-2020 Consolidated Plan estimates from its surveys of the homeless population between July 1, 2013 and June 30, 2014 that there were 119 unsheltered Mountain View residents and 3 living in shelters or subsidized housing. Palo Alto, although having a smaller overall population than Mountain View, had 143 unsheltered residents and 12 in shelters or subsidized housing. Sunnyvale, with a larger overall population than Mountain View, had 283 unsheltered residents and 142 in shelters or subsidized housing.

Of the residents and representatives of various County agencies and service organizations who provided responses to the survey, the highest-priority needs for services in their areas were emergency rental subsidy housing assistance, access to fresh and nutritious food, homeless services, abused or neglected children, and transportation services.

HEALTH

Mountain View seniors have access to some of the best medical facilities in the country. The number of physicians and other medical/dental/vision specialists in Santa Clara County means that County residents have a higher density of these local providers than most areas of the country.

That does not mean that all seniors have the financial means to use these professionals. Particularly hard hit are those in the 55 to 64 age group, who are frequently targeted for retirement before Medicare can kick in. In 2006, 16 percent of Californians in this age group did not have health insurance, one of the highest percentages in the country. While the Governor and State legislators have been trying to find solutions to this problem, their actions have been stymied by budget disagreements and concerns about the economy. In California, 13.4 percent in the 50 to 64 age group are still uninsured, even after implementation of the Affordable Care Act.¹¹

Nationally, nearly 39 million Americans are uninsured, reports the U.S. Census Bureau. More than 5 million of them are between the ages of 50 and 64. But that number does not reflect the loss of jobs (and health benefits) during the recent recession. Many of these previously had insurance but lost it or gave it up. Some said the rates—ranging from \$400 a month for a healthy individual to \$8,000 per quarter for a couple with medical problems—were way beyond their means.

In addition, nearly half of the estimated 1.5 million personal bankruptcies filed each year prior to 2009 resulted from high health expenses, even though 76 percent of the filers were covered by insurance at the onset of illness (Harvard researchers reported in

¹¹ www.cdc.gov/mmwrhtml/mm6418a9.htm

Health Affairs in February 2007).¹² Half of all U.S. bankruptcies are caused by soaring medical bills and most people sent into debt by illness are middle-class workers with health insurance.

The study estimated that medical bankruptcies affect about 2 million Americans every year, if both debtors and their dependents, including about 700,000 children, are counted.¹³ Fewer than 1 percent of all bankruptcy filings were due to credit card debt. These figures, of course, have changed since the recession began, although medical bankruptcies are still a significant problem.

There is no way of measuring how this national trend affects Mountain View seniors, but it underscores the precarious nature of funding medical insurance for those in the 55 to 64 age group, who may or may not be eligible for Social Security Disability Insurance, and the fact that Medicare does not cover many of the medical expenses for those 65 and older.

One side effect of the problem of soaring medical costs is the trend for those 65 and older to remain in the work force. After all, Baby Boomers and seniors face not only rising medical costs, but changing investment and housing values, plus skyrocketing energy costs. Meanwhile, in 2008 stock losses had led 14 percent of retirees to consider returning to work according to the AARP.¹⁴ That changed during the recession, since there were far fewer jobs available, but seems to be recovering.

SENIOR HEALTH CENTER

El Camino Hospital's Senior Health Center provides a comprehensive approach to senior health care both inside the hospital and beyond its walls. At the Senior Health Center, patient-centered approach means that seniors not only have access to the primary care services outlined below, but also more access to senior resources like the Health Library and Resource Center, Roadrunners and Lifeline services, and Advanced Health Care Directive assistance. (Roadrunners is a home-to-hospital transportation system staffed by volunteers. Lifeline is an in-home emergency response system that gives people living alone a wearable pendant that, when pressed, immediately connects the person with medical support.)

Its clinicians are dedicated to providing care unique to each individual and situation. Senior Health Center services are highly coordinated, electronically accessible, and multi-disciplinary. Electronic access to patient records lets patients, clinicians, and

¹² <http://content.healthaffairs.org/cgi/content/full/hltaff.w5.63.DC1>

¹³ <http://www.commondreams.org/headlines05/0202-08.htm>.

¹⁴ http://www.businessweek.com/magazine/content/08_21/b4085050690420.htm?chan=search.

physicians collaborate in real-time, streamlining the care process and program patient interests.

Primary care services include:

- Senior-focused wellness and prevention care.
- Chronic disease management, acute illness and diagnosis, and injury diagnosis and care.
- Nutritional assessments and education.
- Medication counseling.
- Social and psychotherapy evaluations.

Care coordination may occur across multiple disciplines, including nutritionists, geriatric case workers, laboratory staff, pharmacists, financial counselors, and more. The Senior Health Center accepts only Medicare Part B fee for service, commercial secondary insurance, and cash for services.

COOLING CENTERS

When the weather gets hot, Mountain View offers cooling centers to its seniors and other members of the community. The Mountain View Fire Department makes the decision to open cooling centers (the Senior Center and the Library) and bases its decision on information from the National Weather Service and calls for service within Mountain View. Hours for the cooling centers are related to hours the facilities are staffed, and are:

- Senior Center: Monday through Wednesday, 8:30 a.m. to 9:00 p.m.; Thursday through Friday, 8:30 a.m. to 5:00 p.m.
- Mountain View Public Library: Monday through Thursday, 10:00 a.m. to 9:00 p.m.; Friday, 10:00 a.m. to 6:00 p.m.; Saturday, 10:00 a.m. to 6:00 p.m.; Sunday, 1:00 to 5:00 p.m.

When the Fire Department makes the decision to open the centers, it uses as many methods as possible to spread the word, including television, radio, newspapers, and the Internet.

During heat events, the notification list included:

Broadcast Media

- KMVT (local cable Channel 15 for Mountain View residents).
- KTVU, Channel 2.
- KRON, Channel 4.
- KPIX, Channel 5.
- KGO, Channel 7.
- KNTV, Channel 11.
- KLIV Radio.
- KCBS Radio.

Print Media

- *Mountain View Voice.*
- *San Jose Mercury News.*
- *Bay City News Service.*
- *El Observador.*
- *Metro News.*
- *Palo Alto Daily News.*
- *Palo Alto Weekly.*
- *Los Altos Town Crier.*

Internet

- City website: <http://www.mountainview.gov>.
- County website: www.sccgov.org.
- Countywide 2-1-1 phone system: www.211scc.org.

Only the City website is under Mountain View control, however. While information is sent to all media outlets, there is no guarantee that they will run the information.

Mountain View is working with Santa Clara County to implement a telephone alerting and warning system that will allow residents to be placed on a notification list when shelters are opened.

TRANSPORTATION

Transportation options provide the mobility that prevents isolation and promotes independence, enabling access to health care and employment, to stores and entertainment venues, to civic and social activities, and to family and friends.¹⁵ Seniors frequently find their options limited because of cost, safety, time, and frequency of services, and destinations served. For many, simply getting to and from a bus stop is a limiting factor. Seniors who have chosen not to drive themselves have found that getting around is difficult. Many report that they cannot depend on friends or family to take them shopping, to medical or other appointments, or to social or civic events. Public transit is frequently inconvenient or perceived as not safe, and paratransit services such as Outreach are perceived as not timely, inappropriate, or too expensive.

Valley Transportation Authority's (VTA) primary local routes in Mountain View include service along San Antonio Road, Rengstorff Avenue/Charleston Road/Shoreline Boulevard/Castro Street/Miramonte Avenue/Grant Road, El Camino Real, Central Expressway, California Street, Montecito Avenue, and Middlefield Road.¹⁶ The Community Bus route links downtown and the San Antonio Shopping Center with a stop at the Mountain View Senior Center. It connects with the light rail and Caltrans systems at the Castro Street station transit hub. Another major transfer point is near Walmart on Showers Drive, and a third major transfer point is at the Palo Alto Caltrain station.

VTA sells senior discount tickets and Clipper cards online; a one-month Clipper card pass for rides anywhere that VTA goes costs \$25. To qualify for the senior/disabled/Medicare fare, seniors must present one of the following: a Medicare card, a Regional Transit Connection (RTC) discount card or a valid card from another California transit provider, or a DMV Disabled License Plate registration, DMV Disabled Parking Placard printout, or proof of age (65 or older). Senior discount passes can be obtained at the Mountain View Senior Center every other month. In Mountain View, monthly passes or cash value can be added to a Clipper card at most Walgreens pharmacies and at the VTA Light Rail Station in downtown Mountain View at 101 Castro Street. All VTA ticket vending machines can add value to senior/RTC Clipper cards. VTA's ticket vending machines accept cash, credit cards, and debit cards as payment.

Stanford's Marguerite Shuttle serves stops in Mountain View. For more information, visit <http://transportation.stanford.edu/marguerite/>.

¹⁵ Community Transportation Association, *Senior Transportation*.
<http://web1.ctaa.org/webmodules/webarticles/annviewer.asp?a=18>, May 21, 2008.

¹⁶ www.vta.org/seniorguide

VTA did a study of various local transit options in 2007 for the Palo Alto area. The study recognized that Palo Alto is unique in Santa Clara County because many different operators provide transit service in the city, and was a comprehensive analysis of transit services provided by City shuttles, Stanford Marguerite Shuttle, SamTrans, Dumbarton Express, Caltrain shuttles, and VTA Express and local services. Recommendations from the study were to be implemented in the summer of 2008.

VTA's survey¹⁷ of Santa Clara County seniors participating in Outreach said that only 18 percent could usually or always drive themselves where they wanted to go, and less than 25 percent could usually or always count on a family member or friends to drive them to their destination. Most of the seniors polled reported difficulty in getting to their medical/doctor appointments (65 percent) and getting to the grocery store (61 percent). When seniors were asked where they would go if free or low-cost rides were available, 93 percent said they could use a ride to the doctor's office or medical facility, 73 percent to the grocery store, and 47 percent to a senior center.

Long-term trends show a decrease in Vehicle Miles Traveled (VMT) per capita and a small decrease in the share of commuters who drive alone. Short-term trends show VMT increasing with the economic recovery since 2008, while transit ridership on Caltrain and VTA Express service has surged. Overall, transit ridership (number of rides per capita) increased by 1.2 percent in the last year, continuing a two-year upward trend. Compared to a high point in 2002, the number of rides per person in Silicon Valley is down 10.6 percent (down over 8.5 million rides per year) entirely due to declines in usage and light rail ridership. However, over the last three years, the data shows a dramatic increase (+26.3 percent) in Caltrain ridership. In the last year, there have been surges in some forms of transit use, with VTA Express bus ridership up 38 percent between July 2012 and July 2013, and new transit innovations in the region such as Google buses and car sharing.¹⁸

COMMUNITY TRANSPORTATION SERVICES

Outreach is a nonprofit that serves seniors and disabled persons in Santa Clara County. Its Senior Transportation Program, open to those 65 and older, offers door-to-door service and takes participants anywhere they want to go in Santa Clara County for approximately \$4 per ride. Most participants use Outreach to get to medical facilities, to adult day-care locations, and to senior nutrition programs. Established in 2005, the program provides over 1 million trips per year. On an average day, there are over 220 Outreach vehicles on the road providing between 2,500 and 3,000 trips throughout Santa Clara County. For eligibility and more information, contact (408) 436-2865, Extension 275, or visit www.outreach1.org.

¹⁷ Hospital Council of Northern and Central California, Santa Clara County. *2007 Community Health Assessment*. Retrieved from <http://www.hospitalcouncil.net/cgi-bin/default.asp>.

¹⁸ <https://www.siliconvalleycf.org/sites/default/files/publications/2014-silicon-valley-index.pdf>

New as of 2014 is the Mountain View Community Shuttle, funded by Google. The Mountain View Community Shuttle is free for everyone, can be boarded at any of 50 stops through the City, and is available from 10:00 a.m. through 6:00 p.m. Monday through Friday and noon to 8:00 p.m. on weekends and holidays.¹⁹

Roadrunners is a transportation program operated by El Camino Hospital that benefits underserved seniors and the disabled. Volunteers use vehicles owned by El Camino Hospital to get program participants to and from medical appointments at El Camino Hospital and nearby medical offices within a 10-mile radius of El Camino Hospital and between the limits of Atherton and Saratoga. Fees start at \$4.50 and go up to \$16.50 each way, depending on origination and destination locations. Both locations must be within a 10-mile radius of El Camino Hospital. For enrollment and more information, contact (650) 940-7016 Monday through Friday, 8:00 a.m. to 4:30 p.m.

Community Services Agency (CSA) of Mountain View provides free transportation services within the area from Palo Alto to city of Santa Clara limits to older adults 60+ years of age who are residents of Mountain View, Los Altos, and Los Altos Hills and who require an advocate to go with them. For more information, contact (650) 968-0836, Monday through Friday, 8:00 a.m. to 5:00 p.m.

The American Cancer Society provides up to three rides per week to cancer patients who need transportation to their cancer treatment appointments within Santa Clara County (ambulatory, no bone involved). For more information, contact (800) 227-2345 Monday through Friday 9:00 a.m. to 5:00 p.m.

Hospice of the Valley provides free limited transportation within Santa Clara County exclusively to families whose loved ones wish to live the remainder of their lives with peace and dignity when a cure is no longer an option. For more information, contact (408) 559-5600 or visit www.hospicevalley.org.

Love, Inc., is a network of local church ministries and church volunteers of all denominations that help people in need. Love, Inc., provides a free ride (donations welcomed) within Santa Clara County to doctor appointments and errands in the individual's local community. For more information, contact (408) 723-9223 or visit www.loveincsantaclaracounty.org.

¹⁹ <http://mvcommunityshuttle.com/>

PRIVATE TRANSPORTATION

Additionally, several private for-profit companies provide transportation services within Santa Clara County for a fee.

Boundless Care, Inc., provides nonemergency transportation and escort services in the South Bay. Transportation is provided for doctor appointments, dialysis, chemotherapy sessions, and recreational activities. For more information, contact (408) 363-8900 or visit www.boundlesscare.org/transportation.html.

Family Tree Medical provides nonemergency medical transportation within the entire San Francisco Bay Area. Costs are a flat fee with no mileage rate and will be given when the trip is scheduled. Same-day service is available. For more information, contact (408) 694-3350 or visit www.familytreemedtrans.com.

One-Stop MedEx provides nonemergency ambulatory, wheelchair, and stretcher transportation within Santa Clara County and throughout Northern California. One-Stop MedEx provides transportation for doctor appointments, medical trips, outpatient surgery, community service centers, rehabilitation facilities, physical therapy, and long-distance trips. For more information, contact (408) 907-5629 or visit www.onestopmedex.com/index.html.

SilverRide provides assisted transportation, companions, personalized activities, and group events for older adults who are able to walk a minimum of 20' with a walking aid. SilverRide coordinates and refers a network of complementary products and services that together provide a comprehensive lifestyle solution for older adults. The fare is \$85 per hour. For more information, contact (877) 874-3310 or visit www.silverride.com.

Delivered by Grace provides transportation and shopping services within a 15-mile radius of Mary Avenue in Sunnyvale. Pickup service is available Monday through Friday 8:00 a.m. to 4:00 p.m. Reservations must be made 24 hours in advance. They will accompany patients to appointment upon request and take notes (\$50.00 for the first hour and \$12.50 for each 15-minute interval thereafter). For more information, call (408) 590-5898 or visit www.deliveredbygrace.org.

OTHER TRANSPORTATION RESOURCES

The VTA Senior Mobility Guide is available to download online at www.vta.org/seniorguide.

5-1-1: Free information about transportation within the Bay Area is available by dialing 5-1-1 or visit them online at 511.org.

SENIOR NUTRITION

Santa Clara County's Senior Nutrition Program (SNP) provides meals and nutrition services to those 60 and older through congregate nutrition sites (the Mountain View Senior Center is one), senior day-care centers (the Rose Kleiner facility is one) and via home-delivered Meals on Wheels. In Fiscal Year 2014, the SNP provided over 500,000 meals at 39 congregate sites in Santa Clara County and 14 meals a week to over 7,000 seniors through Meals on Wheels.

Meals served at congregate facilities are intended to be balanced, main meals with meat or a protein serving, vegetables and fruit, milk, and dessert. Also available to eat at the site or to take home are items for breakfast or light evening meals.

The Meals on Wheels Program delivers seven frozen lunch/dinner entrees and seven breakfasts, supplemented by milk, bread, fresh fruit, juice, and other grocery items per week to seniors who are homebound because of illness, disability, or other conditions that make them unable to shop or prepare meals for themselves.

In Mountain View, the Senior Center, in partnership with the Community Services Agency, serves lunch to an average of 125 seniors a day.

The Rose Kleiner Adult Day-Care Center provides lunch to an average of 33 participants a day.

In addition to the lunch programs and Meals on Wheels, the Senior Center offers a Brown Bag Program sponsored by Second Harvest Food Bank every Tuesday morning, where bags of free food are distributed to preregistered seniors to take home. More than half of the food in the bags consists of fresh produce. As of October 2015 there were 417 seniors registered, with more expected to register throughout the year. On average, 400 seniors received bags of food each week. Participants need to be at least 60 years of age, or if disabled, at least 55. They do not have to be Mountain View residents. Currently, to qualify a single person has to make less than \$1,862 per month or \$2,522 per month for a household of two people. The income guidelines may change.

The Seniors' Farmer's Market Nutrition Program (SFMNP) provides low-income seniors with check booklets to be used to purchase fresh fruit, vegetables, cut herbs, and honey at Certified Farmers' Markets (CFM). This program is administered nationally by the U.S. Department of Agriculture's Food and Nutrition Services Agency, and in California by the California Department of Food and Agriculture (CDFA). Locally, CDFA has partnered with Sourcewise, the Area Agency on Aging of Santa Clara County, to distribute SFMNP check booklets which include 10 checks redeemable for \$2 each. Sourcewise administers senior programs for the communities in Santa Clara County, either directly or through affiliations with other senior organizations and centers.

THE SENIOR CENTER

The Mountain View Center is a recreational facility for adults 55 years and over. The Senior Center provides programs and services that meet the individual needs of seniors, promote personal growth, and foster feelings of achievement, companionship, and well-being. It provides a space for older adults to build community, socialize, and stay active. The Senior Center is open Monday through Wednesday, 8:30 a.m. to 9:00 p.m., and Thursday and Friday, 8:30 a.m. to 5:00 p.m., for regular programming. The Senior Center is also available for rent Thursday and Friday evenings and on the weekends.

A variety of classes and activities are held each day at the Senior Center. These programs are offered through partnerships with volunteer instructors, independent contractors, and Mountain View-Los Altos Adult Education. The classes and activities cover a wide range of interest such as arts and crafts, computer classes, dance classes, enrichment programs, exercise classes, music classes, and even a senior garden. There are also several drop-in amenities the Senior Center offers, including the game room, the exercise room, the technology room, and a weekly movie program. The Senior Center also has a wonderful lounge where people can gather and socialize, read books, do puzzles, play board games, or enjoy a cup of coffee. The Senior Center is also very proud of the partnership it has with Kanen Tours which provides scheduled day and overnight trips for seniors. Throughout the year, the staff at the Senior Center also sets up special events for seniors to participate in such as a talent show, picnics, fairs, festivals, and conferences, and an annual holiday gala.

Health services, social services, and food/nutrition services are a few of the programs the Senior Center currently provides. Health professionals offer scheduled blood pressure checks, and hearing testing. The Valley Transportation Authority (VTA) provides bus schedules and Clipper Card applications. AARP offers driving classes for seniors every month. The Health Insurance Advocacy Program (HICAP) offers insurance counseling. On-site free legal services offered by Senior Adult Legal Assistance (SALA). Senior case managers through the Community Services Agency of Mountain View-Los Altos (CSA) offer free counseling appointments to seniors and their

families for living and medical issues. In addition, notary services and behavioral Alzheimer's screenings are provided. American Association of Retired Persons (AARP) volunteers donate hundreds of hours helping people prepare their taxes. Each month the Senior Center also provides a variety of free workshops led by outside professionals that cover a wide range of interest from health-related topics to educational discussions to culture and entertainment.

The Mountain View Senior Center is the center point for seniors in the community. It can act as a safety net and a resource for seniors to use in all aspects of their lives.

VOLUNTEERS

Volunteers provide many of the functions that allow the Senior Center to operate economically.

PARKING

There is a chronic shortage of parking at the Senior Center during the midday hours when the lunch program is in operation. Many seniors come early for classes, stay for lunch, and participate in classes or other programs after lunch. By about 2:30 p.m. or 3:00 p.m., parking becomes more available and there is usually no problem in the late afternoon or evening.

Seniors continue to express concern about the impact of the Child-Care Center on parking. The Senior Advisory Committee (SAC) and the Child-Care Center staff have worked out an agreement to allow 15-minute parking for parents in front of the Child-Care Center during the busy morning periods.

While many seniors use VTA and City shuttles and Outreach to reach the Senior Center, many more still drive their own cars, although some of these carpool with other seniors.

FUNDING FOR SENIOR PROGRAMS

Seniors in California are entitled to services from a very wide range of Federal, State, County, and private nonprofit agencies. Some of these agencies live from budget year to budget year; others are built into budgets as "entitlements," such as the Senior Nutrition Programs, Medicaid, or hospice programs, and tend to survive budget fluctuations, although not without some adjustments.

The Senior Center, for example, is 100 percent funded through Mountain View's General Fund. It weathered the most recent budget cuts, but the SAC and staff are always concerned about budget cuts and cuts in State funds.

Other senior programs are funded through specific programs that can be Federal, State, or County-originated.

IN-HOME SUPPORTIVE SERVICES

The In-Home Supportive Services (IHSS) program is a Medicaid, State, and locally funded program designed to provide assistance to those eligible aged, blind, and disabled individuals who, without this care, would be unable to remain safely in their own homes. IHSS provides services according to the IHSS recipient's ability to perform daily activities, and can include feeding, bathing, dressing, housekeeping, laundry, shopping, meal preparation and cleanup, respiration, bowel and bladder care, moving in and out of bed, rubbing the skin (to prevent skin breakdown), accompaniment to medical appointments, paramedical services, and protective supervision.

To be eligible for IHSS, you must be receiving Medi-Cal, be blind, disabled, or 65 years of age or older, AND be unable to live at home safely without help. IHSS Social Workers determine if you qualify for IHSS by assessing your functional need for specific services and by identifying the amount of time to be allotted for the performance of services. Depending on the amount of your monthly income, you may be required to pay a share of cost for these services.

Public Authority Services by Sourcewise (PA Services) provides a registry of pre-screened, eligible, IHSS-approved home care providers for any IHSS recipient who wants to access the PA Registry. Not everyone who applies to join the registry is accepted; there is a rigorous process to have your name placed on the registry.

PA Services also provides the enrollment process for people to become approved IHSS home care providers. This includes an online registration with required videos, in-person verification of a government-issued ID and Social Security card, signing required State documents, and an in-person orientation meeting, fingerprinting, and Department of Justice review. PA Services also provides benefits, and all of this information is available on the PA Services website at www.pascc.org.

IHSS recipients are responsible for locating their own home-care providers, for hiring and supervising their providers, and for firing the provider if the services are not performed according to the client's specifications.

As of August 15, 2015, the number of unduplicated IHSS cases in Santa Clara County is about 20,600, up from 14,200 cases in 2008. On average, 98 percent of IHSS clients are successfully maintained in their own home.

Under this program, Community Services Agency social workers cared for more than 200 frail elderly with chronic diseases in Mountain View. (More were cared for under

the County's IHSS program.) The objective of this program is to provide a continuum of care services to low-income and uninsured seniors who are using the El Camino Hospital Emergency Department for medical care, mental health services, health screening services, and immunizations.

ELDER ABUSE

Santa Clara County's Adult Protective Services (APS) Department provides comprehensive social services to elders and dependent adults who are victims of abuse, neglect, or self-neglect and responds immediately to reports of imminent risk or life threats 24/7. These State-mandated services include investigation, assessment, counseling, development of a service plan, case management, and referrals to community agencies. The goals of APS are to reduce the risk to an elder or dependent adult, to promote his or her day-to-day functioning by enhancing personal strengths, establishing support systems, and assisting the person in protecting his/her own interests. APS are provided without regard to income and acceptance is voluntary. Funding has not kept up with demand recently and the quality of service has suffered as a result, and not all seniors who are being victimized are being adequately protected. Funding for APS has varied over the recent budget years but in 2015 APS added three staff members, as part of the 11 new positions added to the Department of Adult and Aging Services.

The number of annual reports of elder abuse or requests for attention in Santa Clara County has risen over recent years, and APS expects reports of elder abuse to grow at an astounding rate, in part because of the predicted explosion of the elder population. In Santa Clara County, APS managed an average of 622 cases of elder and dependent abuse per month (in Fiscal Year 2015, a total of 7,458 cases), a 13 percent increase from Fiscal Year 2014 (average 550 per month).²⁰

California is home to the greatest number of those 65 and older in the country, and the Census Bureau expects this number to double in the next 20 years, from 3.6 million to 6.4 million. And since January 2006, a Baby Boomer has been turning 60 every eight seconds.

In addition, the people served by APS—the elderly as well as dependent adults—are living longer than ever before. The population of those 85 and older is the fastest growing segment and is expected to triple in size by 2030. This population segment is especially important because right now 49 percent of those 85 and older suffer from some form of Alzheimer's disease or dementia, thus making them the most vulnerable to abuse. Most over 85 have multiple health problems and need some assistance with personal care.

²⁰ Santa Clara County Social Services Agency Fact Sheet, 2015

Part of APS includes the Financial Abuse Specialist Teams (FAST), which responds to situations of potential financial abuse and can intervene and freeze assets before the elder becomes financially destitute. This service is also available 24/7. Because of the large elderly population and the growing incidence of elder abuse, the Bay Area is particularly attractive to financial abuse. An amazing 65 percent of the cases reported by Santa Clara County FAST teams from 1999 to 2014 involved real property.

Further, according to the National Center on Elder Abuse²¹, between 7.6 percent and 10 percent of the incidences of elder abuse is reported. The study suggests that:

- Seniors are likely to hide abuse because of shame, humiliation, fear of retaliation, and fear of placement in a nursing home.
- Some 60 percent to 90 percent of perpetrators of financial abuse are family members or in-home caregivers.
- Since people over 50 control at least 70 percent of the nation's household net worth, they are frequent targets for exploitation.
- Victims are usually female, frail, and mentally impaired and between the ages of 70 and 89.

INFORMATION FOR SENIORS

Dialing 2-1-1 lets anyone access free, nonemergency community, health, and disaster information, including specialized local information relevant to seniors. Callers receive personalized information from a live phone specialist who can answer questions about a variety of nonprofit services and agencies. Their online database is searchable as well.

CRITERIA FOR SENIOR-FRIENDLY CITY DESIGNATION

The SAC had decided to include an appendix addressing "Criteria for Senior-Friendly City Designation" in the last report submitted (2013) in order to provide information about what the World Health Organization (WHO) had suggested as Essential Features to address when promoting an environment which was "Senior-Friendly." At that time, the popular terms in use included "Aging in Place." Over the past decade, concepts have been changed to a broader perspective on geographic entities (for example, community, city, county, region) and the scope of age (e.g., not just "Seniors") with consideration of "Aging in Community" and "Age-Friendly Cities."

²¹ National Center on Elder Abuse (2015), Statistics/Data. Retrieved from www.ncea.aoa.gov/library/data/#problem

The interest in pursuing certification as an Age-Friendly City has increased with efforts under way around the country, throughout the continent, and internationally. Evidence of this is apparent, for example, by the increased membership in the WHO Global Network of Age-Friendly Cities and Communities which “was established in 2010 to connect cities, communities, and organizations worldwide with the common vision of making their community a great place to grow old in.”²² It can also be seen in the articles and Dialogue postings which appeared between 2003 and 2010 on the City Mayors’ Society website.²³

There have been many conferences, much university-level research, increased grant funding, and publications developed making information more available. In our own area, CAFÉ (Center for Age-Friendly Excellence) was established in Los Altos with the mission of assuming “a leadership role in advancing our understanding and creation of Age-Friendly cities and communities by applying research and best practices of academic gerontology to the task of advancing livable communities for all generations.”²⁴ In Santa Clara County, the Senior’s Agenda project seeks to support coordination of efforts among cities trying to achieve certification. Some of this has been referenced in this report and some work has been accomplished by the actions of the SAC and other Committees/Commissions in Mountain View.

What has remained as a constant to date are the eight major categories (“Essential Features”) with recommended targets and the overarching guidelines which emphasize the necessity for sufficient, affordable, and accessible resources. For convenience, the Essential Features Checklist is included here.

ESSENTIAL FEATURES CHECKLIST

1. Outdoor Spaces and Buildings.
2. Transportation.
3. Housing.
4. Social Participation.
5. Respect and Social Inclusion.
6. Civic Participation and Employment.
7. Communication and Information.
8. Community Support and Health Services.

²² <http://agefriendlyworld.org/en/who-network/>

²³ <http://www.citymayors.com/society/age-friendly-cities.html>

²⁴ <http://losaltoscf.org/cafe/>

Each of these Essential Features is discussed separately below with mention of what is being done/has been done within our own City, including mention of some of the recommended targets as they appeared in the WHO Checklist. In the 2013 report, all recommended targets in each Essential Feature were included, but that list is rather daunting and not all of them are necessary to apply for/achieve certification.

Outdoor Spaces and Buildings

Mountain View has a history of attention to the environment and green spaces which continues as evidenced in the work plans of the Environmental Planning Commission, the Parks and Recreation Commission, and the Downtown Committee. The Bicycle/Pedestrian Advisory Committee has been attentive to sidewalks, pathways, traffic and signage, which are among the recommended targets specifically mentioned in the WHO documents.

Within Mountain View, there is a private campaign to achieve recognition for “Walkability.” Also, Great Streets Mountain View²⁵ was established as a nonprofit 501(c)(3) organization. Its mission includes working “toward people-friendly streets that are safe, accessible to all, and beautiful public spaces” and striving to:

- Build a diverse network of people and organizations to effectively advocate for a network of Great Streets throughout Mountain View.
- Plan and implement complete street designs for all ages, so everyone can walk and bike safely.
- Incorporate beautiful public space as a functional element of our streets.
- Promote transportation improvements that improve healthy and more active living.
- Educate Mountain View residents about the benefits of Great Streets.

The Mountain View Police continue to demonstrate commitment to public safety, as does the Mountain View Fire Department, in response times and public education campaigns.

The SAC has collaborated with staff at the Mountain View Center for the Performing Arts to improve safety on the theatre aisles and encouraged City Council to examine steps at City Hall Plaza with consideration of railings.

²⁵ <http://www.greatstreetsmv.org>

Transportation

Concerns about transportation are a long-standing issue recognized by City Council and agencies serving our area. They are discussed regularly at SAC meetings. These have been included as a separate focus in this report. One recommended target for this Essential Feature addresses driver safety with refresher courses. The Mountain View Senior Center offers AARP courses periodically. Another recommended target addresses age-friendly vehicles which have the attention of local businesses developing driverless cars, and providing bicycles for use in the City. Finally, one of the recommended targets addresses the need to provide information regarding how to use public transportation and the range of transport options available. The Outreach Mobility Management Center does frequent presentations at the Senior Center to familiarize seniors with trip planning, buses, and sign-up procedures for their services.

Housing

Considerable information has been presented in the body of this report regarding housing. The SAC has distributed copies of its previous State of Mountain View Seniors Reports to Mountain View City Councilmembers, California State legislators, County elected officials, and candidates for offices. The full reports are posted on the City of Mountain View website which was recently retooled. As such, these are available not only to elected officials but also Mountain View residents, or for that matter, anyone visiting the website. One of the recommended targets for this Essential Feature addresses modifications. The SAC has forwarded recommendations to City Council about the availability of funds, particularly for seniors, who require modifications to their properties. The City already budgets financial support for the Rebuilding Together program.

Social Participation

This Essential Feature emphasizes a range of events and activities which are accessible, affordable, and foster community integration. Mountain View has the advantage of having both a Senior Center and a Public Library where special events and programs are planned to promote involvement and facilitate interaction. Recently, the Public Library offered education sessions about how to use e-books and learn to play the ukulele. The Senior Center staff and Nutrition Program staff plan special events and special holiday meals where attendees can socialize informally, such as the Fourth of July Picnic.

Respect and Social Inclusion

The first recommended target under this Essential Feature speaks to respect and inclusive services which is defined as consultation of older people about ways to better serve them. This has been addressed routinely by the SAC utilizing surveys/questionnaires at conferences and the recent speaker series (Life in a Senior-Friendly City) as well as the informal conversations one Committee member continues to do with monthly reports to the full Committee. Senior Center staff regularly solicit input from those utilizing the Center about what courses, workshops, equipment, etc. they would like to have. By inference, accessibility is an element of this Essential Feature and it seems worth mentioning here that the Mountain View Center for the Performing Arts offers accommodations for the hearing and visually challenged, with audio descriptions during selected performances. Another recommended target for this Essential Feature specifies intergenerational and family interactions, which the City already recognizes with the annual Spring Family Parade.

Recently, there has been considerable discussion about whether Mountain View should commit to adopting a human rights measure consistent with the U.N. Declaration of 1948, which would constitute establishing an official City policy. Because of far-reaching political and legal implications surrounding possible identification as a Sanctuary City, further study is being done before revisiting the question next year.

Civic Participation and Employment

Of the eight features on the Essential Features Checklist, this one is the one which appears to fall under other auspices within Mountain View City government addressing employees and retirees. For the purposes of discussion in this document, no information came to light while reviewing the recommended targets about any Citywide situations in Mountain View where options have been compromised, discrimination on the basis of age alone has been violated, workplaces have not been adapted to meet needs, or decision-making bodies in public, private, and voluntary sectors discouraged and/or obstructed membership of older people.

Communication and Information

Considerable attention and resources have been devoted in Mountain View to addressing these concerns not only for seniors but for all residents. The SAC sponsored a Speaker Series this year (Life in a Senior-Friendly City) and the Human Relations Commission developed a Civility Roundtable series identifying topics of interest (such as Housing and Prevention of Violence as seen in Ferguson). Both were open to the public and well publicized, with the latter also being broadcast on KMVT. The SAC has sponsored a Meet/Greet at the Senior Center for five years running when Nutrition

Program attendees have the opportunity to speak with members of the City Council and SAC. Another program offered by the City is Thursday Night Live, where representatives of various programs and committees can meet with the public. City Council meetings are open to the public and broadcast live. Notification of all events/meetings is posted on the City website. Beyond this, residents have the opportunity to apply for appointment to the various committees, commissions, boards, and task forces as openings become available.

Community Support and Health Services

Mountain View already has policies and procedures in place for emergency planning and care, addressing emergency preparedness, interventions under unusual circumstances (e.g., Cooling Centers addressed elsewhere in this report), and public services provided by the Police and Fire Departments. Projects are in place exploring establishment of telephone call alerts and online notifications.

All Chairs of boards, committees, and commissions are able to communicate with each other during the Mayor's quarterly meetings, including those not otherwise mentioned here (Library Board, Performing Arts Committee, Visual Arts Committee, and Youth Advisory Committee).

The SAC has already voted to recommend application for certification as a Senior-Friendly City and has incorporated goals into its new work plan to pursue establishing a City task force to acquire certification as an Age-Friendly Community.

SUMMARY

Probably the single most important finding of this report is the impact of senior demographics. Following the national trend, the number of Mountain View seniors is likely to grow over the coming years as a percentage of the overall population. This has implications for the number and type of City services demanded by Mountain View's population, including transportation, affordable housing, and information and referral services. Many of these seniors will likely have reduced incomes, meaning that they will probably resist new taxes and request more discounts or free services.

If Mountain View's seniors follow the model projected for Palo Alto and projections by Santa Clara County, the Baby Boomers will likely want to stay in Mountain View as they age and in their own homes as long as possible. They will want affordable access to medical facilities, shopping, and entertainment venues, and will continue to appreciate the lively multicultural environment currently prevalent in Mountain View.