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The World Health Organization (WHO) established the Age-friendly City designation in 2005 as a response to the growing demographic of older people throughout the world and the growing urbanization of the population.

Over the intervening years, hundreds of cities around the world have embraced Age-friendly ideals and are creating programs to incorporate the goals developed through the WHO. Today, there are 937 cities in 46 countries covering 240 million people worldwide forming a global network that allows cities to tap into national and global research, models, and best practices.

The WHO Age-friendly process is a five-year cycle of continuous improvement. WHO wants cities to use the eight domains of livability for assessment, planning, implementation, and evaluation.

An Age-friendly City is an inclusive and assessable urban environment that promotes active aging. According to the World Health Organization, an age-friendly world enables people of all ages to actively participate in community activities and treats everyone with respect, regardless of their age. It is a place that makes it easy for older people to stay connected to people that are important to them. And it helps people stay healthy and active even at the oldest ages and provides appropriate support to those who can no longer look after themselves.

**Age-Friendly Cities Collaborative**

In 2017, all cities and the County of Santa Clara were designated as Age-friendly. The Seniors’ Agenda regularly gathers representatives from the 15 cities in Santa Clara County to discuss local updates and Age-friendly best practices.

On February 21, the group came together to discuss upgrades to the Age-Friendly Silicon Valley website, update our WHO profiles, and learn about grant opportunities from the Valley Transit Authority.
DOMAINS OF LIVABILITY

TRANSPORTATION
Access to transportation options to move around the city

PUBLIC SPACES
How we interact with outside spaces and built environments

COMMUNICATION & INFORMATION
Staying connected with access to timely and practical information

SOCIAL PARTICIPATION
Participation in leisure, social, cultural, and spiritual activities
Range of available living spaces to be safe and sheltered

Opportunities to engage in decisions and give back to the community

Promotion of flexible paid work and financial stability

Support to maintain health, independence, and quality of life

Support and services for individuals and caregivers
Three-Year Action Plan
In 2018, the County of Santa Clara joined the WHO Global Network for Age-friendly Cities and Communities. Currently, over 1,000 cities in 47 countries are a part of the Age-friendly Network. To join the Network, cities and communities are required to commit to a five-year cycle of continuous improvement through the following steps: assessment, implementation of action plan, and evaluation. According to WHO, the Age-friendly Action Plan will be based on the assessment finding. The Age-friendly plan needs to consider each of the eight domains identified in the Global Age-friendly Cities guide. It is expected that the Age-friendly year Action Plan will ensure that age-friendliness becomes a core responsibility for all municipal departments. The Seniors’ Agenda developed the Age-friendly Three-Year Action Plan over an 18-month planning period and assessment that included a survey of over 2,000 older adults, thirty-seven focus groups with nearly 400 participants in four different languages, two Community Conversations attended by over 100 community based organizations and governmental agencies, and ten logic model workshops.

This plan is a collaborative effort to outline a vision and a plan for how best to prepare for and address the growing older adult population. In addition to the nine areas outlined by WHO, our community has included Dementia as another domain. The plan was developed before the pandemic but was reviewed and adjusted to consider the impact of COVID-19. The Age-friendly Three-Year Action Plan was approved by the Board of Supervisors at their October 6 meeting.
Santa Clara County Joins AARP Livable Communities Network
In addition to being part of the World Health Organizations Global Network of Age-friendly Cities, the County of Santa Clara joined the AARP Network of Livable Communities. AARP has been designated as the national affiliate for Age-friendly Cities by the World Health Organization. The formal presentation at the August Seniors’ Agenda Network Summit formalized what has been an ongoing partnership.

Age-Friendly West Valley Community College
Saratoga was the first city to be designated Age-friendly in Santa Clara County so it is no surprise to have their partner, West Valley Community College, became the first Age-Friendly College in our county. There are now 51 colleges and universities around the world that are part of the Age-Friendly University Global Network. They range from mammoth Arizona State University to tiny Williams James College in Newton, Massachusetts, and include schools in Europe, Asia, and Canada. Under the leadership of President (now Chancellor) Brad Davis, West Valley developed a strong partnership with the Saratoga Area Senior Coordinating Council.

Some of West Valley Community College’s Age-friendly programs include opening the newly built state-of-the-art wellness center to the senior community. They are also keeping seniors apprised of all the events occurring on campus, from registering for non-credit courses to theatre performances to sporting events in the SASCC (Saratoga Area Senior Coordinating Council) monthly newsletter.

They also hosted SASCC’s weekly luncheons in 2019 and had wellness walks and health fairs in the campus center to support this community. West Valley faculty and staff have also contributed to the R.Y.D.E. volunteer driver program and fought to maintain VTA bus service for their community. In addition, West Valley Community College has also been a great partner with the County by being the host site for the 2019 Public Guardian Regional Conference.
The Seniors’ Agenda has prioritized dementia care and support by joining the Dementia Friends USA initiative, adding ‘Dementia Friendly Community’ as a domain in our Age-Friendly action plan, supporting Sue’s Story, and working with the Senior Care Commission on an Adult Care pilot program.

**Dementia Friends**
Santa Clara County is one of the first of over 110 Dementia Friendly states and communities in the United States. Dementia Friendly Communities foster access and engagement to support a growing number of individuals with dementia and their family and friend care partners.

This year, the Seniors’ Agenda is working with ALZLA, the lead organization helping implement the Dementia Friends program in California. Once training is complete, DAAS will be able to host training sessions for advocates that want to spread the word about Dementia Friends.

2,204 Dementia Friends in California

1,016 Dementia Friends in Santa Clara County

Become a Dementia Friend today!

dementiafriendsusa.org
Adult Care Pilot Program
The Board of Supervisors approved a pilot program to subsidize Adult Day Care for low-income older adults. However, before it began, COVID-19 closed most in-person Adult Day programs. The Senior Care Commission worked with the BOS to repurpose the pilot funding to support virtual programming at three Adult Day Services organizations instead.

Sue’s Story
DAAS supports The Sue’s Story Project, a Morgan Hill-based nonprofit working to increase public awareness, physician training, caregiver resources, and medical research to find a cure for Lewy Body Dementia. In 2019, the Seniors’ Agenda supported Sue’s Story events and connected the team to the City of San Jose for future collaboration on a virtual “Dementia Awareness & Response” event for senior center members.
Twice a year, the Seniors’ Agenda Network Summit brings together over 150 professionals, aging advocates, and elected officials to actively engage in meaningful learning to strengthen our community for older adults. Age-friendly efforts are highlighted and new resources for the community are shared.
This February, the Seniors’ Agenda celebrated the Year of the Rat at its 13th Network Summit, by bringing over 150 community partners together to continue the momentum of the Age-friendly Cities initiative.

The summit was hosted by the City of Sunnyvale. Mayor Larry Klein commenced by sharing his commitment to older adults. The keynote speaker, Sandra Rosenbloom, PhD, from the University of Texas at Austin, summarized demographic data from around the country and emphasized the need for innovation in policy and programs to address the growing transportation needs of older adults aging in suburban neighborhoods.

A panel with Asha Weinstein Agrawal from the Minneta Institute, Jesse Mintz-Roth from San Jose Vision Zero, Nikita Sinha from California Walks, and Tylor Taylor from the R.Y.D.E volunteer driver program was moderated by Nuria Fernandez, Director of the Valley Transportation Authority.

Brad Davis, Chancellor of West Valley Community College, was recognized for the college’s new Age-Friendly designation. West Valley Community College is the first community college in the country to be recognized as Age-friendly.
The first virtual Seniors’ Agenda Network Summit in August focused on the digital inclusion of older adults. This topic was even more relevant due to the public health order to shelter in place during the COVID-19 pandemic leaving many older adults needing technology to stay connected. One hundred and thirty-nine community partners Zoomed in for the Summit’s keynote entitled, The Home Stretch: Digital Inclusion in the Post-Covid World. Tom Kamber, the CEO of OATS (Older Adult Technology Services) gave his virtual presentation from his boat in New York City. As founder and executive director of OATS, Tom has helped over 30,000 seniors get online and created Senior Planet, the country’s first technology-themed community center for older adults. Locally, OATS partners with Avenidas to host a Senior Planet hub.

During the Summit, local experts shared their perspective on what is being done to address the digital divide. The panel was comprised of Wesley Cheng, founder of TeleVisit; Ryan Kawamoto, Senior Plant @ Avenidas; Pauline Martinez UC Davis School of Public Health, Rajani Nair, P.E., Office of Civic Innovation and Digital Strategy City of San Jose. The panel moderator was Richard Adler, Institute for the Future.

At the Summit, Sophie Horiuchi Forrester of AARP presented Supervisor Dave Cortese with a certificate acknowledging the County of Santa Clara as a member of the AARP Livable Communities Network.
Healthy Brain Initiative
The County of Santa Clara Department of Public Health received $750,000 from the California Healthy Brain Initiative to implement an innovative dementia prevention program. The Healthy Brain Initiative will focus on: improving data collection; educating adults on dementia prevention and reducing stigma around cognitive decline; strengthening local partnerships to build infrastructure to support brain health in the community; and supporting the cognitive health workforce, including paid and unpaid caregivers. This countywide effort will focus on the following populations: African/African Ancestry communities; Asian & Pacific Islander subpopulations; older women; and immigrants. From now until June 2022, the Public Health Department will work with the Seniors’ Agenda, the Alzheimer’s Association and other community partners to increase awareness of dementia and promote brain health.
Master Plan for Aging
Governor Gavin Newsom issued an executive order calling for the creation of a Master Plan for Aging to be developed by December 2020. The Master Plan will be a guide to build an age friendly California.

On February 28, DAAS participated in a round table on age-friendly transportation hosted by Senator Jim Bell. The community input from the round table will contribute to the Master Plan recommendations.

Oral Health for Older Adults
The Oral Health for Older Adults subcommittee is part of the Oral Health Plan for Santa Clara County administered by the Department of Public Health. The goal is to improve the oral health of older adults in Santa Clara County.

In the spring, key stakeholders on the subcommittee, including Senior Nutrition, nursing, dental hygienists, Public Health, and the Department of Aging and Adult services, gathered to write recommendations for the California Master Plan on Aging. These recommendations included integration of primary and dental care as well as mobile dental clinics to increase access to care.
Traffic Safety Community Network: Safe Routes for Seniors

Safe Routes for Seniors is one of the four priority areas for the Traffic Safety Community Network. The Safe Routes for Seniors subcommittee focused on the data showing the highest percentage of pedestrian fatalities occur in the 65 and over age range. Pedestrian safety workshops in Gilroy and Mountain View allowed for older adults to share where they perceived unsafe streets or intersections for pedestrians. Representatives from the Gilroy Senior Center and City Bike and Pedestrian Committee participated in a walk audit with the Seniors’ Agenda and Public Health Department. Workshops and audits in Mountain View and City of San Jose were postponed due to COVID-19.

Transportation Update

Things are “moving along” since the January Seniors’ Agenda Network Summit on Transportation: VTA’s Senior Outreach Program has adapted its Travel Wise 101 workshop series to provide short, prerecorded presentations introducing fixed route public transit for older adults; the City of San Jose approved funding for Vision Zero’s work plan that includes both infrastructure and education to eliminate pedestrian fatalities; R.Y.D.E. received a Federal Transit Administration grant through the California Metropolitan Transportation Commission. The volunteer driver program is within days of officially announcing the details of the expanded service area, including new San Jose zip codes.

Morgan Hill’s Gettin’ Around Town volunteer driver program has officially become part of R.Y.D.E. which will provide more efficient and coordinated service. During 2019, Avenidas, R.Y.D.E., Heart of the Valley Senior Services and Getting’ Around Town provided 12,871 rides to older adults. All the volunteer driver programs have been providing deliveries while their users shelter in place.
Falls Prevention of Santa Clara County
Falls Prevention of Santa Clara County is a collaborative of Public Health, SCC Fire, Department of Aging and Adult Services, senior centers, occupational therapists, pharmacists, home modification experts, and all three trauma centers: Stanford, Valley Medical Center, and Regional Medical Center. During 2019 Falls Prevention Month, trauma prevention managers led falls prevention classes reaching over 800 older adults across the City of San Jose and South County. Over 3,000 older adults enjoyed meals through the Senior Nutrition Program and learned falls prevention techniques through unique educational placemats designed to promote strength and balance.

The Falls Prevention of Santa Clara County Taskforce hosted quarterly meetings to learn about new evidence-based falls prevention programs like S.A.I.L. (Stay Active and Independent for Life) and BingoSize, the only one that can be done virtually. Each meeting was a chance to learn about new falls prevention programs, share best practices, and to engage with falls prevention colleagues.
Social Bridging
The Social Bridging Program launched in Santa Clara County on July 20 and will continue through the end of November 2020. The Social Bridging Project was developed by Listos California, an emergency preparedness campaign spearheaded by Governor Gavin Newsom, and the California Office of Emergency Service. It serves as a friendly touchpoint to older adults who may need support services and resources such as food, housing, and healthcare. Through this project, trained volunteers reach out to residents age 60+ using Santa Clara County voter files from the Secretary of State (which comprise about 183,000 age 60+ residents). Using a resource guide developed specifically for Santa Clara County, callers will make referrals for food, mental health support, health resources, housing and more.

Volunteer Managers Network
Since 2016, the Seniors’ Agenda has played a key role in supporting a network of volunteer managers in non-profits and government, including those who serve the older adult population.

In March, before the COVID-19 pandemic required sheltering in place, we met in the Department of Aging offices and discussed ideas for recruiting older adult volunteers. In June, the group met over Zoom and went over best practices for managing virtual volunteers.

House Sharing Program
Catholic Charities manages a house sharing program for the County of Santa Clara, matching homeowners with extra bedrooms with renters in need of an affordable place to live. House Sharing continues to serve residents during the pandemic and those interested are encouraged to visit www.catholiccharitiesscc.org/house-sharing or call 408-325-5134.

In FY 2020, a total of 1,272 inquiries were received, resulting in 27 matches and 71 in-person introductions.
Older Americans Month

May is Older Americans Month and this year’s theme was “Make your Mark.” Older adults in Santa Clara County are making their mark through volunteer work, civic engagement, and art. To recognize their contributions, we featured the stories of community members nominated by local organizations on our website and social media.

Morgan Hill Centennial Recreation Senior Center Volunteers

Always ready to sit and listen

Heidi Lee

Friendly face for visiting seniors

Marcy Leggett

Jose Posadas

A good neighbor

Has a passion for helping others

Avenidas

President of The Better Part
Teaches jewelry-making at senior centers

Susan Man

William Dreisbach

Warm personality and loved by all

SCC Parks Volunteer
San Jose State University Nursing Student Collaboration

During the COVID-19 pandemic, senior center congregate meal sites were closed and many were converted into to-go meal pick up locations. For the few congregate sites that did not reopen, San Jose State University nursing students called regular attendees for a wellness check and provided information about resources.

Board of Supervisors: Digital Divide

The COVID-19 pandemic has accelerated the need to close the digital divide for children and older adults. The data for our County shows the digital divide affects nearly 20,000 adults over 65 who do not have a computer and about 12,000 older adults have no internet access. This is compounded by the fact the 30% live alone and half of older adults struggling financially to make ends meet. To get connected and close this divide they need affordable devices, internet access and training.

Supervisor Cortese authored a report and the following recommendations were accepted by the Board of Supervisors at the August 11 Board of Supervisors meeting. An Age-friendly Digital Inclusion Workgroup was formed to move these goals and recommendations forward.

Recommendations for Digital Inclusion of Older Adults:
- Incorporate low-income older adults into all County digital inclusion policies, assessments, and evaluations.
- Increase collaboration and establish county-wide coordination by creating a Digital Inclusion Workgroup through the Age-friendly Cities Collaborative and Seniors’ Agenda.
- Assess feasibility for a pilot Digital Inclusion Project focusing on low-income participants in the Senior Nutrition Program.
- Create public-private partnerships with the assistance of the Board of Supervisors.

The Santa Clara County’s Age Friendly Action Plan (FY 21-FY 23) addresses the digital divide and lack of collaborative efforts with the following goals:

1. Ensure older adults are incorporated in the county’s digital inclusion policies.
2. Create a technology access webpage to connect older adults to classes, affordable devices, and internet services.
The pandemic, fires, and power outages have shown us that strong partnerships in place before an emergency makes us more effective and resilient in responding to the new needs of our community. For the past ten years, the Seniors’ Agenda has been the catalyst to bring together a wide cross section of organizations working in the different Age-friendly domains to learn from each other and collaborate.

With the COVID-19 virus implicated in health complications for older adults, community organizations are innovating and collaborating to adapt to promote public health and safety. While all nine Age-friendly domains have been impacted, three stood out as particularly critical and will be the top priority for the first year of the three-year plan:

**Health and Community Services:** Nutrition, telehealth, emergency housing, access to health care, chronic disease management, mental health services

**Social Participation:** Social Isolation, ageism

**Communication:** Digital inclusion, accurate health and emergency information

The Seniors’ Agenda will continue to strive for continuous improvement through policies, programs and partnerships needed to create an inclusive and accessible community for active aging.
APPENDICES

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D. Age-Friendly Partnerships 28
Supervisor Dave Cortese, Sunnyvale Mayor Larry Klein, and Director of the Department of Aging and Adult Services Mary Ann Warren welcomed over 150 professionals, aging advocates, and elected officials to the Senior’s Agenda Network Summit focused on Age-Friendly Transportation.

Agenda at a Glance

- Brad Davis, Chancellor of West Valley Community College, was recognized for the college’s new Age-Friendly designation.
- Mary Ann Warren, the new Director of the Department of Aging and Adult Services, welcomed everyone and provided department highlights.
- Vanessa Merlano, Program Manager of the Senior Nutrition Program (SNP), showed off the new and improved SNP website.
- Sandra Rosenbloom summarized her research on trends in older adults’ transportation needs and encouraged action to make improvements.
- A panel with Asha Weinstein Agrawal from the Minneta Institute, Jesse Mintz-Roth from San Jose Vision Zero, Nikita Sinha from California Walks, and Tylor Taylor from the R.Y.D.E volunteer driver program was moderated by Nuria Fernandez, Director of the Valley Transportation Authority.

Sandra Rosenbloom, PhD, from the University of Texas at Austin summarized recent demographic data from around the country and emphasized the need for innovation in policy and programs to address the growing transportation needs of older adults aging in place in suburban neighborhoods.

Find slides from the summit, the latest news, and other resources on agefriendlysiliconvalley.org
Congratulations!
West Valley Community College was recognized for becoming the first Age-Friendly college in Santa Clara County

Upcoming Events

Meals on Wheels Open House, March 11 3-5pm, 353 W. Julian St. San Jose, Eventbrite
The Heart Has No Wrinkles: Sexuality and Intimacy in the Later Years, March 13 8:30am-12:30pm, 353 W. Julian St. San Jose, Eventbrite
Social Media: Promoting Falls Prevention, April 16 10am-12pm Bascom Community Center, San Jose,
Caregivers Count Conference, April 25 8:30am –2pm, Campbell Community Center, Campbell, Eventbrite
Older Americans Month: Make Your Mark, May 2020, website
Senior Safari 2020 Series, May 28, June 25, July 23, August 27, September 24, & October 22, 9-10am, Happy Hollow Park & Zoo, website
Seniors’ Agenda Network Summit: Technology and the Digital Divide, August 26 1-4pm, Campbell Community Center, Campbell

Special THANK YOU to the following for contributing to the Seniors’ Agenda Network Summit:

Find slides from the summit, the latest news, and other resources on agefriendlysiliconvalley.org
This is to certify that

County of Santa Clara

has been accepted as a member of the World Health Organization's Global Network for Age-friendly Cities and Communities

Members of the Network commit to share and promote the values and principles central to the World Health Organization Age-friendly City approach, and to the process of creating more age-friendly cities and communities.

Dr John Beard — Director
Department of Ageing and Life Course
World Health Organization
Geneva, Switzerland
THIS IS TO CERTIFY THAT
Santa Clara County, California
has committed to becoming more age-friendly under the criteria established by AARP and has been accepted as a member of
The AARP Network of Age-Friendly States and Communities

THIS CERTIFICATION IS VALID UNTIL MARCH 11, 2022

Nancy A. LeaMond, Chief Advocacy and Engagement Officer
COMMUNITY, STATE AND NATIONAL AFFAIRS, AARP | WASHINGTON, D.C.

The AARP Network of Age-Friendly States and Communities is a program of the AARP Livable Communities initiative and an independent affiliate of the World Health Organization Global Network for Age-Friendly Cities and Communities.
Appendix D

Special THANK YOU to the following agencies for contributing to the Seniors’ Agenda!

- AARP
- Above & Beyond Placement
- Agape Long Term Care
- Institute for Age-Friendly Housing
- Aging Services Collaborative
- Alzheimer’s Association
- Anthem
- Asian Americans for Community Involvement (AACI)
- Avenidas
- Bay Area Older Adults
- Beacon Communities
- C.A.R.A (California Alliance for Retired Americans)
- CAFÉ (Center for Age Friendly Excellence)
- Catholic Charities
- Century 21
- City of Campbell; Cupertino; Gilroy; Los Altos; Los Gatos; Milpitas; Mountain View; Morgan Hill; Palo Alto; San Jose; Santa Clara; Saratoga; Sunnyvale
- City of San Jose, Housing
- City of San Jose Library
- City of San Jose, P.R.N.S.
- City of San Jose, Senior Citizens Commission
- Community Health Partnership
- Community Services Agency
- CDVIA
- Dyno Sense
- EAH Housing
- Eastside Neighborhood Center
- Eden Housing
- El Camino Hospital
- Family Caregiver Alliance
- Family Matters In-Home Care
- Foster Grandparent Program
- Friends of Meals on Wheels
- Gardner Senior Center
- Good Samaritan Hospital
- Happy Hollow Zoo Foundation
- Heart of the Valley Services for Seniors
- Hearts and Minds
- Home Instead
- Hospice of the Valley
- Housing Authority of Santa Clara County
- Institute on Aging
- Ixora Health
- Jewish Family Services of Silicon Valley (JFSSV)
- Jewish Federation of Silicon Valley
- Klekashman Care Management
- League of Women Voters
- LifeSTEPS
- Live Oak Adult Day Care
- Long Term Care Ombudsman
- Los Altos Senior Commission
- Medical ALERT
- Mid-Peninsula Housing
- Morgan Hill Chamber of Commerce
- Northern California Presbyterian Homes and Services (NCPHS)
- Office of Assembly Member Ash Kalra
- Office of Assembly Member Kansen Chu
- Office of Assembly Member Robert Rivas
- Office of Congresswoman Zoe Lofgren
- Office of State Senator Bob Wieckowski
- Office of State Senator Jim Beall
- Office of Supervisor: Mike Wasserman; Cindy Chavez; Dave Cortese; Susan Ellenberg; S. Joseph Simitian
- On Lok Life ways
- Palo Alto Medical Foundation (PAMF)
- Drucker Center
- Peninsula Family Services
- Portuguese Community Center
- Project ACCESS
- PRX Digital
- Rebuilding Together Silicon Valley
- Retired and Senior Volunteer Program (RSVP) San Mateo/North Santa Clara County
- Right at Home
- Sacred Heart Community Services
- San Jose State University:
  - Center for Health Aging in Multicultural Populations (CHAMP)
  - School of Nursing
  - School of Occupational Therapy
  - School of Social Work
- Santa Clara County Behavioral Health Services
- Santa Clara County Census 2020
- Santa Clara County Department of Aging and Adult Services
- Santa Clara County Family Health Plan
- Santa Clara County Fire
- Santa Clara County Library
- Santa Clara County Mental Health Homeless Systems
- Santa Clara County Open Space Authority
- Santa Clara County Planning Department
- Santa Clara County Public Health
- Santa Clara County Senior Care Commission
- Santa Clara County Social Services Agency
- Santa Clara Senior Center
- Saratoga Senior Center
- Satellite Healthcare
- Second Harvest
- SEIU 521
- Senior Adult Legal Assistance (SALA)
- Senior Care Authority
- Senior Companion
- Seven Trees Senior Center
- Silicon Valley Independent Living Center (SVILC)
- Silicon Valley Council of Nonprofits (SVCN)
- Silicon Valley FACES
- Silicon Valley Healthy Aging Partnership-Falls Prevention
- Sourcewise
- Sunnyvale Community Center
- Sutter Health
- SVD
- The Forum
- The Health Trust
- TheraCare
- TRANSFORM
- United Way 211
- Valley Medical Center, Geriatric Clinics
- Valley Transportation Authority
- Vasana Creek
- Verity
- Villa Sienna
- Vintage Silver Creek
- Walk San Jose-CA WALKS
- Wellpoint
- Working Partners USA
- VIVO-Vietnamese Voluntary Foundation
- YMCA, Silicon Valley
- Yu-Ai Kai-Japanese American Community Senior Service