

Reuse Meeting Feedback
Northside Community Center, 1:00 pm
October 13, 2009
Attendance: Adults, 43

1. What are the most important services, in priority order, that you want delivered at this facility?

- Senior Nutrition Program: (City of San Jose)
 - Hot meals served 5 days out of the week
 - Continued the same services currently provided

- Continue Veteran Services provided Northside Community Center Veterans Groups & Filipino Youth Coalition (FYC)
 - Mental Health referrals
 - Real-estate counseling
 - Benefit entitlements assistance

- Information and Referral (City of San Jose)
 - HICAP (Health Insurance Counseling and Advocacy Program administered by Council on Aging of Santa Clara County
 - Brown Bag distributions
 - Older Adult Resource Specialist from City of San Jose Office on Aging provides and conduct home assessments, develop care plans, arranges support services, and provide on-going monitoring for seniors with multiple needs
 - JTS Northside Community Center Advisory Council
 - Application Assistance: help understand fill out general paper work; such as PG&E Etc.
 - Supplemental Security Income (Social Security) Services
 - Provide drop-in health clinic
 - Same service should be provided

- Senior Services and Programs (City of San Jose)
 - Free Blood Pressure Check
 - Flu Shot and Health Screening
 - Free Hearing Test
 - Educational Workshops
 - Exercise and Fitness: Line Dance, Ballroom Dance, Tai Chi, Light Exercise, Light Exercise/Laughter Yoga
 - Crafts: Crochet and Knitting Club
 - Special Interest: ESL Classes, Citizenship class
 - Computer Class
 - Haircuts

- Wellness/Recreation activities
- Arts & Crafts
- Calligraphy
- Senior Trips
- Showing of Ethnic Movies

- Meeting space (City of San Jose)
 - Allow groups to use building for meeting space

- Youth Services (City of San Jose)
 - Multi-cultural youth program
 - Free Sports Program: Football, Basketball, Softball
 - Continue swimming field trips to Ryland Pool
 - Summer Camps
 - Field Trips
 - Afterschool Program
 - Special Events
 - Volunteer opportunities
 - Same services to be provided and continued

- Family Services (Suggested Services)
 - Employment Training
 - Grandfathered services provided by the City of San Jose and other existing groups

- Chinese American Seniors' Input
 - Bilingual Case Manager (Mandarin/English) to provide Information & referral, translation/form assistance, and locating community services
 - ESL Classes
 - Senior Nutrition
 - Wellness/recreation activities
 - Arts & crafts (e.g. calligraphy)
 - Computer classes
 - Health screenings
 - Trips, games, showing ethnic movies

2. What qualities are most important to you in the services offered at this facility? e.g., staffing, cost, cultural programs, accessibility (days and times), etc.

- Staffing
 - Culturally aware of the participants' needs
 - Bilingual staff (Mandarin, Spanish, Hindu, Punjabi, Filipino, Japanese)
 - Courteous and respectful
 - Sensitive to multicultural groups

- Programming Frequency
 - Weekends
 - 7-day nutrition program
 - Open early and close later

- Fees
 - Free to low cost
- Chinese American Seniors' Input
 - Bilingual staff (Mandarin/English) is most importance quality for services as majority of Chinese seniors have language barriers
 - Fees must be no-cost or low-cost as majority of Chinese seniors are on a fixed income
 - Offering of cultural programs are also very important

3. Who should provide these services?

- Request for the City of San Jose to continue to provide services at the Northside Community Center
- American Indian Health Center of Santa Clara Valley, 1333 Meridian Avenue, San Jose, CA 95125, (408) 445-3400
- Asian American Recovery Services, 1340 Tully Road, San Jose, CA 95122-3055, (408) 271-3900
- If a nonprofit is chosen, they must provide adequate funding and not charge a lot
- Chinese American Seniors' Input
 - City of San Jose should continue providing services as the Chinese Seniors are not sure whether a nonprofit can provide quality services as the City is providing (including bilingual/bi-cultural staff).
 - If City selects nonprofit to operate center, the nonprofit must have bilingual staff who speak both Mandarin and English.

Comments

- “City of San Jose needs to continue to provide services to community because they have experience in providing senior, general, youth and adult services. In addition, the City provides staff who is experienced, multicultural, and understands the diversity of the community center.”
- “If a nonprofit were to provide services they will have a large learning curve to overcome, to learn the cultures, and the participants will have to go through an additional experimental period.”
- “No sure if a nonprofit agency can provide quality services like the City does.”
- “When the Center was initially built its intentions was only for Filipino Services.”
- “Because the City’s budget deficit, the City may face difficulty in providing services.”