



## MINUTES OF THE WASHOE COUNTY HUMAN SERVICES AGENCY SENIOR ADVISORY BOARD MEETING

October 2, 2024

Washoe County Senior Center, Reno, Nevada 89512  
Game Room  
&  
Zoom Webinar

<https://zoom.us/j/92347908306?pwd=K2k5UGdYSEVXVGNuRGFPZ3pub2kwQT09>

1. **Call To Order [Non-Action Item]** - Meeting was called to order at 3:02 p.m. by Chair- Pam Roberts.
2. **Roll Call [Non-Action Item]** – There was a quorum present via in person and through Zoom meeting.

### WASHOE COUNTY SENIOR SERVICES ADVISORY BOARD MEMBERS:

#### PRESENT

Mavis Kay Bonzer  
Denise Myer  
Charles Mark Neumann  
Pamela Roberts

Mary Ann McCauley  
Mac Rossi  
Patricia Gallimore  
(3:14pm)

#### ABSENT (EXCUSED\*)

\*Martha Lavin  
\*Thuy Tran  
\*Adolfo Correa  
\*Jane Baudelaire

#### WASHOE COUNTY STAFF PRESENT

Abby Badolato  
Cara Paoli  
Herb Kaplan  
Sandra Vasquez

#### EX-OFFICIO PRESENT

Michael Clark  
Donald Abbott

#### ADVISOR PRESENT

Sue Meuschke  
Connie McMullen  
Dr. Larry Weiss  
Donna Clontz

### 3. **Public Comment [Non-Action Item]** –

Tim Johnson, from Better Business Bureau, wanted to remind every one that October 12 from 9am to 11:30am they will have a free document shredding event in the west parking lot of the Atlantis. People can take up to 3 boxes of documents to shred for free. He also has information for preventing identity theft and scams.

Alexander Goff introduced himself, he from Senator Jackie Rosen's office and he is covering for Molly Rose Lewis.

#### **4. Approval of the Minutes for the Advisory Board Meeting on September 4, 2024 [For Possible Action]**

**Advisory Board members may identify any additions or corrections to the draft minutes as transcribed.**

Attachment: [WCHSASAB \(washoecounty.gov\)](https://www.washoecounty.gov)

Motion to approve the minutes was made by Mac Rossi and seconded by Charles Mark Neumann. Motion passed unanimously.

#### **5. Presentation of Master Plan Goal 9: Services, Information and Referrals [Non-Action Item] – Reina Rodriguez, NV211 Northern/Rural Community Outreach Specialist and Nevada Care Connection (45 min)**

Attachment: [10-02-2024 211 Info Flyer.pdf \(washoecounty.gov\)](#)  
[PowerPoint Presentation \(washoecounty.gov\)](#)

Reina Rodriguez reports she is from Nevada 211. Their vision is to empower all Nevadans to achieve optimal self-sufficiency, health, and well being. The mission is to connect people to essential health and human services, information and resources. Resources include food, shelter, tax preparation, childcare, healthcare, housing, assistance, substance abuse treatment, and much more. They also provide non-emergency assistance during disasters and emergencies. Nevada 211 is available 24/7, 365 days and people can call, text, or chat online to ask for information; there is also an app that can be used, and it has access to 150 languages. When someone contacts them, they ask for the first name of the caller, zip code and phone number. The needs of the caller are identified through qualifying questions. When there is a disaster, they are activated by local or state government entities and it helps relieve the burden on 911 and emergency centers. The history behind them is that they came to be after the Federal Communication Commission approved them. They receive approximately 10,000 call per month. Last year, the top referral was for basic needs; housing and shelter being the biggest one. Utility assistance, food assistance, legal aid, and support services for individuals and families were also top requests. They have noticed those are the top un-met needs in Nevada in the last few years. Their future plan is to stay equipped and sustainable, so they are prepared and ready to assist when needed.

Pam asked how often they update the information and how do they do it. Reina stated they do a yearly verification update and weekly they get a list, and they email, call, or sometimes go in person to update the information. Pam asked about their budget and staff size; Reina stated she does not have budget information, but their staff consists of around 30 people.

Mark asked if they deal with Medicare and Medicaid, Reina stated yes, they provide referrals to help the community connect to them.

Donna asked if there are ways they can help improve services, information, and referrals. Reina replied that they are actively looking to add resources and information to their database and when there are events in the community, they try to attend so they are able to connect with more people in the community and get more exposure. They do social media, billboards, and in person events trying to connect with the community.

Sue asked if Nevada 211 collects demographic information, Reina replied yes, but she is not sure if it's confidential information. She also stated the majority of their callers seem to be over 65 years old she will see if it's possible to get demographic information.

Jack Minshew reports on Nevada Care Connection and Access to Healthcare Network (see attached presentation). Their mission is to be a one-stop shop access point to systems of long-term and short-term support options. This is person driven, empowering individuals to make

informed decisions about available services. Access to Healthcare Network is one of three organizations that administers the Nevada Care Connection programs. They were established in 2013 and in 2015 had an expansion. They provide resource and service navigation, long term case management and there are eligibility criteria. There are a lot of resources they are connected to and if they don't have a resource for something, they will do the research to find resources. An important thing to note is that they are not emergency services. They focus on older adults and people over 60, but they will help people of any age. Contact phone number is 877-861-1893, email is [nvcc@ahnnv.org](mailto:nvcc@ahnnv.org), and website is [www.nevadacareconnection.org](http://www.nevadacareconnection.org). They also have Medicare assistance program to help people with Medicare information and they received a couple of grants for pharmacy prescription. With the pharmacy prescription grant, the person can have up to \$200 a year to pay for their medication. The other grant is for a bed bug remediation program. They do outreach as much as possible and are also active in social media. Pam stated it would be good to provide these resources to home delivered meals clients.

**6. Report and presentation on Senior Volunteer events [Non-Action Item] – Denise Myer and Sue Meuschke (10 mins)**

Denise reported that on September 13, the Senior Volunteers held their second event at a senior community in Spanish Springs. They had 13 residents attend; they didn't allow people from the public to attend, therefore there weren't as many attendees as the first event. The National Automobile Museum was one of the vendors at the event and it was a good outcome because people were able to see the volunteering opportunities. They are looking for a venue to do the third event. It was advised that when events are held, they make sure that they are open to the public. The Cold Springs Senior Center provides lunch and they are open to the public. Denise thanked Sue for doing such a great job coordinating with the vendors when they do events.

**7. Report, discussion and possible recommendation regarding next steps on Washoe Age Friendly [For Possible Action] – Pamela Roberts and Donna Clontz (10 min)**

Attachment: [10-02-2024 AARP Info Card.pdf \(washoecounty.gov\)](#)  
[10-02-2024 AARP Info Booklet.pdf \(washoecounty.gov\)](#)  
[10-02-2024 AARP Info Booklet.pdf \(washoecounty.gov\)](#)

Donna Clontz states she provided the AARP information (see attachments). She reports there is a lot of information on the website and they have a specific section for livable resources, at [aarp.org/livable](http://aarp.org/livable). So far they have applied to become age friendly, put out a survey to collect data, and they know what the community's top priorities are, and currently they are in the 8<sup>th</sup> month of the Master Plan review. There are about 900 applicants for age friendly and each works in their own way to make their community age friendly. The next step is an action plan, the attached information mirrors what the Board is already working on and they should decide if they want that to become their own action plan for AARP because once the Master Plan is done at County level, it shows the things they expect to see in an action plan. As long as things make sense, AARP is good with the plan. Once the action plan is turned in and approved, they give 3 years to implement the plan. Donna would like to discuss potentially suggesting that they use the Master Plan process as the age friendly process to come up with their plan. Pam asked what AARP would do for them by submitting a plan, Donna replied they would get access to a lot of resources and information, including what other applicants are doing. They also have a better chance to be able to apply and get grants. Pam stated they would most like have a meeting to go over everything that was learned and come up with objectives and measurable goals.

Motion to postpone any action until January was made by Charles Mark Neumann and seconded by Mavis Kay Bonzer. Motion was discussed and withdrawn.

Motion to make AARP and the Master Plan come together and both are looked at as the same document was made by Charles Mark Neumann and seconded by Mavis Kay Bonzer. Motion passed unanimously.

**8. Updates from Washoe County Senior Services [Non-Action Item] – Cara Paoli, Human Services Division Director, Adult and Senior Services (5 min)**

Attachment: [10-02-24 Monthly Data SAB.pdf \(washoecounty.gov\)](#)

Cara reports construction is underway at the center. They are hopeful the new flooring will be installed the following week. They will be moving the kitchen in the next few weeks, but it will be functional. The PEARLS program has started and each of the MSW interns has a case load of 4; they are accepting referrals. The monthly data sheet is attached, it's exciting to see that the numbers are going up, despite fluctuation. There is also a new process where people are asked for ID when entering the senior center, this has helped with the senior center being available for only seniors that want to attend the center, and they have received positive feedback. Also, it will be likely that they will have to close the Reno center for a brief period of time for the remodel. Charles Mark inquired about the rising waitlist for homemaker and if it's due to lack of workers. Cara stated they are working of absorbing more of the list to help the waitlist go down.

**9. Update on Sparks Senior Citizen Advisory Committee regarding their current activities [Non-Action Item] – Donald Abbott, Sparks City Council Ward 1 (5 min)**

Donald reported they worked and stuffed over 400 Go Bags to give to seniors in Sparks. Their next meeting will be November 20<sup>th</sup> at 9am and they have positions open and always accepting applications.

**10. Update on Reno Senior Citizen Advisory Committee regarding their current activities [Non-Action Item] – Izabella Baumann, City of Reno Activities Coordinator (5 min)**

Izabella reports they have their upcoming meeting on the 8<sup>th</sup> at the McKinley Arts and Culture Center at 2pm and are now offering cooking classes for seniors. They also have technology classes going on.

**11. Presentation from Northern Nevada Legal Services [Non-Action Item] -Jennifer Richards, Esq. Supervising Attorney (10 min)**

Attachment: [10-02-24 NV Legal Services Report.pdf \(washoecounty.gov\)](#)

Pam reports Jennifer provided legal report (see attachment).

**12. Advisory Board Members' announcements, reports and updates to include requests for information or topics for future agendas [Non-Action Item]. (No discussion among Advisory Board Members will take place on this item.) (5 min)**

Pam announced Mavis Kay Bonzer's and Jane Baudelaire's terms are ending and neither would like to continue to a second term. Patricia Gallimore may be in District 1, they will double check. According to the Bylaws, an Alternate member is given preference to fill a vacant seat. Jane is in District 4 and there were 2 candidates in the last meeting for District 4, they may discuss if they could make an amendment to the recommendation. Sue stated that at a previous meeting there was someone that presented on the budget and they were going to come back, she'd like to know when would be a good time to have a follow up report. Mavis Kay reported that the ID

check at the senior center has been amazing. Donna complimented HSA staff on all the new safety measures that have taken place, the change has been great. Mary Ann asked if it would be beneficial to wear the name tags they got, the reply was yes. Mac asked if security would be at the front too, Cara stated yes, they would be around the front of the building as added support to the staff checking IDs.

**13. Public comment [Non-Action Item] –**

Public comment [Non-Action Item]

Donna stated the Reno News and Review paper has an article on voting and Washoe County; it also talks about seniors.

Pam stated that an article reports that by 2030 1 in 5 adults will be 65 years or older and by 2035 there will be more people 65 years old than 18 year olds.

**14. Adjournment [Non-Action Item]**

Meeting adjourned at 4:51 pm.