



**WASHOE COUNTY HUMAN SERVICES AGENCY
SENIOR ADVISORY BOARD
(Commission Districts)**

Permanent Members

Martha Lavin (1)
Mavis Kay Bonzer (1)
Thuy Tran (2)
Adolfo Correa (2)
Denise Myer (3)
Charles Mark Neumann (3)
Jane Baudelaire (4)
Vacant (4)
Pamela Roberts (5)
MaryAnn McCauley (5)
Mac Rossi, At Large

Alternate Members

Vacant, Alternate
Patricia Gallimore, Alternate

Ex-Officio Members

Michael Clark, BCC
Clara Andriola, BCC
Alternate
Donald Abbott, Sparks City Council

Associate Members (Advisors)

Sue Meuschke, Associate Member
Connie McMullen, Associate Member
Dr. Larry Weiss, Associate Member
Donna Clontz, Associate Member

MEETING MINUTES July 3, 2024

1. CALL TO ORDER Meeting called to order at 3:02pm
2. ROLL CALL AND DETERMINATION OF A QUORUM
3. Public Comment [Non-Action Item]
Cindy Leslie, thanking board members for coming out and checking out the Sun Valley Senior Center.
Emily Davidson, Washoe Co Sustainability Team, they are writing a climate action plan due the effects of extreme heat and air quality. This includes topics such as pollution, cleaner transportation, waste reduction, etc. Visit washoecounty.gov/sustainability or take the clean air survey that is open until July 31st to learn more and provide input. There are listening sessions being planned at the County senior centers.
Carmen Ortiz, thanking the board to help address issues with staffing challenges and poor treatment of seniors at the Sun Valley Senior Center. Asking to have a dedicated phone number for seniors to call to report issues and concerns or make suggestions. This would help make the Sun Valley Center more welcoming.
Donna Clontz, appreciates Carmen's comments about the AARP volunteers and Donna knows this is being looked into. Donna asked our attorney for ideas about how we can help improve the experience for Seniors.

4. Approval of the Minutes from the Advisory Board Meeting of June 3, 2024
Motion: Denise Myer
Second: Mac Rossi
Unanimously approved
5. Presentation of Wordly, A.I. tool for language interpretation [Non-Action Item] – Elizabeth Jourdin, Washoe County Human Resources

Washoe Co implementing an AI driven application named “Wordly” to translate in real-time for meeting participants starting next month. Participants using the application will download the application on their device and set the language they prefer to have the presented content translated into. There are 30 languages available through this application.

6. Update on the Master Plan progress. [For Possible Action] – Sue Meuschke

At the August meeting there will be presentations on Affordable and Accessible Housing September is the neighborhood support topic.
The October topic is Services and Referrals.

September 13th is the next Volunteer Fair at Stonebrook but it’s not open to the public from 10am - noon.

Marianne McCulley asking if Sue wants her to see if there is a date available at Sierra Canyon. Sue said sure.

7. Presentation of Master Plan Goal 9: Expand public and private transportation options that allow seniors to live independently. Susi Trinidad, RTC ADA Paratransit Administrator; Amy Dewitt-Smith, Executive Director Neighbor Network of North Nevada. [Non-Action Item] - Crissa Markow Director of Volunteer Services at UNR Sanford Center for Aging; Michelle Rector, Executive Director Seniors in Service; Jessica Solis, Outreach Coordinator at Access to Healthcare

Our two speakers today are Susi Trinidad from RTC who specialized in accessibility and seniors and Amy Dewitt-Smith is from N4.

Susi oversees a bunch of programs at RTS including the program for seniors and people who have trouble accessing the big buses. Is there a shortage of transportation for seniors. Susi doesn’t think so but it is matter of awareness and this is what we need to focus on via outreach and collaboration with other agencies that provide transportation.

Seniors are eligible for \$60/month vouchers for transportation. This doesn’t roll over to the next month but is a value benefit most folks do not know about.

Software that RTC is currently using is going to be upgraded soon to combine all the transportation options (comingling).

There are currently enough drivers but there is a lot of turn over so they are always looking for good candidates.

There are many transportation options available in outlying areas and this is always expanding.

Susi would also appreciate it if this Board could support funding the RTC programs moving forward.

Martha Lavin asking about transportation options for Hidden Valley. This is a sensitive topic per Susi.

Mark Neumann asking about the transportation options in the outlying area.

Denise Myer asking about whether it's an iPhone that is require or any smartphone – it's any smartphone.

Amy Dewitt-Smith from Neighbor Network of North Nevada (N4) things have improved for the better in the last 10 years as far as transportation options for the area. RTC does a great job collaborating and getting everyone to work together and specifically Susi is wonderful. There is a limitation with the amount of "door to door" services but it's the awareness piece that needs support. Specifically, it's education and orientation on how to use the programs and making them aware of what's in their transportation toolbox and using the appropriate solution for the goal, e.g using Lyft to get your laundry to the laundromat vs. using the bus for this trip. Support and services are out there but people don't know about them or how to use them. County Social Workers are a good resource to collaborate with as they are in the know about the population who is in need of the services.

Keeping drivers is very difficult as the job market is very difficult in general. People leave for better jobs elsewhere very soon after starting.

Scheduling rides is an administrative burden and the staff turnover impacts this as well. Amy is not in favor of volunteer drivers but loves volunteers in other positions.

Technology is a barrier for participants so sponsoring technology workshops would be helpful when it comes to expanding the number of people who can use the service.

We need groups like this board to help be the connector to the population in need.

They offer a free \$80/voucher for rides per month and another one for half price each month. For participants who need additional assistance, if the person needing a ride calls the N4 offices, they will schedule the ride and arrange additional help depending on the type of additional support is needed. Availability of vouchers are not income based.

Application process takes a lot of time and they are open to feedback on streamlining this process.

Community workshops might help bring the participants and operators together to provide feedback, suggest improvements and invent a training for future participants.

There is a lot of overhead associated with federally funded programs.

Mark Neumann asking Amy how we get people to fill out the applications? Amy admits it can be overwhelming. We need to encourage people to try the services to overcome fear. The coordinator and workshops Amy is suggesting can help participants overcome the paperwork issue.

If you live in an HOA, they will make a copy of your drivers license and help get the application submitted per Mark Neumann.

Carmen Ortiz from Sun Valley asked if there was a way to get a bus to go to a movie from their senior center. Amy suggests using Lyft for this and car pooling to make their monthly vouchers to go further.

Jane suggested N4 pilot a program with Smith's who provides free next day grocery delivery to folks who sign up for their "Boost" program for \$60/year for seniors/disabled people who might like this option. This doesn't align with the N4 mission which is primarily focused on solving social isolation issues with seniors.

Adolfo Correa looking for Amy's contact information.

8. Updates from Washoe County Senior Services. [Non-Action Item] – Abby Badolato, Human Services Coordinator

Abby Badolato will send out the monthly numbers when available but they are transferring to a new data system so the report isn't available today. She suspects the numbers are similar to last month.

Encouraging us to help get the open alternate position on the board filled.

Gerlach is getting a new van to help with transportation.

Extended hours coming up due to the heat open from 12pm to 7pm starting this Friday through next Friday.

There is a writing workshop scheduled in conjunction with UNR but there are currently no sign-ups.

As of 7/15, carts will not be allowed in the Center.

Current case workers are almost at maximum capacity.

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

Sparks is one of 343 grantees selected to receive a 2024 AARP Community Challenge grant from AARP Livable Communities and AARP Nevada!

Through this grant, we will be putting together emergency "go-bags" for seniors in our community. This grant award will go before City Council on July 22 for acceptance.

Fun Friday is July 12th at Noon.

Next Sparks Senior Advisory is August 28th at 9am.

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

City of Reno also received a grant for non-English speaker programs.
July 8th is the Terry Brooks poetry class.

11. Updates regarding Activities Coordinator and outreach to satellite sites [For Possible Action] -Abby Badolato

Abby Badolato the open houses the new Coordinator Bill has organized have been very successful at the community centers around the County and they are planning more. They are trying to get folks to stay for activities.

12. Discussion of the Age Friendly Survey results and next steps [For Possible Action] -Abby Badolato and Donna Clontz

Abby Badolato does not have new metrics. She talked to Josh Noble and he will run the numbers for the next meeting.

Donna Clontz has an action plan that she will hand out with the results at the next meeting.

13. 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.)

Mac Rossi did the AARP driving program and recommends it is a 4 hour class.
Mark Neumann, Sun Valley swimming pool is open every Tuesday and Thursday for seniors 60 and older. Washoe County already distributed 26 fans to Sun Valley seniors.
August 24th Reno/Sparks fundraiser for smoke alarms per Patricia Gallimore advocating for the underserved population.

14. Public comment [Non-Action Item]

Molly Rose Lewis from Senator Jacky Rosen's office wanting to let us know she is there and listening to what is and isn't working in our rural communities.
Dr. Larry Weiss letting us know the Circle of Life Hospice House is open.
Barbara Deavers thanking the county for making the facility available to during the heat. She also is letting us know Facebook works for spreading information.

15. ADJOURNMENT [Non-Action Item] 4:50pm