



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

July 9, 2025

Washoe County, 1001 E. 9th Street Reno, NV
Building A, County Commission Chambers

&

Zoom Webinar

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

1. Call To Order [Non-Action Item] - Meeting was called to order at 3:03 p.m. by Chair - Pamela 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

Martha Lavin
Denise Myer
Adolfo Correa
Edward Lamb
JoEllen Keil
Thuy Tran
C. Mark Neumann

Pamela Roberts
Mary Ann McCauley
Mac Rossi
Patricia Gallimore
Benecia Price
Craig Bronzan
Mary Ann McCauley

ABSENT (EXCUSED*)

JoEllen Keil

WASHOE COUNTY STAFF PRESENT

Cara Paoli
Cynthia Shonnard
Chris Lopez
Herb Kaplan

EX-OFFICIO PRESENT

Donald Abbott
Commissioner Mike
Clark

ADVISOR PRESENT

Dr. Larry Weiss
Donna Clontz
Sue Meuschke
Connie McMullen

3. Public Comment [Non-Action Item] –

C. Mark Neumann stated the Sun Valley Pool is open to Senior Swims on Tuesdays & Thursdays from 11am to 12pm.

4. Approval of the Minutes from the Advisory Board Meeting on June 11, 2025 [For Possible Action] Advisory Board members may identify any additions or corrections to the draft minutes as transcribed.

Attachment: [WCHSASAB](#)

Donna Clontz mentioned some spelling corrections.

A motion to approve the minutes as amended was made by Edward Lamb and seconded by Adolfo Correa. The motion passed unanimously.

5. Presentation on Urban Farming by Reno Food Systems [Non-Action Item] Jolene Cook – (10 min)

Jolene Cook, from Reno Food Systems, an urban non-profit organization, operates on a five-acre parcel leased by Washoe County. They grow over 100 different items organically. They operate a few community gardens, donate seedlings for people to grow produce, & prepare 100 free meals weekly for the community. On Sundays, they offer a farmer's market from 3pm to 7pm accepting Senior Farmer's Market Coupons, EBT, and WIC. With funding by City of Reno, they operate a food equity program called "Serving Our Seniors". Reno Food Systems also hosts Nutrition Educational Workshops with funding through AARP visiting Tom Sawyer Village and the Veteran's Guest House. Other collaborations include working with Desert Farming Initiative to help keep farming alive, as farming is considered a dying trade. Another program is their Arts & Healing program to encourage guests to find healing through farming.

6. Update on the Masterplan, and discussion and possible action to schedule a future agenda item to consider adoption and approval of the Masterplan. [Action Item] – Sue Mueske; MaryAnn McCauley (5 min)

Mary Ann McCauley states the Masterplan is ready for distribution, discussion, and final approval.

Pam Roberts suggested an additional Senior Advisory Board meeting on July 23rd at 2pm at the Reno Senior Center to review, discuss & approve the Masterplan.

Donna Clontz requested the draft be formatted to 8" x 11" sizing. She provided a copy of AARP Age Friendly's action plan to help provide a framework for the Senior Masterplan. Motion to have a Masterplan meeting to review, amend, and approve the Masterplan on July 23rd was made by Mary Ann and seconded by Denise Myer. Motion passed unanimously.

7. Discussion and possible recommendation renewing terms for Board members Pamela Roberts, Mary Ann McCauley, Edward Lamb, and Craig Bronzan [Possible Action Item] (10 min)

Pamela Roberts indicated Craig Bronzan & Martha Lavin were not interested in renewing their terms.

C. Mark Neumann made a motion to recommend moving Pamela Roberts to District 1 as Martha Lavin resigned, seconded by Mac Rossi. Motion passed unanimously.

C. Mark Neumann made a motion to recommend Mary Ann McCauley for a second term to District 5, seconded by Denise Myer. Motion passed unanimously.

Adolfo Correa made a motion to recommend Edward Lamb for a second term in District 4, seconded by Thuy Tran. Motion passed unanimously.

Pamela stated there would be a vacancy in District 5, and two openings for Alternate members, which can be served from any district.

8. Discussion and possible recommendations regarding funding for a Senior Services Activities Coordinator. [Action Item] Donna Clontz – (10 min)

Donna Clontz explained Bill Sero's huge role as an activities coordinator for Senior Services. He helped seniors socialize, transported seniors to activities, and kept track of all the local activities in Washoe County. And although the Senior Services front desk staff has attempted takeover, the front desk is busy with normal daily operations making it difficult to remove even one staff member away for transporting seniors to activities.

Donna stated the County only has the budget for 20 hours a week, which led Bill to seek employment elsewhere. Donna requested to keep this item on the agenda for future discussion and possible solutions.

Cara Paoli explained that 20 hours a week for the activity coordinator position was already approved by the Board of County Commissioners meaning there would be no flexibility in increasing the hours or wage of the position this fiscal year. Cara suggested the best solution would be if there was additional funding from a private or non-profit organization. The position is currently frozen as Cara is waiting for feedback from the meal sites to see which activities are important to them and what duties they want for the next activities coordinator. Cara explained that this budget was also intended as a cushion to help alleviate any unexpected, future Federal funding cuts.

Pamela Roberts made a motion to fill that Senior Activities Coordinator position, seconded by C. Mark Neumann. Motion passed unanimously.

Commissioner Mike Clark made public comment to fill the position or find a driver to shuttle seniors in rural areas to activities. He stated Bill treated the seniors as his own family going above & beyond.

9. Presentation by Trio Community Meals regarding the current nutrition program. [Non-Action Item] – Casey Haslebacher, District Manager and Marc Frias, Food Services Director (30 min)

Casey Haslebacher explained Trio's mission is to serve as many seniors as possible possible while using good, quality ingredients, while following both federal & state nutritional guidelines. Trio is using fewer pre-packaged meals, and they have expanded the soup program to all meal sites. They are also creating special diet programs that are gluten free, vegetarian, low sodium, and diabetic meals on a regular basis. Trio will also provide a recipe book detailing an ingredient list and potential allergens for all meals at all meal sites. Casey pointed out that some seniors may feel as if the food is bland. Casey attributed that to Trio making sure Trio complies with the state's nutritional guidelines regarding sodium, and other ingredients, which can only be changed by legislation. Marc Frias explained that Trio's food menu is created by dieticians and is revolving based on client feedback & manager approval.

C. Mark Neumann asked if the prison facilities needed to follow similar guidelines. Casey explained he used to work at jails previously in Oregon and explained that the jails were more interested in caloric intake, rather than nutritional value.

Adolfo Correa asked if Trio conducts surveys based on the meals. Marc stated they do conduct surveys to and use the feedback to alter meals, finding out which meals are popular amongst clients. Casey stated the satisfaction rating from the surveys was over 90%. Adolfo admitted the meals tasted better than he expected and were of good quality. Adolfo saw clients taking the leftovers home or to-go, meaning the quality of the meal was good to save and eat later.

Mac Rossi made comment about the current price of meals and comparing the prices to the cheaper meal prices that the jail serves. Casey mentioned that Trio could also lower prices of the meals if they used lesser quality foods such as mechanical, separated chicken, leftover ingredients, or ingredients about to expire. This could lead to failing to meet Nevada state regulations. Marc added that the costs of meals is also to pay for Trio's labor, while the jail uses inmates to help save costs for their labor.

Willie Ruffin, Trio Regional Operations Manager, added that most states have auditing agencies for Senior food programs with dieticians that approve meals to ensure nutritional values are met. Willie noticed Nevada did not have an auditing agency, but mentioned that Trio still chooses to uphold their integrity by making sure that they comply with the State's nutritional guidelines on their own.

Benecia Price recently ate the bibimbap meal and indicated that the meal served did not match pictures she saw online. Casey replied that the image she saw online could have been a \$16 plate presented for social media versus one of thousand meals Trio delivers to its meal sites. Casey stated if they were only serving 100 hundred people, Trio could produce meals of that quality & presentation, but that the issue was a matter of quality versus volume. Benecia then stated the food was watery. Marc replied that the meals, due to the volume produced, need to have some substance as the meals need to be servable from the time the meals leave the kitchen to when they reach home delivered clients. Some meals are on the truck for hours as some delivery drivers make 40 stops a day. Marc apologized, acknowledging not every meal would be perfect due to the volume of meals they have to serve during the day. He added that the majority of the clients he serves are unfortunately clients who are not in the best situations, so Trio staff is trying to do the best with what they have. Marc stated that although one can compare a Trio meal versus an online meal, that the comparison is unfair. He mentioned that there is always room to improve. He stated the bibimbap was a new dish they were trying out as seniors were looking for menu changes.

Willie summarized the issue comes down to the budget they are given, but stated Trio is open to any feedback so that they can try to improve their meals.

Edward Lamb suggested that perhaps Trio should have named their bibimbap meal something else so that people would not get confused. Edward did mention eating at two other meal sites and was pleased with the food he ate. Pamela Roberts and Mac Rossi stated that when they visited the meal sites and spoke to the seniors, they received positive reviews as the meals are free. Pamela mentioned the meals are typically for people with a limited budget, and that these clients are satisfied with their meals.

10. Presentation by Washoe County Senior Services regarding the current nutrition program with an analysis of client participation and associated expenditures. [Non-Action Item] – Cara Paoli, Human Services Division Director, Adult and Senior Services (30 min)

Cara Paoli presented data showing the number of meals Washoe County serves annually in comparison to Carson & Douglas County. Washoe County served more than the other two counties serving 352,030 HDM (Home Delivered Meals) meals and 83,286 congregate meals in fiscal year 2025. Cara broke down meal costs showing an HDM meal costs \$7.76 while a congregate meal costs \$8.04 including costs for meals, labor, trucks, and gas. Both meal expenses are cheaper than what Carson, Douglas, and Southern Nevada Catholic Charities pays per meal. She added the State of Nevada reimburses only \$3.90 for HDM meals & \$3.40 for congregate meals, and that the County covers the remaining balance. In a 2024 December Congregate Meal Participant Survey, results showed overall positive ratings for the following categories: hot meals quality & taste, Salad quality, protein, vegetables, and bread. The County also meets with Trio twice a month to provide feedback. The next surveys will be July 2025 for Home Delivered Meals and August 2025 for the bi-annual Congregate meal survey.

Adolfo suggested specific data for gender, demographic, and socioeconomic status. He asked if Washoe County staff has enough resources to meet the demands of their clientele. Cara responded that the HDM program is their fastest growing program, so an increase in staff would help speed the application process as current wait times average two weeks. The eligibility process for HDM typically requires a face-to-face assessment & interview usually conducted at a client's home.

Pamela Roberts spoke about requesting more funding from the County Commissioners and possibly getting more assistance from volunteers.

11. Updates from Washoe County Senior Services [Non-Action Item] – Cara Paoli, Human Services Division Director, Adult and Senior Services (15 min)

Attachment: [WCHSASAB](#)

Cara Paoli informed the Sparks Senior Center re-opening Monday, July 14th with the new floors completed. Senior Services plans to celebrate Veterans Day at both Senior Centers with a barbershop quartet. There will be a craft fair in Sun Valley with more details to follow.

12. Update on Sparks current activities for seniors [Non-Action Item] – Donald Abbott, Sparks City Council Ward 1 (5 min)

Donald Abbott congratulated Councilman Vanderwell for planting garden beds at the Sparks Senior Center. He thanked County staff for helping at the Sparks Senior Center during the floor renovation.

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

Izabella Baumann mentioned a Fun Friday Dance Party at the Washoe County Senior Center on July 25th from 1pm to 3pm. For other info visit Reno.gov/Seniors.

14. Update on Northern Nevada Legal Services [Non-Action Item] – Sarah Molleck, Northern Nevada Legal Aid Supervising Attorney (5 min)

No one present for Northern Nevada Legal Services.

15. 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)

No comment made.

16. Public comment [Non-Action Item]

Comments heard under this item will be limited to three minutes per person and may pertain to matters both on and off the Advisory Board agenda. Comments are to be made to the Advisory Board as a whole.

Commissioner Mike Clark mentioned eating at Cares Campus, Catholic Charities, Douglas County, & Carson City, and stated their food was still better than Senior Services. Regarding the survey, Commissioner Clark disagreed with survey stating the clients haven't sampled and compared food at other locations. He pointed out religious considerations for diets cutting out meat or pork. He summarized the main issue was funding as the County spends more money for animal and homeless services.

Willie Ruffin commended Jolene's presentation suggesting for the next RFP Process, that a requirement be made to support 25% of purchasing from a local produce vendor. Jolene Cook advocated for more funding for her organization.

15. ADJOURNMENT [Non-Action Item]

Meeting was adjourned at 5:04 p.m. by Chair - Pamela Roberts.