



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

December 5, 2018  
Washoe County Senior Center, 1155 E. 9<sup>th</sup> Street, Reno, Nevada 89512  
Game Room

1. **\*Call To Order** - Meeting was called to order at 3:00 p.m. by Chair-Dr. Larry Weiss.
2. **\*Roll Call** – Dr. Larry Weiss asked for the roll call; Sandra Vasquez took the roll. There was a quorum present.

**WASHOE COUNTY SENIOR SERVICES ADVISORY BOARD MEMBERS:**

**PRESENT**

Dr. Larry Weiss	Donna Clontz
Wayne Alexander	Barbara Korosa
Rick Sorensen	Garth Elliott (late
Marsy Kupfersmith(phone)	3:08pm)

**ABSENT (EXCUSED\*)**

Sandra Dexter*
Stan Dowdy*
Sarah Deardorff*

**WASHOE COUNTY STAFF PRESENT**

Steve McBride	Leslie Admirand (DA)
Sandra Vasquez	Abby Badolato

**ADVISOR PRESENT**

-

**ADVISOR (ABSENT)**  
Victoria Edmondson  
Connie McMullen

3. **\*Public Comment** –  
No public comment.
4. **\*Member Announcements** –  
Donna announced that she sings with Toccata and they are having performances in the area, one of them is in Reno. She asked if anyone knows of someone that would like to go, she has some tickets. Donna also announced that Sarah has the event Be A Santa To A Senior and today is the last day to pick up a gift request ornament. Saturday will be the gift wrapping party to wrap all the gifts received. Donna encouraged members to get a tag for a gift request. Marsy stated the Senior Coalition will be having a meeting on Friday for anyone that would like to attend.  
Larry requested a moment of silence for Chris McMullen and former president.

**5. Approval of the Agenda for the Advisory Board Meeting on December 5, 2018.**

Motion to approve the agenda was made by Donna Clontz and seconded by Rick Sorensen. Motion passed unanimously.

**6. Approval of the Minutes for the Advisory Board Meeting on November 7, 2018.**

Barbara Korosa stated the minutes report her as being present over the phone, but she was at the meeting in person. Motion to approve the minutes with correction was made by Garth Elliott and seconded by Wayne Alexander. Motion passed unanimously.

**7. \*Presentation in regards to the Washoe 311 program**

Nancy Leuenhagen, Communications Director for Washoe County recently acquired Washoe 311. When it started in FY 16-17, they had about 6,500 people use the program that year (Washoe 311 presentation is attached). They are a non-emergency service center that uses internal and external resources. The program also developed a public service announcement just for employees. Advertisement has been through the libraries and radio; they are currently working on launching the 311 application. They'd been working on getting the phone number 311 for a while. They have great staff members, who are Maria Alvarado and Cecilia Cortes. Maria stated she appreciates how welcome Washoe 311 has been. Cecilia stated the long term goal is to have everyone speaking the same language to the public. Donna asked if both Maria and Cecilia are bilingual, they replied yes. Nancy stated they are located at the County Manager's office. The three are able to personally communicate easily because they are stationed together; they have 2 more desks for when they do an expansion. Garth asked if they could provide information to Sun Valley G.I.D. Marsy asked if they can talk to senior people like the Senior Spectrum, Nancy replied she would love to do that. Cecilia stated she gets calls asking questions about Meals On Wheels or things like tax payments. Larry stated he will remember 311 as a resource. Nancy stated she understands it will take a while, but people are moving to the area and people already have the phone number. When calls are received, the caller will always get a live person, which is something people really like. Garth recommended to get in touch with places like ManorCare to help with disastrous situations. Donna is familiar with Reno Direct and asked if Sparks has something like this; the reply was no. Donna also asked if questions about housing are received; Cecilia replied yes, Tracy Vasina has given them resources for such questions. Garth stated Reno Direct and Washoe 311 seem to be redundant. Nancy replied that they are not the same, they are very different. Donna asked if they get a call for Reno, do they try to get the information and answers for things that are not County; they reply was yes. Donald Abbott asked if the application will be for a smartphone; the reply was yes, it is in the works.

**8. \*Presentation on data in regards to Mental Health and Suicide among the senior population – Dorothy Edwards, Behavioral Health Program Coordinator**

Larry stated Dorothy is ill and will have to postpone the presentation.

**9. Presentation and possible recommendations of the Washoe County Senior Services Website (For Possible Action)**

Abby stated they continue to make changes on the website and now seniors services can be searched either through Human Services Agency or Senior Services. Abby demonstrated to the board members the website for Senior Services and stated the first item on the menu page is the Senior Advisory Board; she will ask if there is a way to put the link for the district board member

application. The 2<sup>nd</sup> item is Incline Village information. The 3<sup>rd</sup> is Daybreak information, Patrick Brumley is the supervisor. There are also calendar events and menus. The Lazy 5 location will be added as well. The Master Plan is also on the website, as well as general frequently asked questions, forms and resources, a list of partners for Senior Services and quick links to other resources. There is also a video called 'The Big Idea' that was played on the website. (link:[https://www.washoecounty.us/seniorsrv/master\\_plan.php](https://www.washoecounty.us/seniorsrv/master_plan.php) or <https://www.youtube.com/watch?v=ZOA1v4-2Fos&feature=youtu.be>). Donna expressed her thanks to who does the updating of the website.

**10. \*Update on Senior Nutrition Program – Steve McBride**

Steve stated the new congregate meal site at Lazy 5 has a newer building and they are interested in seeing what the need is. There was media coverage for the opening and there were 21 seniors that attended the grand opening, the core group was from the Sparks Senior Center. The advertising of the grand opening was through handing out flyers, media coverage, Sparks Senior Center, newsletter, and word of mouth. Abby stated they are utilizing Senior Ambassador Volunteers to deliver the meals. They are working on reaching more people to take advantage of the program. Steve stated they hit a milestone in October for the Senior Ambassador Program, they delivered 6,348 meals.

**11. \*Update and Report on services offered to seniors through Human Services Agency, including senior grant programs and funding overview – Steve McBride**

Steve stated he has been working with Leslie Williams to grasp where funding comes from, he provided a handout of graphs and data (see attachment). Leslie stated the funding mix is from FY12-FY 19, this gives a better growth overview. Over the last 5 years there has been significant growth with the infusion of Indigent Funds, in addition to pursuit of additional grant money. The data for meal count significantly jumped for FY 14 to FY 18. There was a survey and it asked if home delivered meals was the only meal a senior received, a significant amount of clients responded yes. After the program started for the 2<sup>nd</sup> meal, the 2<sup>nd</sup> meal delivery option grew very quickly. There about 350 to 400 senior that elects to receive a 2<sup>nd</sup> meal delivery. The last seven years they have served over 2.2 million meals and it is growing at a rate of about 8% total. This is important because the volunteer program reduces labor cost and allows funds to provide more meals. There is a graph that shows unduplicated clients by program area. The costs of delivery of services for FY19 are barely breaking even because of the rapid growth; this will straighten out as FY 19 continues. The Senior Services funding mix are revenue types; Senior Services is supported by 6 different types of revenue. One of them is the Ad Valorem tax revenue which has not increased. Grant funds, include social services, Daybreak and senior nutrition. There is also a Charge for Services fund, which is a catch all source fund. The miscellaneous fund is funds that come from places like City of Sparks who gives money to fund Sparks staff. The General fund has been stagnant the last 6 years, but it's very valuable. The Other Fund are funds that for example are received from auction of non-use vehicles. The Indigent Fund Support is a critical part for senior services and has helped expand Daybreak, TADS, and the 2<sup>nd</sup> meal. It also supports the visiting nurse, such as the Blood Pressure Clinic and the increase in homemaker services. The source of the Indigent Fund is from NRS property tax money. There is an established baseline, but it is driven by property tax value and it takes about 2 years to see the changes. Garth expressed concern if seniors will have to fight to get help. Leslie explained the data summary for Revenues and Expenditures. There was a significant increase to the homemaker program. The state doubled the funding to provide in-home

services to seniors; it has helped serve seniors. Washoe County did not abandon the Senior Law Program in the community, the budget is about \$150,000. Leslie, Steve, and Abby have adopted a philosophy to show current and future need to the funding agencies, this has resulted in significant increases in funding for the senior nutrition program. There has been an increase in congregate meals of 75,000 and they currently receive about \$1.3 million; the third grant is NSIP. The state has allowed to count the 2<sup>nd</sup> meal and this has helped. Over the last 3 years the NSIP award has increased from \$110,000 to \$263,000. Adult Day Health enables families to keep loved ones in the home. It is the only program that targets 18 year olds or older; most programs target people 60 years old or older. The Medicaid billing practices have improved and reimbursement has grown for Daybreak, there other areas of reimbursement as well. Services cost is little to no cost; it is one break even program. Garth asked how reimbursement has grown, Leslie replied through staff support and doing Medicaid eligibility billing in a timely manner. Barbara asked if the Ad Valorem tax has a sunset on it; the reply was no. Donna asked about the Indigent fund growth, Leslie replied Washoe County elected to increase it by 4.5% per year. Leslie stated they follow the strategic direction from the director. It is a total fund of \$17.8 million. Donna stated she would like to know how the Indigent fund is used and would like to help advice on the use of the fund. Leslie will work with Steve to provide an Indigent Fund report.

**12. \*Update on Sparks Senior Citizen Advisory Committee – Donald Abbott**

Donald stated Ward 2 does not have applications. He did not have applications for his Ward either, but he reached out to someone. He is hoping for a late spring start. Donna thanked Donald for his work. Donna also stated she asked Ed Lawson about appointments, and also the City Manager to see if appointments could be put for the January 10<sup>th</sup> agenda; he is willing to do it. Applicants will be invited to the joint meeting, they are going to try and have the joint meeting at the NNAHMS campus.

Barbara Korosa leaves meeting at 4:31pm.

**13. Report, discussion, and possible recommendations regarding recruiting new board members for District 2 and District 3 (For Possible Action)**

Larry stated he sent a communication to both commissioners and has not heard back. Marsy suggested talking to Susie Valdespin to communicate the need. Larry asked Marsy to contact Susie Valdespin.

**14. Update, report, discussion, and possible recommendations regarding age friendly communities sponsored by AARP throughout the county and cities (For Possible Action)**

Donna stated she met with an action group of about 25 people and came up with 10 pages of notes. They are still waiting for the surveys to be completed. The plan is to meet once a month, without a quorum. Donna also attended the AARP National Conference and it was great, she will provide a report in the future.

**15. Report, discussion, possible recommendations and updates on the Advisory Board member's Shared Issues and Goals for Housing, Advocacy, Communication & Information, Data Planning, Transportation, Nutrition Programs, Social & Recreation, Senior Law, Volunteering, Financing, and Social & Health Services (For Possible Action)**

No reports.

**16. \*Report and discussion on Transportation issues including Route 5 and North Valleys – Garth Elliott**

Garth reported contractor drivers for RTC have increased wages between 25-30% and this blindsided RTC; their contract ends in June. Garth talked about route 5 and is interested to see what will happen. He also reported on Hwy 11, which does not go through Washoe County. Donna thanked Garth for taking the topic of transportation and bringing it to the board. Donna stated there are two transportation meetings that will happen and one of them is for cutting routes due to the situation with driver labor increase. There is also a Senior Coalition meeting and all are important to attend.

**17. Report, discussion, and possible recommendations on sign up for senior board members to attend ongoing Washoe County public meetings (For Possible Action)**

Garth will try and attend RTC meetings

Donna will continue to attend Community Homelessness Advisory Board

Marsy will attend Sparks City Council, Sparks Planning, and Sparks Citizen Advisory Committee

Wayne will attend Sparks City Council

It is noted that District Board of Health meets on the 4<sup>th</sup> Thursday of the month, not Tuesday

Rick will attend CAB Spanish Springs

It is requested to send the handout to people not present at the meeting and ask if they are interested in attending any of the meetings (see attachment).

**18. Agenda items for the next Board meeting (For Possible Action)**

Rick Sorensen report on communication

**19. \*Public comment –**

Garth stated Donna asked people to attend and support the meeting on the trust fund. There were many people at the meeting and it's believed they made a big difference with the attendance support of 30-40 people. Both Donna and Garth made public comment on the affordable housing item.

Marsy stated she emailed Susie Valdespin and she replied she will remind Commissioner Lucey and Jung of Larry's request for assistance to fill their districts.

**20. Adjournment (For Possible Action)**

Motion to adjourn was made by Garth Elliott and seconded by Donna Clontz. Motion was unanimous. Meeting adjourned at 5:07 pm.