



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

October 4, 2023
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 3:02p.m. by Chair-Hawah Ahmad.

2. Roll Call [Non-Action Item]

Hawah Ahmad asked for the roll call; Ryan Crane took the roll. There was a quorum present via in person and through Zoom meeting.

WASHOE COUNTY SENIOR SERVICES ADVISORY BOARD MEMBERS:

PRESENT

Mavis Kay Bonzer
Thuy Tran
Denise Myer
Charles Mark Neumann
Adolfo Correa
Denise Myer

Jane Baudelaire
Hawah Ahmad
Mary Ann McCauley
Patricia Gallimore
Michael Clark
Donald Abbott

ABSENT (EXCUSED*)

*Pamela Roberts
*Casey Reed
*Martha Lavin
* Mac Rossi

WASHOE COUNTY STAFF PRESENT

Cara Paoli

Herb Kaplan (DA)
Ryan Crane

ADVISOR PRESENT

Dr. Larry Weiss
Connie McMullen
Sue Meuschke
Donna Clontz

ADVISOR (ABSENT)

Victoria Edmondson

3. Public Comment [Non-Action Item]

Andrea Pelto inviting everyone to an event on 10/24 to include vaccines, document shredding, etc.

Penny Brock regarding Senior Dance Class incident. Penny additionally brought a handout regarding the incident. There are safety concerns and concerns about the

number of homeless people at the center. Reno would like a senior center. Penny also comments on the lack of quality of the meals.

Tom Green talking about the homeless industrial complex and the millions of dollars spent on the homeless in Washoe Co. Mr. Green is running for District 4 County Commissioner and will serve and protect our seniors.

Donna Clontz expressing concerns about the number of homeless at the Washoe Co Senior Services building which discourages participation from senior who feel unsafe. Ms. Clontz is happy to volunteer to be part of an effort to make the center safer.

Mike Clark, District 2 County Commissioner, over 40% of the folks at the Cares Campus are seniors and supports improvements to the Senior Center to make it safer and has also heard complaints about the food including the quality and presentation. Mr. Clark also talked about ideas for cutting costs for seniors to participate with Stanford Center For Learning and OLLI. Senior needs to be educated about free transportation via RTC.

Timothy Johnson from the Better Business Bureau is having a free shredding event in the west parking lot of the Atlantis this weekend. BBB is also working on scam prevention and has created some informational materials to handout to people. The BBB is looking for distribution avenues. Materials available in multiple languages and media types.

4. Member Announcements [Non-Action Item]

Tabled to next meeting

5. Approval of the Agenda for the Advisory Board Meeting on August 2, 2023 [For Possible Action]

Mark Newman motion to approve the minutes from 9/6/2023

Thuy Tran seconded the motion

Minutes unanimously approved

6. Presentation of Open Meeting Law [Non-Action Item] – Herb Kaplan

The open meeting law is public bodies exist in the aide of the people's business with board actions being conducted openly. It applies to public meetings where action can be taken. This meeting is subject to the open meeting law. There was a recent change to the open meeting law requires that we read into the record the manner in which people on Zoom can participate in public comment. We will add language to the agenda that instructs Zoom participants about remote participation.

Meeting agenda needs to be posted 72 hours prior to the meeting with details on where and when the meeting will be held. Agenda items should be clear and concise. Nothing but the agenda can be discussed during the meeting. Public Comment is required at the beginning and end of the meeting. We can also allow public comment per each topic. Board members are subject to fines as follows \$500 first offence; \$1000 second offence; \$2500 third offence. There is a code of ethics each board member is subject to and a form should be signed by each member acknowledging this.

Mr. Kaplan discourages board gathering as a group and discussing anything within the scope of the board.

7. Presentation and Discussion on Senior Housing Trust [Non-Action Item] – Mark Campbell

Will be in Reno next week to meet with Asst. County Manager. The group continues to work with attorneys on the non-profit status establishing a non-profit for senior assistance for low-cost housing. Building permits are ready but still working on the easements.

8. Update and report on Washoe County Senior Services, Homemaker Program, Nutrition Program, ARPA Funds, and general Senior Services updates. [Non-Action Item] – Cara Paoli, Human Services Division Director

Cara Paoli Division Director Adult Senior Services:

294 on the wait list; new staff have started at the Nutrition Program; currently serving 45 on rep payee and taking referrals. Call Jodi at 775-328-2773 to get on the rep payee program.

Representative Payee (Rep Payee) helps seniors manage finances as a service.

September Home delivered meals – 1,020 people received 30,039 meals.

Looking to offer more technology classes at the Center.

Looking at providing transportation vouchers and haircut vouchers, etc with the \$100,000 AARP grant. Funding has to be obligated by 2024 and spent by 2026.

There are also remodeling and improvement projects in the works at Washoe Co Senior Center.

Washoe Co Senior Center is looking to sponsor a golf outing on the last Tuesday of the month.

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

Sparks is working to plan a Health Fair, Shred event; vaccines; suicide awareness; etc. for later this month.

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

Has had 2 resource fairs and have another one placed in October. Spooktacular on 10/24 from 2-5pm at McKinley Arts Auditorium. Nxt mtg 10/10 at 4pm at City Hall.

November technology classes and Spanish classes being planned. Reno.org/seniors website is up to date.

11. Report, discussion, and possible recommendation to the Human Services Agency staff regarding Age Friendly survey distribution and update on surveys collected. Board Members will discuss status of Age Friendly in Washoe County. Report, discussion, and possible recommendation to the Human Services Agency and if further distribution of the survey and if any further changes are necessary and make recommendations, if necessary. [For Possible Action]

Reported by Ryan Crane

612 survey responses

Can we ask the statistician if we have enough responses from Sparks and Washoe Co.? – Ryan Crane will ask.

Board asking for the denominator for the zip codes to determine if the locations are represented well.

Board asking if the comments included in the results are all the comments or just a representative sample.

Board mentioning AARP asking for a scientifically representative sample to a survey. The statistician's answers will determine if we have enough survey responses.

Board members encouraged to get more seniors to fill out the survey. We would like to get 1% (1,100 responses).

This item will be included in the November meeting agenda for follow-up on the questions asked during the meeting.

12. Discussion and presentation of Senior Services Master Plan recommendations from Associate Member Sub-Committee [For Possible Action] – Sue Meuschke

Sue Meuschke and her sub-committee and came up with the attached recommendations for the master plan.

Recommendations:

Condense 4 of the goals into 2 new goals. Combine the volunteer goals into one Volunteer Goal and combine the isolation and social engagement and combine into one goal.

Next 9 meetings of this board we invite a content expert to speak topically for one goal at a time.

Ask the Board Chair to ask board members to work on 1 or 2 of the goals between meetings.

Recommend the sub-committee continue to meet between meetings as this project is in progress.

This sub-committee is also recommending discussing one of the goals at each of the next nine Washoe Co Senior Advisory Board meetings utilizing subject matter experts and asking existing board members to get involved in one or two of the goals to support this process.

Hawah proposing adding an agenda item on this meeting's agenda moving forward related to the nine goals.

Hawah looking for board member volunteers for goal 1 (Volunteering) Denise Myer and Thuy Tran volunteered.

Hawah motioned to adopt the recommendations of the sub-committee; ask the associate member sub-committee to continue their work; the outcome of the changes to the master plan be taken with the senior services survey data collection to help inform our board as we move forward with the AARP age friendly community planning. This will be included as an agenda item on this board's meeting moving forward.

Mark Newman seconded the motion.

MaryAnn McCauley asking to make the goals measurable moving forward.

13. Report and update on Citizen Advisory Boards (CABs) meetings attended by board members [Non-Action Item]

Thuy Tran going to tour the new hospital. Moderating a class about working with older adults with Donna as a panel speaker next Tuesday 11:30 – 1:30pm at a \$15/cost.

Raised \$375 at community yard sale to support senior community.

Mark Newman, RTC will send you a form to sign up to use UBER or taxis for a \$60 monthly credit. Mark also donated movies to the Center. Lots of seniors watch the government access channel and is recommending we advertise on this channel.

14. Update, discussion, and possible vote to recommend the Human Services Agency Director approve a new information flyer for Friendly Visitor Call Program to seniors in Washoe County. [For Possible Action]

Attachments: [Friendly Caller Flyer \(06-2023\).pdf \(washoecounty.gov\)](#)

Agenda Item tabled until next meeting.

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.)

Agenda Item tabled until next meeting.

16. Public comment [Non-Action Item] –

Janice Jones from Sparks, NV. Summary: Please instruct the Washoe County staff to not interrupt the senior Line Dancing class. Senior Line Dance is asking to move to a safer location (Sparks, Community Center Gym) for a 2 hour block of time. Class averages 25 dancers and uses rolling participation to separate the dancers from other people sharing the space. Dancers have had food stolen and have to navigate homeless people and their shopping carts. The participants do not feel safe at 9th and Surto location.

“With only 20 minutes left in the class, my weekly Thursday afternoon line dancing class at the Senior Center (9th and Sutro St) was interrupted today. Four County employees came into the room that we dance in, pushing two large floor dollies, fully loaded with boxes that were to be unloaded into a double door storage room, that is in the room we dance in. We all noticed the disruption as they began to move a table and unseat people in order to get the storage room doors open. Now with 15 minutes left in the dance class, the instructor cannot be heard by anyone, as four people are crammed in the storage room talking and laughing loudly, the two women were squealing and laughing and talking loudly back and forth. One woman yelled very loudly “Hey Eric!” and then proceeded to yell instruction to him. This just stopped the class as no one could hear the instructor. Most of us were really perplexed that these employees had no regard for the noise they were making or the fact that they had disrupted the class. Believe me, it just gets worse..... At this point, the instructor yells over to the disruptors, “Hey, quiet down over there, we’re having a class”. The disruptors did not acknowledge her nor did they work quietly. Since I was near them, I took a few steps over and called in to them, asking if they could quiet down as we couldn’t hear the instructor. The two women became extremely rude to me. “Long black hair” mocked me saying “well, oh really?”. I replied something like “yes really, and could you just work quieter”. “Short curly hair” says “well could you just go away”.....and of course I reply “could you just shut up”. Actually, they continued to work noisily for about 2 minutes, then they all leave, as “short curly hair is still yelling things about me being rude. At that point the class yelled back at her that it was SHE who was rude. But I mean they really just leave. They leave the supplies unattended, leave the supply room doors wide open, leave the two large half unloaded floor dollies right in the walking path without concern for possible disabled persons walking with canes or wheel chairs. It’s finally quiet, we still have 10 minutes to dance, so our class resumes to work on the dance we were trying to learn. But it just gets worse..... A security person approaches me, while I am dancing, and it pretty much goes like this: Him: Asks if he can talk to me outside. Me (When I finally notice him): Well, no, because I am dancing. Him: Advises me that I must leave for the day. Me: Tell him I am in a class that will be finished in 10 minutes, and I will leave. Him: Tells me I must leave now. Me: Told him I was going to finish the class and then would leave. Him: Says “so, you are refusing to leave?” Me: Tell him, “Well, not actually

refusing, just going to finish this last 10 minutes and then will leave". Him: Advises me he is calling Washoe County Sheriff Deputies and they will forcibly remove me. I finished my class and then I left. But I have many questions. Such as: 1. Since the disrupters left and the class was able to continue, what exactly was the point of removing me from my dance class. Was it because I had the last word with "short curly hair"? 2. I asked them to quiet down, but so did my instructor before I ever did. She wasn't told to leave? 3. Is it normal and ok for County Employees to be so blatantly rude? We were shocked to say the least. Never, in my 30-year government career, would I have ever treated the public in such a way. 4. Can I return next week? Should I self-punish myself by staying away for one week, two weeks? 5. As I left, should I have felt bad for standing up for myself? 6. I walked and drove past the numerous "sketchy person" shopping carts piled high with vagrants' belongings that Washoe County tolerates over and over again. I am asked to leave, but they can remain? I should add that as our class left the building, many of them hugged me and voiced their support for taking a stand against being treated so inappropriately by employees who work in a place where we should feel safe to go. "Short curly hair" was in the lobby at this point and hearing us as we walked by, she continued with her rant of rude sarcastic comments as we left. The Seniors have danced every Thursday afternoon at Washoe County Senior Center for many years, celebrating various Holidays with trays of finger foods, goodies, and even occasional costumes. This past summer, many watched as an "unknown person" (not a dancer) walked up to the stage where covered food awaited the scheduled breaktime. This "unknown person" stacked three platters of food and ran off with them. Many people are concerned about where to lay our purses down while dancing. Many have been approached by "sketchy persons" and are not happy about it. The cafeteria often has "sketchy persons" napping in chairs. Numerous "sketchy person" shopping carts, filled with possessions, are parked in the courtyard. It is becoming increasingly apparent, especially after what happened there today, that this location may no longer be a desirable or safe location in which to hold weekly senior dances. I would highly recommend immediate efforts to relocate".

17. Adjournment [Non-Action Item]

Hawah adjourned the meeting at 4:57pm