



**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)
Casey Reed (4)
Pamela Roberts (5)
MaryAnn McCauley (5)
Hawah Ahmad, At
Large

**Alternate Members & Ex-
Officio Members**

Mac Rossi, Alternate
Patricia Gallimore, Alternate

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

Associate Members (Advisors)

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

**NOTICE OF
MEETING AGENDA**

Wednesday, October 4, 2023

3:00 pm
Senior Services- Game Room

Meeting can also be accessed by using
the following Zoom webinar link:

Washoe County Human Services
Agency
Reno Senior Center
1155 E. 9th Street, Reno, NV 89512
Tel: 775-328-2575 Fax: 775-328-6192
rcrane@washoecounty.gov

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

Meeting ID: 923 4790 8306

Passcode: 438257

Dial (669) 900-6833 US (San Jose)

Public Comment. Public Comment is limited to three (3) minutes per person. During the "Public Comment" items, anyone may speak pertaining to any matter either on or off the agenda. Anyone wishing to provide live public comment may do so in person, or by teleconference by logging onto the Zoom webinar by accessing the following link:
<https://zoom.us/j/92347908306?pwd=K2k5UGdYSEVXVGNuRGFPZ3pub2kwQT09>

Note: This option will require a computer with audio and video capabilities and downloading the Zoom application.

Additionally, public comment can be submitted via email to rccrane@washoecounty.gov or by leaving a voice message at (775) 433-4912. For the remainder of the agenda, public comment will only be heard during items that are designated “for possible action”. Any public comment for items designated “for possible action” will be heard before action is taken on the item and must be about the specific item being considered by the Board. In order to speak during any public comment, each speaker may raise their hand, in person or via zoom, and may be asked to fill out a “Request to Speak” form and/or submit comments for the record to the Recording Secretary. Public comment is limited to three minutes for individual speakers.

Response to Public Comment. The Board can deliberate or take action only if a matter has been listed on an agenda properly posted prior to the meeting. During the public comment periods, speakers may address matters listed or not listed on the published agenda. The *Open Meeting Law* does not expressly prohibit responses to public comments by the Board. However, responses from the Board members to unlisted public comment topics could become deliberation on a matter without notice to the public. On the advice of legal counsel and to ensure the public has notice of all matters the Board will consider, Board members may choose not to respond to public comments, except to correct factual inaccuracies, ask for Staff action or to ask that a matter be listed on a future agenda. The Board may do this either during the public comment item or during the following item: “Agenda Items for the next Board Meeting.”

Special Accommodations. Persons with disabilities who require special accommodations or assistance at the meeting should notify Ryan Crane, Administrative Secretary Supervisor, at Washoe County Human Services Agency, 1155 E. Ninth Street, Reno, NV 89512, by calling (775) 328-2575 or via email rccrane@washoecounty.gov, prior to the date of the meeting.

How to Get Copies of Agenda and Supporting Materials. Supporting materials for this meeting may be requested by contacting Ryan Crane, Administrative Secretary Supervisor, at Washoe County Human Services Agency, 1155 E. Ninth Street, Reno, NV 89512, by calling (775) 328-2575 or via email at rccrane@washoecounty.gov. The notice of meeting and agenda as well as supporting materials are also posted online at https://www.washoecounty.gov/seniorsrv/senior_services_advisory_board/index.php and <https://notice.nv.gov>

Possible Changes to Agenda and Timing. Items on the agenda may be taken out of order; combined with other items; removed from the agenda; or moved to the agenda of another meeting. Items with a specific time designation, if any, will not be heard prior to the stated time, but may be heard later.

Forum Restrictions and Orderly Conduct of Business. The Senior Advisory Board conducts the business of Washoe County and its citizens during its meetings. The Chair may order the removal of any person whose statement or other conduct disrupts the orderly, efficient, or safe conduct of the meeting. Warnings against disruptive comments or behavior may or may not be given prior to removal. The viewpoint of a speaker will not be restricted, but reasonable restrictions may be imposed upon the time, place, and manner of speech. Irrelevant and unduly repetitious statements and personal attacks, which antagonize or incite are examples of speech that may be reasonably limited.

1. CALL TO ORDER [Non-Action Item]
2. ROLL CALL AND DETERMINATION OF A QUORUM [Non-Action Item]
3. Public Comment [Non-Action Item]
Comment 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. The Advisory Board will also hear public comment during individual action items, in which comment will be limited to the specific agenda item. Comments are to be made to the Advisory Board as a whole.
4. Member Announcements [Non-Action Item]
5. Approval of the Minutes from the Advisory Board Meeting of September 6, 2023 [For Possible Action]
Advisory Board members may identify any additions or corrections to the draft minutes as transcribed.
6. Presentation of Open Meeting Law [Non-Action Item] – Herb Kaplan
7. Presentation and Discussion on Senior Housing Trust [Non-Action Item] – Mark Campbell
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
9. Update on Sparks Senior Citizen Advisory Committee regarding their current activities [Non-Action Item] – Donald Abbott
10. Update on Reno Senior Citizen Advisory Committee regarding their current activities [Non-Action Item] – Izabella Baumann
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] – Ryan Crane
Attachment: [Age Friendly SENIOR SERVICES SURVEY.pdf \(washoecounty.gov\)](#)
12. Discussion and presentation of Senior Services Master Plan recommendations from Associate Member Sub-Committee [For Possible Action] – Sue Meuschke
Attachments: [Senior Services Master Plan Recommendations \(10-2023\)](#)
13. Report and update on Citizen Advisory Boards (CABs) meetings attended by board members [Non-Action Item]
14. Update, discussion, presentation, 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] – Donna Clontz

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

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.)
16. Public comment [Non-Action Item]
Comment 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.
17. ADJOURNMENT [Non-Action Item]

Notice of this meeting and the agenda have been posted at the following locations:

Washoe County Administration Building	Washoe County Senior Services
Washoe County Health Department Gerlach Senior Center Incline Village Recreation Center	Sparks Senior Center Sun Valley Senior Center Incline Village Library

In compliance with NRS 241.020(4)(b), this agenda has been posted on the Senior Advisory Board's website at:

https://www.washoecounty.gov/seniorsrv/senior_services_advisory_board/index.php and
<https://notice.nv.gov>.



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

September 6, 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 3:03p.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

Martha Lavin
Thuy Tran
Denise Myer
Charles Mark Neumann
Adolfo Correa
Denise Myer

Jane Baudelaire
Hawah Ahmad
Mary Ann McCauley
Michael Clark
Donald Abbott

ABSENT (EXCUSED*)

*Pamela Roberts
*Mavis Kay Bonzer
*Casey Reed

WASHOE COUNTY STAFF PRESENT

Ryan Gustafson
Cara Paoli
Abby Willrich
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]

Commissioner Mike Clark, Washoe County Commissioner District 2:
Mr. Clark has been touring the local senior food facilities to evaluate the food and service. He states that he saw someone passed out on the ground outside the senior center (but not on the property) at the county complex. Mr. Clark states that this is not a desirable look. Mr. Clark would like the Reno Senior center to incorporate more programs to

provide enrichment and a welcoming atmosphere. Mr. Clark feels that the presence of houseless individuals at the Washoe County Senior Center makes the center less welcoming.

Timothy Johnston with the Better Business Bureau Northern Nevada:

Would like to provide an announcement that there will be an Alzheimer's Disease & Dementia Financial Planning Event Thurs Sep 14th 11:30am-1:30pm @ Sparks Library. The Alzheimer's Association, the Better Business Bureau, and the Sparks City Attorney's office will be hosting this in person event. Attendees will learn tips for managing someone else's finances and the benefits of future planning as well as fraud prevention. Lunch will be served to the first 50 attendees who register at Tinyurl.com/mmsparks 800-272-3900
Denise Myer:

Denise responds to Mr. Mike Clark's comments on the senior center. She has brought in a picture of the food provided which she states looks unappetizing and requests a larger budget for the senior center. She states that she believes the homeless are provided better food than the seniors and she believes that we should be providing higher quality food.

4. Member Announcements [Non-Action Item]

Thuy Tran announced that there will be a community yard sale on the Saturday after the meeting, and that the proceeds from her personal sale will be going to the center for friendly aging. She requests people donate things to the sale if they would like. She also says on Monday she will be giving three tips about downsizing and also scam and fraud prevention at the senior institute.

Dr. Larry Weiss says the senior centers had more activities prior to covid. He would like to have more movies at the senior center and that we need a dvd player for his donated movies. He wants to have computers in the sun valley senior center as well as classes. He states he has heard rumors that the cares campus is bussing people over to the senior center and wants to look into this. He suggests Heidi from the assistance league and Mark Campbell work together to provide housing for seniors.

Connie McMullen addresses Senior Fest and how the names of people who attend are recorded. They are addressed as they call in and request for a table or to attend. The nature of this arrangement means often the attendees differ from year to year. She states it is up to the people who attend to decide to have activities if they would like to. She invites all who would like to come to volunteer.

Mark Neumann expresses approval of the senior fest and congratulates Connie on her effort. He would like to have senior fest more often if possible.

Mike Clark would like to clarify that "Grumpy Old Men" refers to the band that comes to the senior fest. He also thanks the Connie for her hard work as well as the volunteers.

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

Correction to approval of the minutes: Changed from August 2nd to August 6th.

Mark Neumann motions to approve a correction to approval of the minutes: all agree

6. Review of board terms and executive roles and discussion of upcoming election for chair in October 2023 [Non-Action Item] – Hawah Ahmad

Attachment: [09-06-23 WCHSASAB Roster - Redacted.pdf \(washoecounty.gov\)](#)

Hawah Ahmad introduces a discussion of effective dates of advisory board and when terms expire. Thuy Tran, Denise Myer, and Mark Nuemann's terms are expiring. Hawah requests to discuss this in the future and to be cognizant of term expiration dates and

take action when needed. The terms for executive board positions are staggered. Hawah requests that an election is put on the agenda for September so that an election may be held for the next chair in November. Discussion only, not an action item.

Hawah wants to provide a copy of minutes prior to meeting in the future.

Motion to put the names of interested individuals for the board positions on the next minutes.

Herbert Kaplan: states executive board members are elected in December and appointed for 2 year periods.

Connie McMullen: states that every officer on the board has historically been elected to fill the remainder of an unfinished term and then finished out a 2-year term.

Hawah Ahmad: Pulled minutes from former staff member Sandra.

Hawah Ahmad was appointed September 1st, 2021, effective October 1st 2021 so the 2 year term per bylaws would be September 30th 2023.

Pam Roberts was appointed to vice chair on March 2nd, 2022, without an effective date. Her term was recorded by staff as ending 3/2/24.

Jane's term was recorded as being from 8/3/22-8/3/24

Herbert Kaplan States that this is happening because every appointment should not be a brand-new term, and that all appointments should be done in December and that if someone fills out the rest of a term, they would finish that term and then be eligible for election again.

Herbert Kaplan and Hawah Ahmad state that they want all elections to take place this coming December 2023 and then have appointed positions be effective during the next meeting.

7. Report, discussion, and possible recommendation to the Board of County Commissioners regarding re-appointing Thuy Tran for District 2 (For Possible Action)

Mark Neumann makes a motion to recommend Thuy Tran for reappointment in the county commission. Motion passed unanimously. 2 members are absent and didn't vote. A re-vote was proposed with alternates and then passed again unanimously.

8. Report, discussion, and possible recommendation to the Board of County Commissioners regarding re-appointing Denise Myer and Charles Mark Neumann for District 3 (For Possible Action)

Denise Myer and Mark Neumann state they would like to remain on the board.

Patricia Gallimore makes a motion to reappoint Denise Myer and Charles Neumann to the board. Passed unanimously.

9. Update and report on Washoe County Senior Services Leadership, 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:

July nutrition numbers 871 meals for unduplicated clients, 5185 meals served total 1154 home delivered meal clients, 30964 meals delivered total. 12 people waiting for case management services. The average caseload is around 50. The waitlist for homemakers is 317, new workers and supervisors have started recently so hopefully the waitlist decreases. The Representative Payee waitlist should hopefully drop soon also. People at the last meeting asked about getting "Speak Up" to comment. Now this is accessible through any library to comment on the meetings. The group home rate is being increased and we have reached out to additional providers to provide more housing. The

Joy Home is located on the Our Place campus, it is group care but not a group home. There are houses being provided for seniors however it is currently under renovation. This program places seniors in small group homes.

Abbi Willrich clarifies that this group home program covers a gap for 18-64 people who need housing. Says we are looking at piloting a new program for 65+ but there are currently only two people in the program. With the rate increase hopefully there will be additional subscribers to the program.

Cara Poali: Asks about Nursing Home Case Managers & Assistance with payment.

Abby Willrich states that she is less familiar with this facility but there are skilled nurses in a program that provide case management, she will do a supplemental presentation later with additional information later. There will be a further effort to get out news about assistance programs.

Cara Poali: Mentions the meals and says there is an RFP at the end of the year to possibly consider a new food vendor that may be of higher quality. TRIO is the current food vendor. They serve all the locations needing food in the programs except for Gerlack.

Cara Poali Responds that the dates for the renovation of the senior center are still in progress, the priority is the kitchen, and the architect has visited recently. There will need to be a temporary kitchen in the meantime. There is no date yet set for the renovation. Several updates including the kitchen, carpet, bathrooms, etc. will be updated.

Cara Poali brings up the innovative AARPA dollars funding of 100,000 dollars and the ideas being discussed for it's use. Discussion of providing mental health providers at the senior centers, possibly interns/ job opportunities.

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

Donald Abbot:

The new Ambassador Program is an opportunity for the senior advisory board to help out and participate. Meets once a month in sparks senior center. Place to provide feedback. Looking for new ways to provide engagement such as a health fair in the back, or a community garden. There are alternate positions open if anyone is interested/

Andrea Pelto:

At the Sparks senior center the coming Friday there will be ice cream for fun Friday at noon and there will be line dancing teaching and performance. Sparks Parks and rec on Saturday Sep 16th is holding a craft fair. Sept. 28th will be the last music date at the sparks marina at 5pm. Miss Pelto would like there to be more information on activities available during senior fest so everyone can be more aware during the coordination of Washoe County and city of Sparks.

(Unintelligible)

Suggestion to post calendars on social media as a way of providing better outreach.

Ryan Crane: States the sparks calendar is done by someone at the Sparks location, the Reno calendar is created in house at the Senior Center at the county complex.

More resources can be found inside of Senior Spectrum.

11. Update on Reno Senior Citizen Advisory Committee regarding their current activities [Non-Action Item] – Paco Lachoy

Paco is no longer with the board.

Izabella Baumann is the new senior engagement coordinator at city of Reno as well as the senior city advisement committee at the city of Reno. She is the point of contact for the Senior Citizen Advisory Committee with Reno. Announcement of events upcoming with

the city for seniors. Mini resource fairs. Sept 25 at paradise pk 11-1 public safety fair. Guest speaker event oct 2nd with aiding disability services. Next committee meeting is Oct 10th at 2:00pm at city hall. Interested in joint committee meetings in the future.

Sound is lost for Stan Dowdy

Stan Dowdy: States that Barbara Deavers and the speaker were re-appointed and she is looking forward to working with everyone.

12. 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]

Attachment: [Age Friendly SENIOR SERVICES SURVEY.pdf \(washoecounty.gov\)](#)

Donna distributed surveys and distribution is ongoing. 340+ surveys have been attained as of yet.

Mark Neumann: Asks about cold springs surveys. Says we should be close to about 500 total surveys now.

Hawah asks to add an agenda item for next month to go over the survey data.

There is a request to check with the staff at the Senior Services center to see how many surveys are enough as there may have already been enough collected.

Comments on the survey form are mentioned by Adolfo Correa. The language is requested to be simplified and Spanish added the seniors ask for more accessible places to gather, perhaps adding churches. Request to include more categories in additional information.

Hawah says the surveys will be analyzed at a larger level first and then be honed in on later.

The more people that have different background answering the survey will be more helpful, so Hawah would like as many as possible.

Mark Neumann states he has asked people to add additional comments or corrections to the survey as he passes them out.

Donna Clontz stated that the surveys have been simplified to help with completion rates.

13. Discussion, presentation, and possible recommendations for Senior Services Master Plan [For Possible Action] – Abby Willrich

Attachments: [05-03-23 2014 Master Plan for Aging Services.pdf \(washoecounty.gov\)](#)

Abby Willrich takes the meeting.

She has put together a summary of the master plan done in 2013 with 600+ random seniors via telephone. The results can be found in a word document. Objectives were to identify housing, health, engagement needs, caring for another adult, awareness of programs, identification of significant differences & issues among population.

Master plan put infrastructure in place to address covid 19 through the pandemic, provided for additional resources throughout the community, and added more attention to senior services in general.

Goals were to increase senior participation + volunteerism, pull in volunteers from larger community, address food insecurity. provide additional home and community-based services, increase social engagement, reduce senior social isolation, provide affordable and accessible housing, increase neighborhood supports, ADRC, public outreach, legal services, transportation services.

Most goals have been met or are being met through contracting with other services and community members. Progress has been made over the last decade that has increased our ability to meet the needs of seniors in the community.

There has been a decrease in utilization of our services since COVID 19.

Kitchen improvement is needed. Additional sites have been opened. We work with the Food Bank and the assistance league to provide meals.

(Meeting was interrupted by an outside person for an extended period.)

Abby Willrich returns with garbled audio after the interruption to the presentation.

Hawah tables the rest of the agenda due to time and to answer questions.

Associate members have resources that can educate members of the board. Reach out to Ryan with questions. Ryan is requested to send out a non-redacted roster version to the associate members.

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

Agenda Item tabled until next meeting.

15. 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.

16. 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.

17. Public comment [Non-Action Item] –

Mac Rossi would like to save most of his comment for later but asks for more accommodation as far as hearing the board.

Donna asks the people to take and distribute the printed elder resource guides whenever possible.

Contact her or Larry Weiss for additional resource guides.

Hawah thanks all the associate members for all they do and the time they put into helping the community.

18. Adjournment [Non-Action Item]

Hawah adjourned the meeting at 5:02 pm



WASHOE COUNTY SENIOR SERVICES SURVEY



This survey is for **seniors 55 and up**. The intent of this survey is to use data-driven approaches to improve healthy aging for seniors throughout Washoe County by focusing on key topics that are most important to you. The information collected from this survey will **only** be used to highlight specific trends, challenges and needs for the senior population in our communities, so strategies can be developed and implemented to provide better outcomes and opportunities.

Please return the paper version of the survey to the Senior Center, 1155 E. 9th St, Reno, NV 89512, or you can email to HSA-SRFrontdesk@washoecounty.gov. If you prefer to fill out the survey online, you can use the QR code in the upper right corner of this form, or go to our website at: www.washoecounty.gov/seniorsrv/events_calendars_menus.php

YOUR ZIP CODE: _____

HOW DID YOU HEAR ABOUT US OR RECEIVE THIS SURVEY? _____



TOP ISSUES

PLEASE CIRCLE

How age friendly is our community? <i>Please circle a number for <u>each</u> question below from most important to least important to you.</i>	MOST IMPORTANT TO YOU	SOMEWHAT IMPORTANT TO YOU	LEAST IMPORTANT TO YOU
OUTDOOR SPACES & BUILDINGS: We need more places to gather (<i>green spaces, safe streets, sidewalks, trails, and accessible buildings for people of all ages</i>).	1	2	3
TRANSPORTATION: In addition to driving, we need more public transit options that are accessible and affordable (<i>trains, buses, and shared-ride options</i>).	1	2	3
HOUSING: We need housing that is affordable and designed or modified so you can stay in your home as you get older.	1	2	3
SOCIAL PARTICIPATION: I am lonely, sad and/or isolated. We need more affordable and fun social activities.	1	2	3
RESPECT & INCLUSION: It is important to me that the community values everyone. Young and old learn from one another and honor what each has to offer.	1	2	3
WORK & CIVIC ENGAGEMENT: Older people are able to continue working, offer their time and skills, serve on advisory boards etc.	1	2	3
COMMUNICATION & INFORMATION: Information should be dispersed through a variety of means, as I do not have access to the internet or a smart phone.	1	2	3
ACCESSIBLE COMMUNITY HEALTH SERVICES: We need more accessible health services.	1	2	3
AFFORDABLE COMMUNITY HEALTH SERVICES: We need more affordable health services.	1	2	3



QUALITY OF LIFE

PLEASE CIRCLE

What do you think is necessary to meet your needs and improve your quality of life? <i>Please circle a number for <u>each</u> question below from most important to least important to you.</i>	MOST IMPORTANT TO YOU	SOMEWHAT IMPORTANT TO YOU	LEAST IMPORTANT TO YOU
HEALTH CARE & WELLNESS: We need more choices for healthcare providers and wellness activities.	1	2	3
INDEPENDENT LIVING: We need more support services to allow seniors to continue to live on their own.	1	2	3
ACTIVITIES: We need more entertainment, social and recreational opportunities.	1	2	3
HEALTHY FOODS: We need improved access to food programs for seniors.	1	2	3
EMPLOYMENT & ENGAGEMENT: We need more opportunities for seniors to work for pay, volunteer their time and skills, or actively engage with their families, friends and community.	1	2	3



HOUSING

PLEASE CIRCLE

Most seniors want to live at home as they age. If that is not possible, what types of housing arrangements would you prefer? Please circle a number for each question below from most important to least important to you.

	MOST IMPORTANT TO YOU	SOMEWHAT IMPORTANT TO YOU	LEAST IMPORTANT TO YOU
IN HOME CAREGIVERS: More affordable providers of personal in-home services.	1	2	3
AFFORDABLE RENTS: Housing costs need to be addressed on a fixed or declining income.	1	2	3
SHARED HOUSING: More opportunities to share housing costs with others.	1	2	3
GROUP CARE HOUSING: More group housing with assistance with tasks of daily living.	1	2	3
55+ COMMUNITIES: More of all-types of housing specifically built for seniors.	1	2	3



TRANSPORTATION

PLEASE CIRCLE

Most seniors would prefer to drive their own vehicles as they age. If that is not possible, what types of transportation options would you prefer? Please circle a number for each question below from most important to least important to you.

	MOST IMPORTANT TO YOU	SOMEWHAT IMPORTANT TO YOU	LEAST IMPORTANT TO YOU
IMPROVED TRANSIT: Expand transit routes where seniors live.	1	2	3
RIDE SHARE: Using FlexRIDE, buses, taxis, or smartphone apps like Uber and Lyft.	1	2	3
PARATRANSIT ACCESS: More paratransit routes and vehicles for disabled seniors.	1	2	3
CARPPOOL: Partnering with friends, family and neighbors to ride together.	1	2	3
WALKING/BIKING: Better connected paths, sidewalks and trails to get around town.	1	2	3



ACCESS TO INFORMATION

PLEASE CIRCLE

Where would you prefer to get information about services for seniors? Please circle a number for each question below from most important to least important to you.

	MOST IMPORTANT TO YOU	SOMEWHAT IMPORTANT TO YOU	LEAST IMPORTANT TO YOU
PUBLIC LIBRARY: Do your own research or ask library staff to find services.	1	2	3
TV/RADIO: Watch and listen to news and other programs to learn about services.	1	2	3
NEWSPAPER/ MAGAZINE/ BOOK: Read written materials to find services.	1	2	3
INTERNET: Look for services online with a computer, smartphone, or tablet.	1	2	3
SENIOR CENTERS: Visit or call senior and community centers to obtain information.	1	2	3

Thank you for taking the time to fill out our survey! We appreciate your feedback.

ADDITIONAL INFORMATION (OPTIONAL):

AGE: _____ **DO YOU LIVE ALONE? (circle one)** Yes No In a Facility

ANNUAL INCOME: (circle one) Under \$20,000 \$20,000-\$39,000 \$40,000-\$59,000 \$60,000-\$99,999 \$100,000 +

COMMENTS:

Report of the Associate Member sub-committee on revising the 2014 Master Plan on Aging Services

The sub-committee met twice over the last month (9/12 & 9/26) to review the existing Master Plan and make recommendations to the Board about moving forward.

Our recommendations are as follows:

1. Recommend the Board condense the plan into the following 9 Goals:

Goal 1: Increase participation of seniors and others in volunteerism that benefits seniors and the community. (combining goals 1 & 2 of the original plan)

Enrich the lives of seniors through volunteerism and improve the programs and services that help people of all ages.

Goal 2: Food Insecurity

Expand seniors' access to food and nutrition services.

Goal 3: Home and Community-based Services

Ensure the availability of a continuum of care that supports "aging in place."

Goal 4: Increase Social Engagement and Reduce Social Isolation (combining goals 5 & 6 of the original plan)

Promote events and activities that support active lifestyles and enrich the lives of isolated seniors.

Goals 5: Affordable and Accessible Housing

Expand housing options to help seniors "age in place."

Goals 6: Neighborhood Supports

Strengthen neighborhood supports that encourage seniors to "age in place."

Goal 7: Services Information and Referrals (combining goals 9 & 10 of the original plan)

Assure that all seniors are aware and have access to the information and services that enable them to live healthy, safe, and productive lives

Goal 8: Legal Services

Provide legal advice and representation to protect the rights of seniors, and to eliminate fraud and abuse perpetrated against them.

Goal 9: Transportation

Expand public and private transportation options that allow seniors to live independently.

2. Recommend that the Board review 1 goal at each of the next 9 meetings. The Board would invite content experts to present on the current state of the issue and offer suggestions for needed improvements. Board members would have the opportunity to ask questions and identify updates to the current strategies and action plans for each goal.
3. Recommend that the Chair ask each Board member to select 1 to 2 goal(s) that they want to focus on as we move forward. Those members could then meet with the Associate Members to update their selected goal.
4. Recommend that the Associate Member sub-committee continue to meet to identify content experts to present at each meeting and to begin to update the goal Vision, Objective, Strategies and Action Plans as guided by the Board discussion.

Washoe County Human Services Agency Senior Services

SENIOR FRIENDLY VISITOR CALLS

- Are you feeling isolated?
- Do you want to hear a friendly voice?
- Do you just want to talk?



How are
you doing?

If you answered YES! to any of these, you would love our Senior Friendly Visitor Calls program!

We have volunteers that will call you just to say HI! and talk to you to make your day better!

If you are interested, please call Washoe County Senior Services at 775-328-2575 x9 to get on the call list!

