



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

November 1, 2023

Washoe County Senior Center, Reno, Nevada 89512
Game Room

1. Call To Order [Non-Action Item]

Meeting was called to order at 3:00p.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
Pamela Roberts
Mac Rossi

**ABSENT
(EXCUSED*)**

*Donald Abbott
*Martha Lavin
Casey Reed

WASHOE COUNTY STAFF PRESENT

Cara Paoli
Abby Badolato

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]

Penny Brock from District 2 in Reno, grateful for Commission Clark who continues to express concern that homeless are priority of the County and not seniors. There is no senior center in Reno except the Washoe Co Senior Center. Suggesting we use libraries and community centers for seniors. Asking this body to appeal to the County Commissioners to create senior spaces in Reno and make seniors a priority. Mavis Kay Bonzer wants to thank the staff of the senior center who helps ensure meal service happens. She is wondering why the wall was put up in the Center as it's

disruptive to all the activities. It seems to be in response to the issues the line dancing group was having. This is unfair to the folks in all the other activities at the center to cater to the line dancing group. People are concerned about the homeless coming to the center but from Mavis Kay's perspective, the people are not homeless but are low income and cannot afford to go other places for meals and should be treated with dignity and respect.

Mike Clark, District 2 Commissioner wants to put a senior center at the Cares campus as 45% of the population at the Cares campus are seniors instead of bussing them to the Washoe Co location. Advocating a focus on seniors with good outcomes and would like to suggest a field trip to the Douglas County senior center to see how they do things.

4. Member Announcements [Non-Action Item]

Mark Newman suggesting seniors ask "Nevada" for computers vs. working on getting computers for the Sun Valley senior center.

5. Approval of the Minutes from the Advisory Board Meeting of October 4, 2023 [For Possible Action]

Mark Newman, motion to approve October minutes

Mark rescinds motion

Mavis Kay Bonzer indicated the date needed to be updated on the minutes.

Mark Newman, motions to approve the amended minutes

Thuy Tran seconds motion

6. Report and discussion on NV Maps Food Pantry and possible recommendation to Director of Human Services Agency to work with NV Maps Food Pantry to support seniors in Washoe County [Non-Action Item] – Wendy Colborne, Communication Director and Michalle Hoehn. Northern Nevada Maps Food Pantry was conceived to give back to our local workers and seniors. Every Monday there is a truckload of food that comes in and client get a basket where they can choose what they want. They are intentional about stocking items that are senior friendly. Clients can come once a week for food. Open Monday afternoon and Wednesday morning. Website with Pantry hours and information at NNVMAP.org. You can reach us at info@nnclc.org or reach out to me or Michalle at wendy@bctnn.org or michalle@bctnn.org. Board members are encouraged to visit and tell other folks about the resource. There will be additional holiday hours. Commissioner Clark will donate discretionary funds to this food bank and fully supports it. Address is 1190 Selmi Dr., #100, inside the [Teamsters Local 533](#) union hall.

Hawah is encouraging Human Service Agency to work with our Board to ensure our seniors have access to this food bank resource and consider drafting a resolution for this at a future meeting.

7. 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

Attachment: [Data Presentation 11-2023.pdf \(washoecounty.gov\)](#)

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

Senior resources event last week with 35 different vendors. A lot of the Sparks seniors don't leave Sparks and appreciated hearing about the resources available at the Center. November 15th at 9am at Sparks City Hall.

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

Next mtg November 14th at 2pm at Reno City Hall. Taking seniors on an outing to Reno Food systems on November 13th. Planning a garlic growing workshop as garlic grows well in our climate. November 27th is the Care Chest guest speaker.

10. Report, discussion, and possible recommendation to the Human Services Agency staff regarding Age Friendly survey distribution and update on surveys collected. [For Possible Action] – Abby Badolato, Human Services Coordinator

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

Have enough surveys been collected to make this statistically valid? Mark, the statistician is saying basically, no, at least a quarter of the target population would be a good start but it's probably not realistic. Also, people seem to be marking everything as important that makes it hard to prioritize items. He also recommends dividing the results by age group. The age friendly process requires that we collect data before making a plan. When can we use this data to make a plan based on the amount of data? Statistician recommending, we collect 2,000 responses and recommends we promote the survey better. Reno had their survey out a year to collect 500 responses.

Mark Newman made a motion that the survey concludes at 1,000 responses or May 31, 2024, whichever comes first.

Adolfo seconded motion.

All in favor

11. Presentation, discussion and possible action to recommend possible changes to the Senior Services Master Plan [For Possible Action] – Sue Meuschke

Attachment: [Senior Services Master Plan Recommendations \(10-2023\)](#)

Attachment: [Matrix senior master plan draft 10 9 23.pdf \(washoecounty.gov\)](#)

Attachment: [Volunteer Goal Matrix.pdf \(washoecounty.gov\)](#)

Sue asked board members to volunteer to work on one or two of these topics through out the remainder of 2023 and 2024. The following board members volunteered to work on these topics:

- Food Insecurity volunteer board members – Hawah and Adolfo
- Home and Community Bases Services –Thuy Tran and Mary Ann
- Social Engagement and Social Isolation – Mark Newman and Patrica G
- Affordable and Accessible Housing – Denise Meyer and Patrica G
- Neighborhood Supports – Mark Newman
- Services, Information and Referral – Pam Roberts and Jane Baudelaire
- Legal Services – Mac Rossi and Pam Roberts
- Transportation – TBD

Donna talked about how easy this is to find speakers for your topic and have them present at a board meeting. Donna had sent an email to various leaders in our community who run volunteer programs (with senior volunteers) inviting them to present their programs to this board which is how they got here today.

Todd Acker works at Washoe Co Senior Services spoke about history of the volunteer program which originally was a way to increase the workforce. It's a rewarding opportunity for the volunteers. They are operating with 50% fewer volunteers based on levels prior to COVID so additional volunteers are needed. Todd is seeing a trend with people not wanting to make long-term commitments to volunteering.

Crissa Markow from the Sanford Center in Reno. They work with several agencies in the area and pair volunteers with opportunities. Their programs rely on volunteers to operate. It is mainly senior volunteers serving other seniors. The volunteer landscape has changed significantly post-COVID. Generally the volunteers are financially stable and healthy and want less structure and flexibility. They want to volunteer with things that align with their values and aren't interested in recognition. Crissa also talked about the importance of expressing the benefits of volunteering as being involved and active is good for longevity. Using websites like Nevada Volunteers, 211 and Volunteer Match have slowly helped them find more volunteers. They have also used television and radio spots to recruit volunteers. Mark Neumann suggested putting volunteer

solicitation in the Senior Spectrum magazine. Connie McMullen from Senior Spectrum magazine is willing to take articles from anyone who wants to send information.

Average age of volunteers is 55+ and they are given applicable training for their program.

Michelle Rector from Executive Director of Seniors in Service. Foster Grandparent program to at risk youth and Senior Companion Program working with isolated seniors 60 and older who lack resources. Provide a non-taxable stipend to their volunteers and will reimburse for all mileage or provided bus passes. Douglas County hosted a Volunteer Expo for seniors in October. They have really great volunteer retention and the average age of their volunteers is 74. They are funded through AmeriCorp and the State of Nevada Aging.

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

Mark Newman said Sun Valley meeting was cancelled. Mark attended the Spanish Springs meeting handed out the new pamphlets on the elderly services

Pam Roberts attends the Palamino Valley meeting but they did not have an October meeting; November 15th is the next meeting.

Commissioner Clark would like to take a group to the Douglas County Senior Center. This fieldtrip might require a notice of a possible quorum if 6 or more board members attend.

13. Update, discussion, and possible recommendation to the Human Services Agency Director to approve a new information flyer for Friendly Visitor Call program in Washoe County [For Possible Action] – Donna Clontz & Crissa Markow

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

Tabled for the next meeting.

14. 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.)

Food insecurity goal on the next agenda. Update on the Friendly Visitor call program at the next meeting. NV Maps Food Bank will be on the next agenda as an action item.

Thuy Tran is hosting an event January 19th for Sierra Nevada Realtors presenting to seniors on real estate matters from 11:30am – 1:30pm.

15. Public comment [Non-Action Item] - none

16. ADJOURNMENT 5:07PM