



**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, November 1, 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
rccrane@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 October 4, 2023 [For Possible Action]
Advisory Board members may identify any additions or corrections to the draft minutes as transcribed.
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 and Michalle Hoehn
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
9. Update on Reno Senior Citizen Advisory Committee regarding their current activities [Non-Action Item] – Izabella Baumann
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 \(washoecounty.gov\)](#)
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 \(washoecounty.gov\)](#)
12. Report and update on Citizen Advisory Boards (CABs) meetings attended by board members [Non-Action Item]

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 \(washoecounty.gov\)](#)
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.)
15. 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.
16. 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	Sparks Senior Center Sun Valley Senior Center
Incline Village Recreation 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 3:02p.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 Sutro 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

	HDM meals delivered	HDM unduplicated clients	Congregate meals served	Congregate unduplicated clients	Homemaker Waitlist	Rep Waitlist	Homemaker Clients	Rep Clients	Case management only
23-Jul	24,895	1,038	874	6,945	270	34			
23-Aug	29,639	1,060	932	9,514	327	36			
23-Sep	25,986	1,049	950	8,626	294	-			
23-Oct					288	-	218	57	7



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? Please circle a number for <u>each</u> question below from most important to least important to you.	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? Please circle a number for <u>each</u> question below from most important to least important to you.	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.

Proposed Matrix for Updated Master Plan on Aging Services

Rev. 10/9/23

Goal	Date	Board Leads	Notes
<p><u>Goal 1: Volunteers</u></p> <p>Increase participation of seniors/others who volunteer for seniors; increase volunteers in improve programs and services that help people of all ages-seniors and others</p>	<p>November Meeting</p>	<p>Thuy Tran & Denise Myer</p>	
<p><u>Goal 2: A Food Insecurity.</u></p> <p>Expand seniors' access to food and nutrition services.</p>			
<p><u>Goal 3: Home and Community-based Services</u></p> <p>Ensure the availability of a continuum of care that supports "aging in place."</p>			
<p><u>Goal 4: Increase Social Engagement and Reduce Social Isolation.</u></p> <p>Promote events and activities that support active lifestyles and enrich the lives of isolated seniors.</p>			

<p><u>Goal 5: Affordable and Accessible Housing</u></p> <p>Expand housing options to help seniors "age in place. "</p>			
<p><u>Goal 6: Neighborhood Supports.</u></p> <p>Strengthen neighborhood supports that encourage seniors to "age in place. "</p>			
<p><u>Goal 7: Services Information and Referrals.</u></p> <p>Assure that all more seniors are aware and have access to the information and services that enable them to live healthy, safe, and productive lives</p>			
<p><u>Goal 8: Legal Services</u></p> <p>Provide legal advice and representation to protect the rights of seniors and eliminate reduce fraud and abuse perpetrated against them.</p>			

Goal 9: Transportation

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

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**Master Plan – Area #1: Volunteers
Team Leaders: Thuy Than, Denise Myer**

Our Mission:

Goal 1: Increase participation of seniors in volunteerism

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

VISION: Every Washoe County senior will have an opportunity to contribute to their community.

Goal 2: Engage volunteers from the entire community in the "Master Plan for Aging Services"

Ensure that older persons have an active role in planning and managing senior services.

VISION: Every Washoe County resident will have an opportunity to participate in programs and services offered by Washoe County Senior Services (WCSS).

Objectives	Actions	Metrics	Date	Lead Person/Agency	Partners	Resources	Outreach, media	
#1: Assess community opportunities for engaging seniors in volunteer service, advocacy, and community decision-making.	<ul style="list-style-type: none"> Develop a clearinghouse for volunteer organizations. 							
# 2: Promote options for improving and expanding services through volunteers.	<ul style="list-style-type: none"> Promote senior volunteer programs. Inform seniors of the availability of 							

	<p>volunteer opportunities.</p> <ul style="list-style-type: none"> • Educate senior advocacy groups. 							
#3: Engage the Washoe County Senior Services Advisory Board in planning and decision-making.	<ul style="list-style-type: none"> • Determine the roles that volunteers can play within Washoe County Senior Services. • Develop job descriptions for senior services volunteers. • Develop management systems to recruit, train, supervise and evaluate volunteers. 							
#4: Engage senior volunteers as community spokespersons.	<ul style="list-style-type: none"> ○ Identify opportunities for seniors to participate on various city and county advisory groups and commissions. • Support volunteers interested in joining these advisory groups and commissions. 							

<p>#5 Promote volunteer service and advocacy for all <i>Master Plan</i> priorities</p>	<ul style="list-style-type: none"> • Identify volunteer roles in the implementation and operation of the <i>Master Plan</i>. • Publicize volunteer opportunities through various media, presentations, and other forms of outreach. 						
<p>#6 Advance Washoe County <i>Master Plan</i> priorities through volunteer engagement.</p>	<ul style="list-style-type: none"> • Support volunteers engaged in the <i>Master Plan</i>. • Prepare quarterly reports on the contributions and experiences of volunteers. • Evaluate the effectiveness of the volunteer initiative 						

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!

