



**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, January 3, 2024

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 December 6, 2023 [For Possible Action]
Advisory Board members may identify any additions or corrections to the draft minutes as transcribed.
6. Discuss and take action regarding the removal of Victoria Edmundson as an associate member of the Senior Advisory Board and further discuss the role of associate members and protocols for appointing and removing them to be clarified in amendments to our Bylaws [For Possible Action] – Pam Roberts
7. Discussion and possible action to recommend possible changes to the volunteer goals of the Senior Services Master Plan [For Possible Action] – Sue Meuschke
Attachment: [Master Plan topic schedule rev 1-3-24.pdf \(washoecounty.gov\)](#)
Attachment: [Revised Volunteer Objectives .pdf \(washoecounty.gov\)](#)
8. Discussion and possible action to recommend possible changes to the Community Based Services of the Senior Services Master Plan [For Possible Action] – Connie McMullen, Mary Squillante, Abby Badolato, Janet Aldana
Attachment: [Home and Community Services.pdf \(washoecounty.gov\)](#)
9. 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: [monthly data 12-2023.pdf \(washoecounty.gov\)](#)
10. Update on Sparks Senior Citizen Advisory Committee regarding their current activities [Non-Action Item] – Donald Abbott
11. Update on Reno Senior Citizen Advisory Committee regarding their current activities [Non-Action Item] – Izabella Baumann
12. Update and discussion regarding joint meeting to discuss Older Americans Month [For Possible Action] – Pam Roberts

13. 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 \(washoecounty.gov\)](#)
Attachment: [SENIOR SERVICES SURVEY 2023 Results.pdf \(washoecounty.gov\)](#)
14. Report, discussion, and possible recommendation to the Human Services Agency staff regarding increases to facility use fees. [For Possible Action] – Abby Badolato, Human Services Coordinator
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]
Comments 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

December 6, 2023
Washoe County Senior Center, Reno, Nevada 89512
Game Room
&
Zoom Webinar

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

1. **CALL TO ORDER** at 3:04pm
2. **ROLL CALL AND DETERMINATION OF A QUORUM**
Casey Reed has had more than 2 unexcused absences which opens up the seat for district 4.

WASHOE COUNTY SENIOR SERVICES ADVISORY BOARD MEMBERS:

PRESENT

Martha Lavin
Mavis Kay Bonzer
Denise Myer
Charles Mark Neumann
Pamela Roberts
Donald Abbott

Jane Baudelaire
Hawah Ahmad
Sue Meuschke
Mac Rossi
Patricia Gallimore
Mike Clark

ABSENT (EXCUSED*)

*Mary Ann McCauley
* Thuy Tran
Casey Reed
Clara Andriola

WASHOE COUNTY STAFF PRESENT

Ryan Gustafson
Cara Paoli
Abby Badolato

Herb Kaplan (DA)
Ryan Crane

ADVISOR PRESENT

Dr. Larry Weiss
Connie McMullen
Donna Clontz

ADVISOR (ABSENT)

Victoria Edmondson

3. **Public Comment**
Abby Badolato did a survey on the food service at the Senior Center. 288 surveys returned and everyone except one person said they'd come back for the meals.
Molly Rose Lewis from Senator Jacky Rosen's office to listen in and reiterate they are resource and have a senior resource guide still available if people are interested. Senator Rosen recently introduced a bill that would allow caregivers to use their health saving account to help pay for qualified items that they purchase for their family member.

Mike Clark thanking folks for sponsoring the movie night. It was a great event.
Rosali the dance instructor submitted a written public content to be included in the record.

4. **Member Announcements**

Mac Rossi, went to the Cares Campus ground breaking event and encourages others to visit as it is impressive.

Mark Neumann, also went to the Cares Campus ground breaking and said it's really nice and there are lots of ancillary support services available to residents.

Mark also went to the Sun Valley Senior Center looking at computers and they are looking into getting laptops for seniors.

Also passed out turkeys to seniors in Sun Valley.

5. **Approval of the Minutes from the Advisory Board Meeting of November 1, 2023**

Advisory Board members may identify any additions or corrections to the draft minutes as transcribed. Update the spelling of Penny Brach's last name to Broch.

Pam motioned to approve the amended minutes

Adolfo seconded. Motion carried

6. **Discussion and possible action to recommend possible changes to the volunteer goals of the Senior Services Master Plan [For Possible Action] –**

Sue Meuschke Attachment:

[Matrix senior master plan draft 10 9 231.pdf \(washoecounty.gov\)](#)

Sue Meuschke asking everyone to confirm their assignments per the attachment. Board members being asked to review their assigned section of the master plan and start working on their topics.

Objective 1 is to increase awareness of volunteer opportunities available to seniors.

Committee wants to host a volunteer fair by August of 2024 and increase community opportunities by 5%(?) by June 2024.

Objective 2 is to expand and diversify the volunteer opportunities available through the Senior Center.

Committee is recommending a Volunteer Coordinator position be re-filled on the County staff as it was pre-pandemic and identify new kinds of volunteer positions at the various centers within the County. In addition, we are recommending a volunteer committee to support the person in this position. Additionally, we would like to identify

Committee is also recommending the Director position be re-filled at the County as it was pre-pandemic.

Committee is recommending meeting with the PIO at the Washoe Co Senior Center to determine what communication will vehicle can reach seniors to promote the benefits of volunteering.

Adolfo asking for tracking of progress from meeting to meeting to see measurable progress over time.

MaryAnn McCauley recommends objectives to be measurable and improvable by a percentage and by when. (How much and by when?)

Connie McMullen, there is an information fair in May where we can gather volunteers.

Further action tabled to the next meeting per Hawah.

7. **Presentation, discussion and possible action to recommend possible changes to the food services goals of the Senior Services Master Plan [For Possible Action] –**

Sue Meuschke, Todd Acker, Jenny Yeager, Lyndsey Langsdale

Attachment: [2014 Master Plan - Food insecurity.pdf \(washoecounty.gov\)](#)

Attachment: [FINAL_FSSP.pdf \(washoecounty.gov\)](#)

14% of senior population in Washoe Co is food insecure.

Todd Acker, Washoe Co Senior Service Program Manager. In fiscal year 2022-23, there were 2,078 unique clients with over 30,000 meals served by the Washoe Co program. They also partner with the food bank weekly and on the third Tuesday of the month the assistance league also provides services. Washoe Co Animal Services is also a partner to provide food for pets through the food program which has supported companion animals and ensured the food intended for human participants doesn't need to be shared with pets. The food program also averages 1,090 home delivered meals a month. The food program is working to expand services to more remote locations and this is an opportunity for improvement and measurement on the next master plan. In general, there is limited awareness about the services that are available to seniors per Mark Neumann.

Jenny Yeager from the Food Bank of Northern Nevada. As a state, we are at 7.1% for food insecure seniors but the data is from 2021. Two opportunities are lack of transportation and hours of operations. They work with 155 non-profit and/or faith-based groups with 72 of those partner agencies in Washoe Co. Pantries need to take into consideration dietary needs and cultural preferences. www.fbnn.org is the website for more information. 155,000 people served in October of 2023.

Lyndsey Langsdale Executive Director of Reno Food Systems. Non-profit farm training the next generation of future farmers. They don't have specific statistics about food insecurity. They distribute fresh produce to each ward and will be providing workshops with new funding from the City of Reno to teach people how to cook, meal prep, etc.

8. **Election of Board Chair, Vice Chair, Secretary, and Treasurer.** The board will elect members to serve in leadership positions for a term of 2 years [For Possible Action]
Hawah nominates Pam Roberts as Chair and Denise Myer as Vice Chair
Mark Neumann seconded motion. Approved.
Hawah nominates Jane Baudelaire as Secretary
Mark Newman seconds motion. Motion carried.
9. **Discussion and possible recommendation to Director of Human Services Agency to work with NV Maps Food Pantry to support seniors in Washoe County** [For Possible Action] – Hawah Ahmad
Tabled to the next meeting.
10. **Update on Sparks Senior Citizen Advisory Committee regarding their current activities** [Non-Action Item] – Donald Abbott
Last meeting was November 15th. There are openings on the board for alternates.
11. **Update on Reno Senior Citizen Advisory Committee regarding their current activities** [Non-Action Item] – Izabella Baumann
Next meeting December 12th at 2pm.
The joint meeting needs to be scheduled in 2024.
12. **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 \(washoecounty.gov\)](#)

Attachment: [SENIOR SERVICES SURVEY 2023 Results.pdf \(washoecounty.gov\)](#)

Tabled to the next meeting.

13. **Advisory Board Members' announcements, reports, and updates to include requests for information or topics for future agendas.**

Sun Valley general improvement district approved Tuesday and Thursday from 10-noon seniors can swim for free.

14. **Public comment**

None

15. **ADJOURNMENT** 4:45pm

Revised Schedule for Updated Master Plan on Aging Services

Rev. 1/3/23

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 programs and services that help seniors.</p>	<p>November Meeting</p>	<p>Thuy Tran & Denise Myer</p>	<p>Guest speakers – Todd Acker, Program Coordinator, Human Services Agency; Crissa Markow , Director, Community Services, Sanford Center for Aging & Michelle Rector, Executive Director, Seniors in Service</p>
<p><u>Goal 2: A Food Insecurity.</u></p> <p>Expand seniors' access to food and nutrition services.</p>	<p>December Meeting</p>	<p>Hawah Ahmad & Adolfo Correa</p>	<p>Guest speakers – Todd Acker, Program Coordinator, Human Services Agency; Jenny Yeager, Food Bank of Northern Nevada; and, Lyndsey Langsdale, Reno Food 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>January & February Meetings</p>	<p>Thuy Tran & Mary Ann McCauley</p>	<p>Guest speakers - Mary Squillante, Adults Rights Specialist; Staff from Washoe County Senior Services; and, Staff from Circle of Life Hospice</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>March Meeting</p>	<p>Charles Mark Neumann & Patricia Gallimore</p>	
<p><u>Goal 5: Affordable and Accessible Housing</u></p>	<p>April Meeting</p>	<p>Denise Myer & Patricia Gallimore</p>	

Expand housing options to help seniors "age in place. "			
<u>Goal 6: Neighborhood Supports.</u> Strengthen neighborhood supports that encourage seniors to "age in place. "	May Meeting	Charles Mark Neumann & Kay Bonser	
<u>Goal 7: Services Information and Referrals.</u> Assure that more seniors are aware and have access to the information and services that enable them to live healthy, safe, and productive lives	June Meeting	Pam Roberts & Jane Baudelaire	
<u>Goal 8: Legal Services</u> Provide legal advice and representation to protect the rights of seniors and reduce fraud and abuse perpetrated against them.	July Meeting	Mac Rossi & Pam Roberts	
<u>Goal 9: Transportation</u> Expand public and private transportation	August Meeting	TBD	

options that allow seniors to live independently.			
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Master Plan – Area #1: Volunteers
Team Leaders: Thuy Than, Denise Myer

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

Objectives	Actions	Metrics	Date	Lead Person/Agency	Partners	Resources	Outreach, media	Progress notes
#1: Increase community opportunities by engaging seniors & others in volunteer service at quarterly volunteer fairs that result in 10% of senior attendees enrolling as volunteers by 12/31/24.	<ul style="list-style-type: none"> Recruit volunteer fair committee Identify date (s)& location(s). Create vendor (volunteer programs) outreach list. Invite vendors to participate. Advertise fair to seniors and others who want to assist seniors. Prepare and present quarterly reports. 	10% of attendees become volunteers by 12/31/24	By 12/31/24	Senior Center Staff Fair Committee	Sanford Center, Seniors in Service other senior volunteer opportunities	Current resources	Website, press release, flyers, and social media.	

	<ul style="list-style-type: none"> • Work with the PIO for Human Services to develop communication plan for promoting volunteer service – opportunities and benefits. 	<p>5% of inquiries resulting from publicity result in new volunteers.</p>						
<p># 2: Expand volunteer participation at the Senior Center by 25% through expanding recruitment efforts and diversifying volunteer opportunities by 12/31/24 and ongoing.</p>	<ul style="list-style-type: none"> • Fill the Volunteer Coordinator position at the Washoe Senior Center • Create a Volunteer Advisory Committee to support the work of the Volunteer Coordinator • Determine new roles that volunteers can play within Washoe County Senior Services. • Refresh current volunteer web page on the Senior Center’s site. 	<p>12 new volunteers recruited.</p> <p>5 new positions created</p>	<p>By 12/31/24 and ongoing</p>	<p>Senior Center Staff Volunteers</p>	<p>WCSCAB & Advisory Members</p>	<p>Current resources</p>	<p>Website, press release, flyers, brochures, and social media</p>	

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|--|--|--|--|--|--|--|--|
| | <ul style="list-style-type: none">• Publicize volunteer opportunities through various media, presentations, and other forms of outreach.• Participate in the volunteer fair.• Prepare & present quarterly reports on the # of volunteers recruited, hours provided and types of volunteers utilized. | | | | | | |
|--|--|--|--|--|--|--|--|

DRAFT

Goal 4: Home and Community-based Services

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

VISION: Every Washoe County senior will have access to the essential services and supports that allow them to remain in their own homes.

OBJECTIVE: Expand services designed to maintain seniors in their homes and communities as they age. Provide subsidies for those who are low income and vulnerable (frail, socially isolated or age 80+).

STRATEGIES:

- Promote integrated programs that address seniors' difficulty managing activities of daily living (ADLs)^{vi} and instrumental activities of daily living (IADLs)^{vii}, and reduce the risk of institutionalizationⁱⁱⁱ and unnecessary hospitalization.
- Encourage the public and private sectors to offer a wide array of supportive services.
- Expand WCSS's case management, in-home care, and supportive services for those who are low income and vulnerable (frail, socially isolated or age 80+).
- Maximize participation in the WCSS's DayBreak Adult Day Health^x Program.
- Expand caregiver options and supports under the Nevada Medicaid^{xi} State Plan.
- Foster integration of person-centered care model^{xii} in health and long-term care services.
- Foster nursing home diversion^{xiii} and care transitions^{xiv}.
- Implement Veterans Directed Home and Community-Based Care Program.^{xv}

ACTION PLANS:

- Leverage resources to increase the availability of home and community based resources.
- Increase the number of case managers, in-home care and support services.
- Establish eligibility criteria for low income and vulnerable seniors (frail, socially isolated or age 80+).
- Increase the number of case aides and supports for social workers.
- Evaluate the anticipated efficiencies from technology that support in-home nursing and social work tasks.
- Evaluate community demand for adult day and respite services
- Seek alternative funding for DayBreak Adult Day Health, including Medicaid and Washoe County Indigent Fund^{_}
- Develop resources for advocates to use in support of modifications to the Nevada Medicaid State Plan and for State services for seniors and people with disabilities.
- Interview providers of adult day care and respite care and determine gaps in

services.

- Expand homemaker services Evaluate personal care services
- Educate senior advocacy groups about needed Medicaid changes.
- Educate the public and providers on person-center care.

1. Activities for daily living –
 - a. Redefine medicare coverage in a way that meets complex needs of people with serious illness
 - i. Respite care
 - ii. ADL's
 - iii. Coordination
2. Expand caregiver assistance.
 - a. Develop caregiver assistance programs that meet the needs of various family configurations
 - b. Provide support and education for caregivers who are dealing with complex medical, emotional and financial issues
3. End of life care
 - a. Develop a coordinated patient centered care delivery model

	HDM meals delivered	HDM unduplicated clients	Congregate meals served	Congregate unduplicated clients	Homemaker Waitlist	Rep Waitlist	Homemaker Clients	Rep Clients	Case management only
Jul-23	24895	1038	6945	874	270	34			
Aug-23	29639	1060	9514	932	327	36			
Sep-23	25986	1049	8626	950	294	0			
Oct-23	29473	1062	10119	1021	288	0	218	57	7
Nov-23	27805	1040	9337	1055	231	0	248	66	6
Dec-23					188	0	258	75	6



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 +

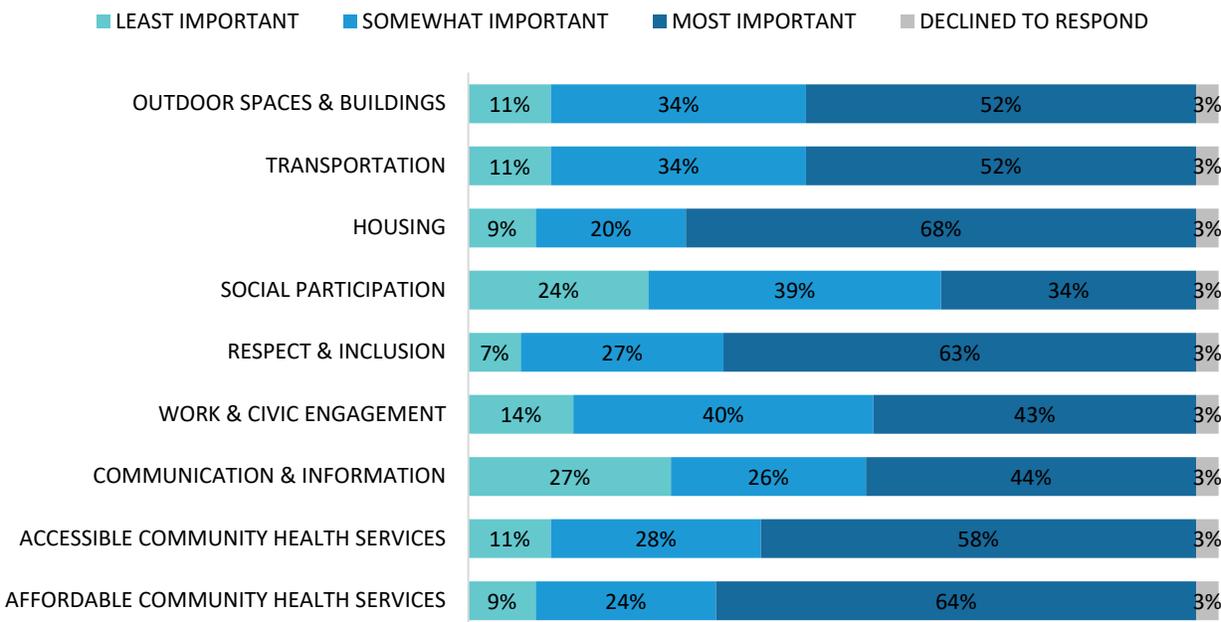
COMMENTS:

WASHOE COUNTY SENIOR SERVICES SURVEY DATA COLLECTION

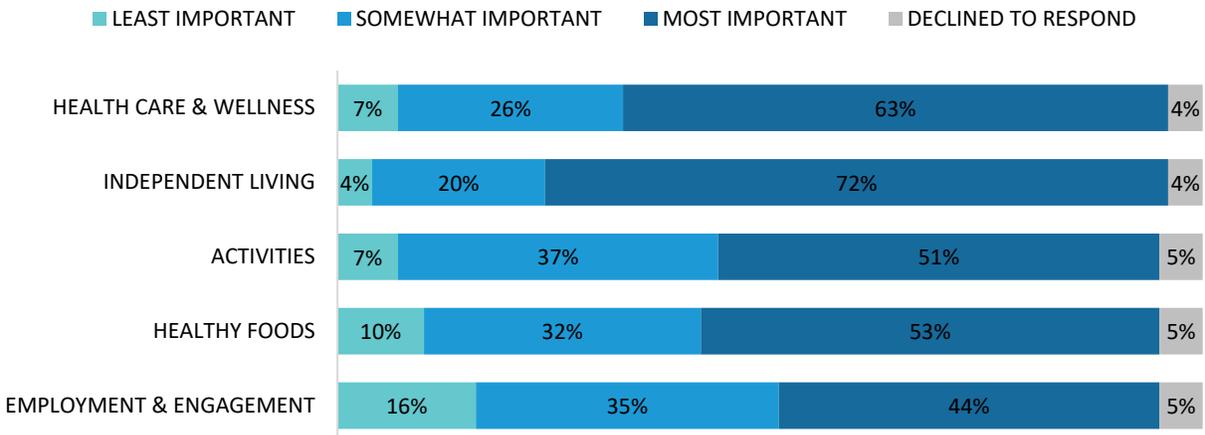
This 2023 survey data collection will aid in Washoe County Senior Services and other agency partnerships developing and implementing strategic planning to provide better outcomes and opportunities for Seniors in Washoe County, by pinpointing key topics and trends that are most important to them.

A total of **612** seniors participated in this 2023 survey.

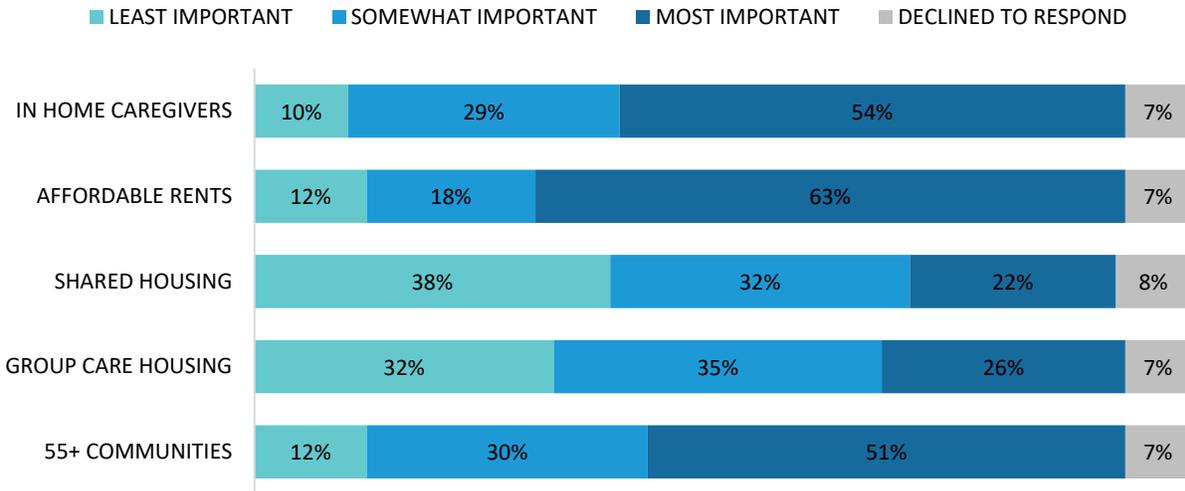
TOP ISSUES: How age friendly is our community?



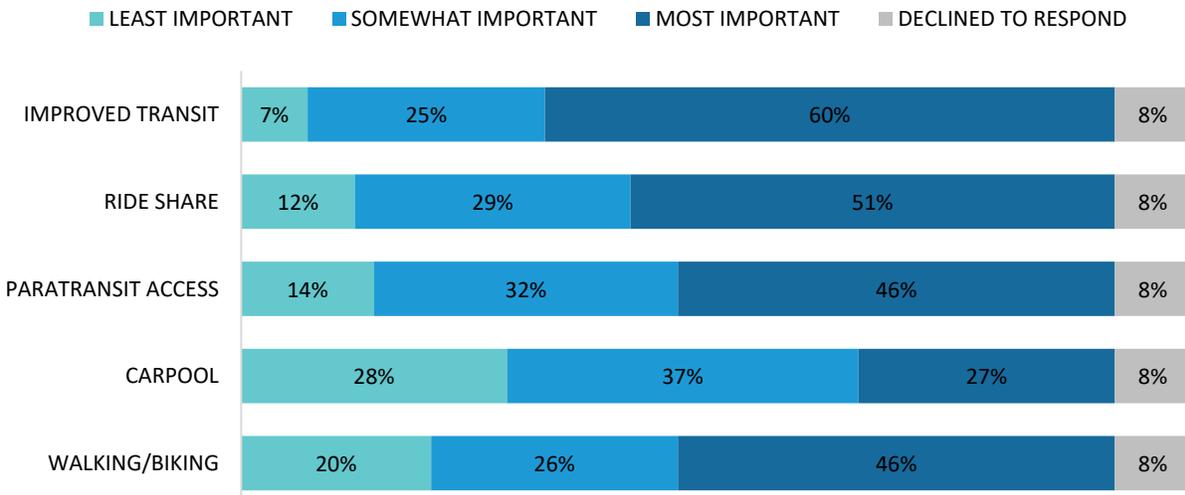
QUALITY OF LIFE? What do you think is necessary to meet your needs and improve your quality of life?



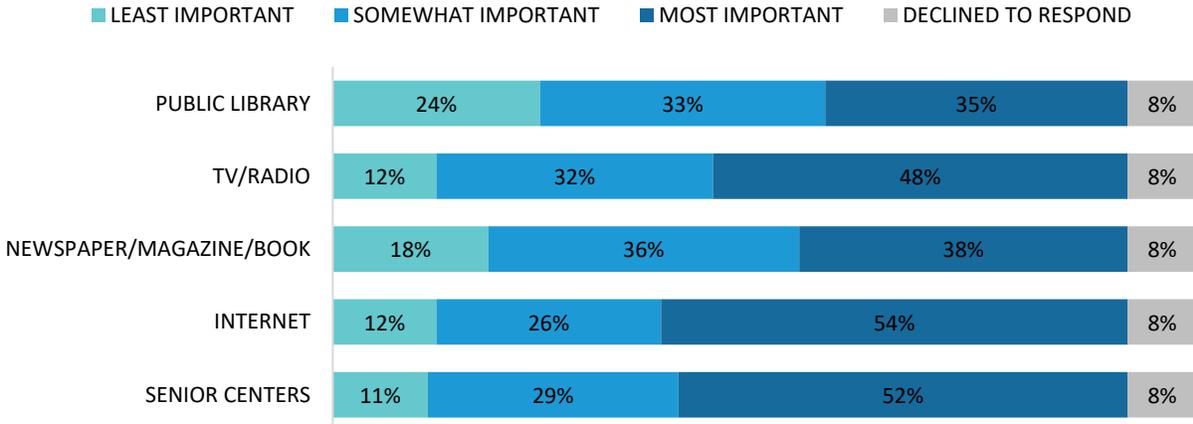
HOUSING: Most seniors want to live at home as they age. If that is not possible, what types of housing arrangements would you prefer?



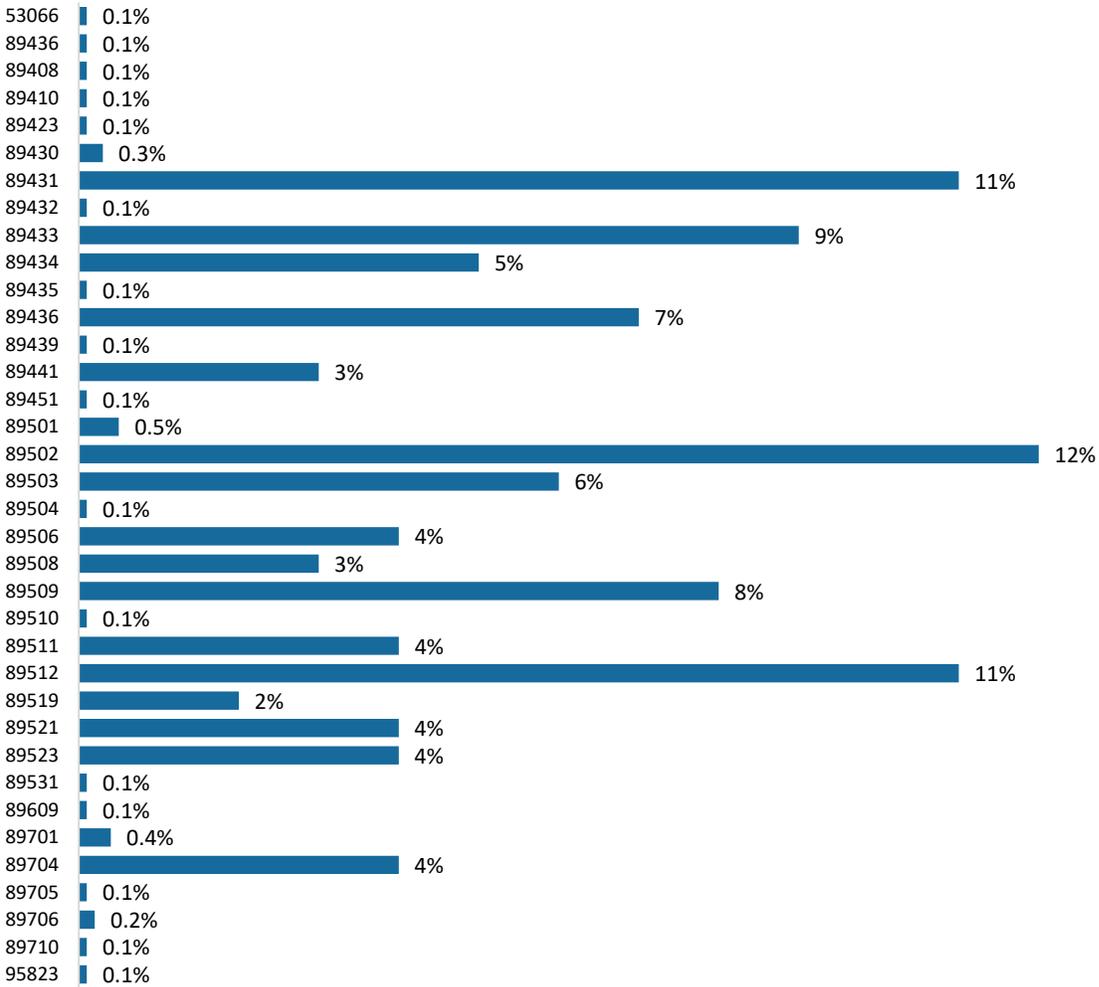
TRANSPORTATION: Most seniors would prefer to drive their own vehicles as they age. If that is not possible, what types of transportation options would you prefer?



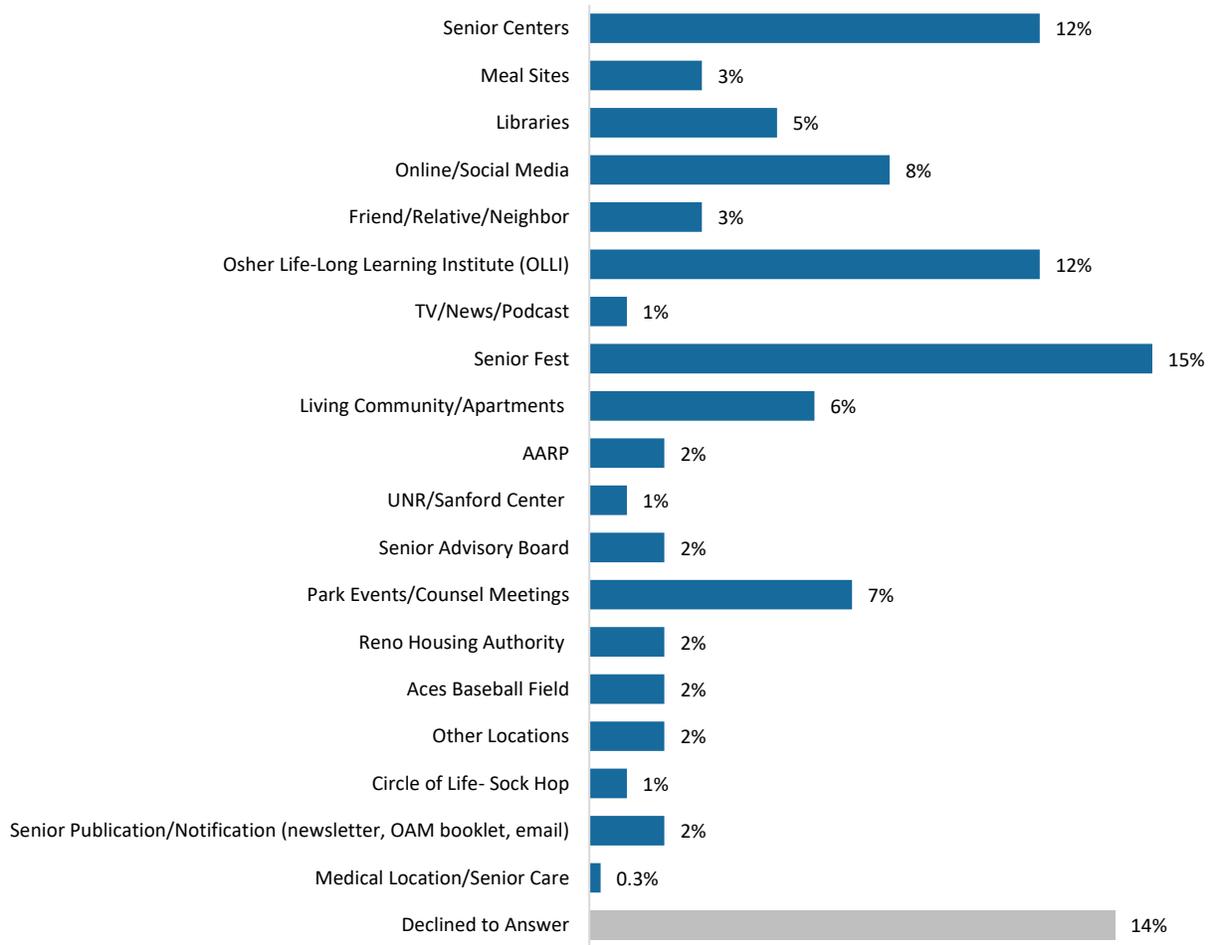
ACCESS TO INFORMATION: Where would you prefer to get information about services for seniors?



ZIP CODE: Senior living locations

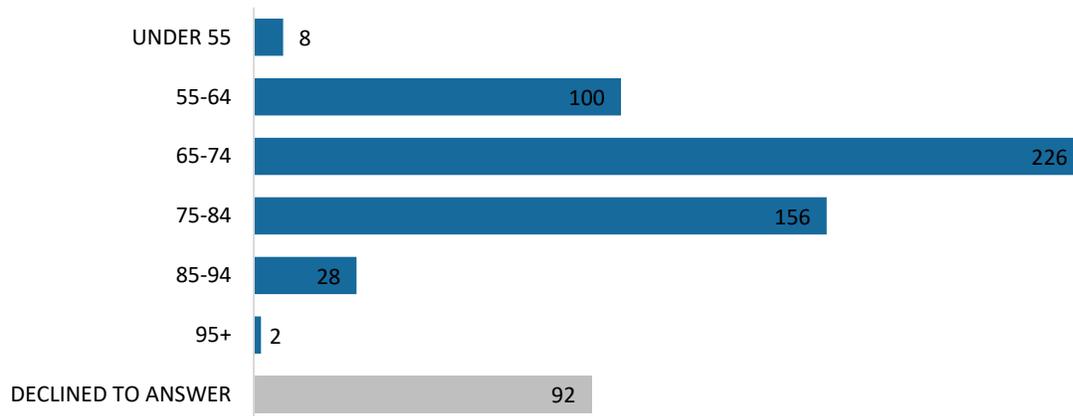


HEARING ABOUT US: How did seniors find out or hear about the survey?

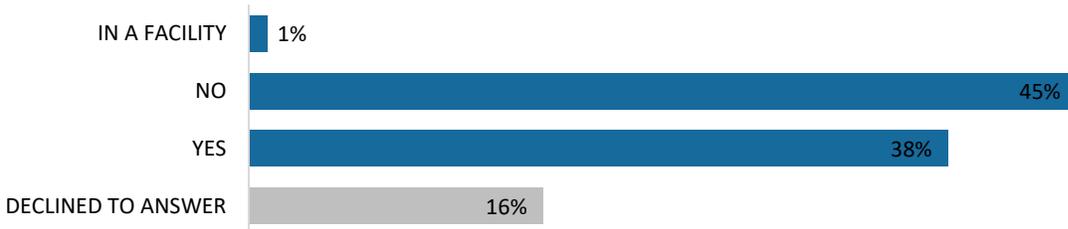


ADDITIONAL INFORMATION (was optional):

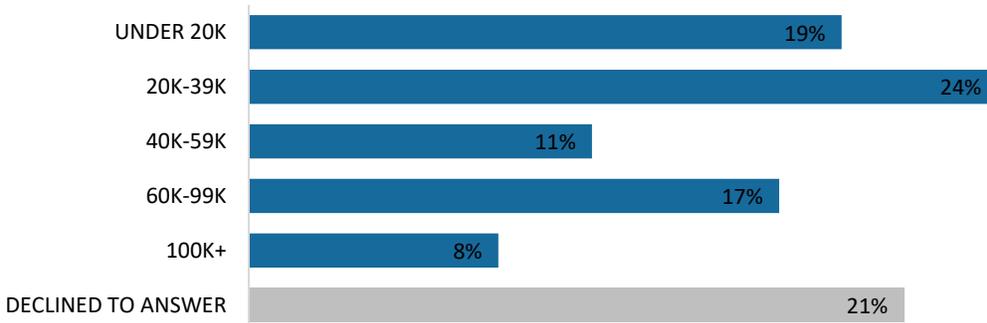
AGE RANGE: Senior Age Groups



DO YOU LIVE ALONE: Senior Living Situation



ANNUAL INCOME: Senior earnings



COMMENTS: Top key notes seniors suggested

<p>More activities/affordable activities:</p> <ul style="list-style-type: none"> • More fitness options/workout classes/yoga/dance. • Games and activities on grounds at all places. • Crafts/ Craft Fairs. • More art options: Music, painting, woodwork tools, art space, musical equipment. • More Holiday events.
<p>Friendlier/kinder staff and employees.</p>
<p>Utilize the Senior Centers and Resource Centers better. Have much more capability to do things and they aren't.</p>
<p>More affordable housing:</p> <ul style="list-style-type: none"> • Especially solo/single seniors. • Concerns on being to afford living once spouse passes away. • Based on income.
<p>More Disability Accessibility:</p> <ul style="list-style-type: none"> • wheelchair or other assistive device accessibility across the city i.e., curb cuts, handrails, paths, trails etc.
<p>Additional resources:</p> <ul style="list-style-type: none"> • Senior Discounts or vouchers for live concerts, museums etc. • Options for people where their primary language is something other than English or Spanish. • Home services such as yard work, home assistance (unable to lift heavy) • More services/resources like OLLI.

Better meal options:

- Vegetarian meals.
- More variety.
- Larger portion sizes.

Affordable Medical Services.

More concern/options for homeless seniors or potential senior homelessness.

More transportation access and addressing the distances to get to those locations such as bus stops etc.

More access to computers and phones.

More law enforcement patrols.