



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

July 23, 2025

Washoe County, 1155 E. 9th Street Reno, NV
Building E, Washoe County Senior Center
&

Zoom Webinar

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

1. Call To Order [Non-Action Item] - Meeting was called to order at 2:00 p.m. by Chair - Pamela Roberts.

2. Roll Call [Non-Action Item] – There was a quorum present via in-person and through Zoom meeting.

WASHOE COUNTY SENIOR SERVICES ADVISORY BOARD MEMBERS:

PRESENT

Martha Lavin
Denise Myer
Adolfo Correa
Edward Lamb
JoEllen Keil
Thuy Tran
Mary Ann McCauley

Pamela Roberts
Mary Ann McCauley
Mac Rossi
Patricia Gallimore
Benecia Price
Craig Bronzan

ABSENT (EXCUSED*)

C. Mark Neumann
JoEllen Keil

WASHOE COUNTY STAFF PRESENT

Cara Paoli
William Martinez
Chris Lopez
Herb Kaplan

EX-OFFICIO PRESENT

Donald Abbott

ADVISOR PRESENT

Dr. Larry Weiss
Donna Clontz
Sue Meuschke
Connie McMullen

3. Public Comment [Non-Action Item] –
No public comment was made.

**4. Meeting to review, discuss, revise, and approve the updated Senior Master Plan.
[Action Item]** – Pamela Roberts, Mary Ann McCauley, Sue Mueschke (2 hours)
Attachment:

Pamela Roberts mentioned the goal for this meeting is to get the Master Plan approved and present the plan to the Board of County Commissioners with the goal to advocate for Seniors in terms of services, energy, and funding if possible.

Mary Ann McCauley recommended going through each objective to make any revisions and approve each objective individually.

Objective One.

Denise Myer asked to clarify about tracking quarterly data reports for volunteers. Abby Badolato stated the County currently tracks the hours of Senior Ambassador volunteers that do the Home Delivered Meals (HDM) program. As far as other volunteers off-site or people performing community service people, Abby stated she would look into how this information is tracked. Abby also stated that the County is forming a volunteer committee which will be coordinating with the board. Edward Lamb asked if the objective is to track all volunteers, including those recruited at the volunteer fairs as well. Pamela stated the objective only looks at volunteer participation within Senior Services. Sue Mueschke suggested tracking the people volunteering at the volunteer fairs working for Senior Services, distinguishing the two types of volunteers. Sue also explained how there is no volunteer coordinator position at the moment. Pamela suggested removing the "volunteer coordinator" wording from the objective.

Craig Bronzan asked if there was more to the proposed Master Plan such as a cover letter with more details. Sue stated the original Master Plan in 2014 did have action plans and more detailed explanations of each goal. She said the current Master Plan is just a more focused plan that will ultimately be part of the original Master Plan document. Craig then asked if the goals were measurable. Pamela explained that in a year, we would have enough data to be able to measure growth for each objective. Craig then asked when would measuring begin, during the fiscal year or after the master plan is approved by the Board of Commissioners. Sue suggested adding an annual report to the objective to measure growth. Mary Ann recommended quarterly reports as this would make the plan dynamic and allow the board to update plans quicker. She also agreed to putting an executive summary or situation analysis in from the master plan once the plan has been agreed upon. Edward suggested using the county's fiscal year timeline to assist if the board needs to request funding. Mary Ann recommended just beginning the work of the masterplan, and postponing objectives requesting funding to a later date to be presented to the Board of Commissioners. Sue suggested adding board orientation meetings in addition to conducting regular volunteer trainings sessions.

Objective Two.

Sue Mueschke asked where the date of the 1st meeting on October 15 came from in status, suggesting the date was unrealistic. She recommended using the 1st quarter of 2026 instead.

Mary Ann changed the action and wording of "Offering quarterly breakfasts" to "at least four" breakfasts at meal sites.

Objective Three.

Craig wanted to clarify on the metric about increasing funding by 10% by FY 27-28, asking whether this was a one-time goal, or annual goal. Mary Ann stated it would be based on increasing 10% from this year's fiscal budget.

Pamela asked if action item two had a realistic deadline of maintaining an activities planner by 12/31/25. Abby stated they are working with HR to hire a new activities coordinator by October.

Adolfo expressed concerns that the facilitator of this objective would be doing a lot of work collaborating and planning for the plan to be successful. Mary Ann suggested that multiple people from the board could volunteer and assist. Pamela suggested board members pick objectives they are interested in to help volunteer.

Denise Meyer asked what the “Neighbor-to-Neighbor program” was. Mary Ann stated we would need to contact the original masterplan drafters to ask what the intention of that action was, or to see if there was an example template to follow. Pamela defined the Neighbor-to-Neighbor program as various initiatives designed to foster stronger community bonds and social connections at the local level. These programs often focus on reducing social isolation, promoting community resilience, and addressing local needs focusing on vulnerable populations. Donna Clontz added the original intent of this action came from the Sun Valley Community Senior Center, which had a group of volunteers interested in visiting local senior communities to inform seniors about resources in Washoe County.

Denise also asked about the action to coordinate with the EMS wellness check program, asking if there was already a liaison in place to conduct wellness checks and share data. Sue stated there is an automated program with agencies such as Sparks PD that check on seniors daily. At the moment there is no direct contact, so the goal is to increase awareness and spread the program throughout Washoe County.

Objective Four.

Craig asked whether an action of going until December of 2028 was appropriate. Mary Ann answered yes as the action wouldn’t be starting until 2027, and that the plan could always be updated.

Denise wanted to know how we would track “creating 300 units” as a metric. Benecia Price stated one way would be through real estate selling. Thuy Tran suggested Brian Bonefant from the University of Nevada, as a resource, as he collects data on housing and real estate.

Objective Five

Craig stated that the metric of 20 participants per session would be challenging depending on how many sessions were hosted within a given timeframe. He suggested changing the wording to one to four sessions a year.

Patricia Gallimore brought up organizations such as “Aging in Place” and “Rebuilding Together” that evaluate seniors inside their homes, help retro fit homes, and hold educational sessions to educate seniors. Sue stated these are the types of organizations they are looking to host and help educate seniors.

Objective Six.

Craig looked at the third metric of increasing the numbers of seniors who report abuse by 10% and suggested changing the metric to hosting three educational sessions a year. He emphasized the importance of educating seniors rather than being satisfied with a goal of increasing awareness by 10%. Sue clarified that the goal was not necessarily about education, but about increasing third party agency participation. Mary Ann mentioned that there is already another objective intended to educate seniors.

Craig suggested for some metrics, we just begin tracking as there is no baseline data. Then in the future, to set goals of increasing by 10%.

Objective Seven.

Denise expressed difficulty convening a legal round table with other stakeholders to legal services for seniors. Sue explained that this objective originally came from a City Attorney who wanted more collaboration within the community. Abby suggested contacting the State Aging & Disability to collaborate and see what systems they have already in place and work from there, instead of trying to come up with their own procedure. Mary Ann suggested just working on the education portion at the moment.

Objective Eight.

Mary Ann stated she wanted to add an annual report to track data.

Pamela commented that the quarterly reporting would be a quarterly agenda item where board members worked with Senior staff to put together an annual report.

Donna Clontz stated the fourth action down should be changed from 9th ST. to state all meal sites as well.

Denise made a motion to approve the Masterplan as amended, seconded by Thuy Tran. Motion passed unanimously.

5. 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.

No public comment was made.

6. ADJOURNMENT [Non-Action Item]

Meeting was adjourned at 3:45 p.m. by Chair - Pamela Roberts.