



NOTICE OF MEETING AND AGENDA

WASHOE COUNTY SENIOR SERVICES ADVISORY BOARD

August 12, 2026

3:00 p.m.

Members

Pamela Roberts (1)

- (2nd Term Expires 11/30/29)

Patricia Gallimore (1)

- (1st Term Expires 11/30/28)

Thuy Tran (2)

- (2nd Term Expires 3/31/27)

Adolfo Correa (2)

- (1st Term Expires 9/1/27)

Denise Myer (3)

- (2nd Term Expires 9/30/27)

Charles Mark Neumann (3)

- (2nd Term Expires 9/30/27)

Edward Lamb (4)

- (2nd Term Expires 11/30/29)

Benecia Price (4)

- (1st Term Expires 12/31/28)

MaryAnn McCauley (5)

- (2nd Term Expire 11/30/29)

Monica Webb (5)

- (1st Term Expires 11/30/29)

Mac Rossi, At Large

- (2nd Term Expires 11/30/29)

**Reno Senior Center
1155 E. 9th Street, Bldg. E
Reno, NV 89512**

Alternate Members

Ann Guinn, Alternate

Alan Di Stefano, Alternate

Associate Members (Advisors)

Sue Meuschke

Connie McMullen

Dr. Larry Weiss

Donna Clontz

Ex-Officio Members

Commissioner Michael Clark, BCC

Donald Abbott, Sparks City Council

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

<https://washoecounty-gov.zoom.us/j/93948355377>

Join via audio: +1 669 444 9171 US

Webinar ID: 939 4835 5377

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:

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 the email listed below or by leaving a voice message at (775) 328-2575. 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.

hsa-srfrontdesk@washoecounty.gov

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 Senior Services Front Desk Staff at Washoe County Human Services Agency, 1155 E. Ninth Street, Reno, NV 89512, by calling (775) 328-2575 or via the email listed below, prior to the date of the meeting.

hsa-srfrontdesk@washoecounty.gov

Accessibility: Washoe County is utilizing an AI platform, Wordly.ai for all Senior Advisory Board (SAB) meetings, in order to increase language accessibility for those that may be limited English proficient, hard of hearing or visually impaired. Instructions to utilize the service are available by request and in person at all meetings.

How to Get Copies of Agenda and Supporting Materials

Supporting materials for this meeting may be requested by contacting the Senior Services Front Desk Staff at Washoe County Human Services Agency, 1155 E. Ninth Street, Reno, NV 89512, by calling (775) 328-2575 or via the email listed below.

hsa-srfrontdesk@washoecounty.gov

The notice of meeting and agenda as well as supporting materials are also posted online at the following websites:

https://www.washoecounty.gov/seniorsrv/senior_services_advisory_board/index.php

<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. PLEDGE OF ALLEGIANCE
2. CALL TO ORDER [Non-Action Item]
3. ROLL CALL AND DETERMINATION OF A QUORUM [Non-Action Item]
4. 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 comments during individual action items, in which comments will be limited to the specific agenda item. Comments are to be made to the Advisory Board as a whole.
5. Approval of the Minutes from the Advisory Board Meeting on July 15th, 2026. [For Possible Action]
Advisory Board members may identify any additions or corrections to the draft minutes as transcribed.

Attachments: [7-15-2026 Advisory Board Minutes DRAFT \(1\)](#)

6. Update on Northern Nevada Legal Services [Non-Action Item] - Sarah Molleck, Northern Nevada Legal Services Supervising Attorney (5 min)
7. Reno Housing Authority Presentation [Non-Action item] (15min)

Attachments: [RHA Presentation to SAB](#)

8. Update on Sparks current activities for seniors [Non-Action Item] – Donald Abbott, Sparks City Council Ward 1 (5 min)
9. Update on Reno Senior Citizen Advisory Committee regarding their current activities [Non-Action Item] – Izabella Baumann, City of Reno Activities Coordinator (5 min)
10. Update from Washoe County Senior Services [Non-Action Item] - Abby Badolato, Human Services Coordinator, Adult and Senior Services (15 min)

Attachments: [Washoe County Report FY26](#)
 [Washoe County Report FY27](#)

11. Master Plan Update from MaryAnn McCauley and Sue Meuschke. [For Possible Action] Possible revisions to be made to volunteer hours tracking process (15min)

Attachments: [Final -Senior Services Master Plan](#)
 [Volunteer Fair Report 5-2026](#)
 [Volunteer Fair Report 52026 for August Agenda](#)
 [Roundtable Agenda Senior Food Insecurity](#)
 [Food Insecurity Round Table Summary Report](#)
12. Update on Washoe County Age Friendly Application from Donna Clontz. [For Possible Action] Possible amendments to be made. (15 min)
13. Board to consider rescheduling November meeting due to Holiday, suggest Nov 4th or Nov 18th. [For Possible Action] (15 min)
14. Senior Fest Update by Connie McMullen [Non-Action Item] (5min)
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.) (5 min)
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 building in which the meeting is to be held at the following location:

Washoe County Senior Services
1155 E. 9th Street Building E, Senior Center
Reno, NV 89512

In compliance with NRS 241.020(6), this agenda has been posted on the Senior Advisory Board's website at:

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



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

July 15, 2026

Washoe County, 1155 East Ninth Street, Reno, NV
Building E, The Mint Room
&

Zoom Webinar

<https://washoecounty-gov.zoom.us/j/93948355377>

1. Pledge of Allegiance

2. Call To Order [Non-Action Item] - Meeting was called to order at time 3:00p.m. by Chair – Pamela Roberts.

3. 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

C. Mark Neumann
Mac Rossi
Adolfo Correa
Thuy Tran
Benecia Price

Pam Roberts
Alan Di Stefano

ABSENT (EXCUSED)

Patricia Gallimore
Denise Myer
Edward Lamb
Mary Ann McCauley
Ann Guinn

ABSENT (NOT EXCUSED)

Monica Webb

WASHOE COUNTY STAFF PRESENT

Cara Paoli
Herb Kaplan
Jim Smith

EX-OFFICIO PRESENT

Donald Abbott, Sparks
City Council

ADVISOR PRESENT

Sue Meuschke
Donna Clontz

4. Public Comment [Non-Action Item] –

Jody Badan, Founder, News Literacy Initiative Helping tell fact from fiction in news of all kinds. PowerPoint presentation. Two presentations scheduled, Cold Springs July 23, 10:30am SunValley 31st 10:00am

Molly Rose Lewis, U.S. Senator Jackie Rosen's Office: Reminded attendees that constituents should contact the office for assistance with federal matters, including passports, international travel emergencies, Social Security, Medicare, IRS, and other federal agency issues. They also shared information about a monthly federal grants newsletter highlighting grant opportunities for local organizations and encouraged interested individuals to subscribe. Contact information was provided for assistance, noting that staff across all three offices are trained to assist with constituent requests.

Donna Clontz, AARP: Shared the updated July list of age-friendly activities and resources available throughout Washoe County and encouraged members to help distribute informational flyers within the community. Updates included a new Washoe Senior Coalition flyer to promote monthly meetings held on the first Friday of each month. Attendees were invited to volunteer at the Paradise Park Community Garden, where volunteers help maintain the garden, water plants, and harvest seasonal produce. Attendees were also invited to participate in the Walk with a Doc program, now held indoors at Meadowood Mall during the summer, where participants can walk with a rehabilitation physician and discuss healthy aging. Additionally, information was shared about a recent federal housing affordability law, with copies of an NPR article available to help explain the legislation.

Marc Newmann: Attendees were informed that Sun Valley Pool offers free senior-only swim sessions for adults aged 60 and older on Tuesdays and Thursdays from 11:00 a.m. to 12:00 p.m.

5. Approval of the Minutes from the Advisory Board Meeting on May 13, 2026. The minutes were approved with amendments to correct grammatical and spelling errors, set forth by Anne Guinn and to include the insertion of "ingest" in Mac Rossi's comment A second was received..

After the amendments, C. Mark Neumann motioned to approve minutes, Mac Rossi seconded. Minutes passed unanimously.

6. Update from Northern Nevada Legal Services: Sarah Mollick shared updates on recent and upcoming community outreach efforts, including successful tenant rights presentations held in partnership with the City of Sparks in collaboration with Donald Abbot in June. Additional presentations are planned for September, including one offered in Spanish. The organization also participated in events such as Law Day and continues to provide on-site legal assistance and resources to community members.

The organization continues to assist seniors with a variety of legal matters, including landlord-tenant issues, Social Security appeals, estate planning, and limited probate cases. For the second quarter (April 1–June 30), the organization opened 140 cases and continues to provide legal support to seniors throughout the community.

7. Marta Malone, Center for Healthy Aging Homesharing: The Center for Healthy Aging introduced the new Northern Nevada Home Share Program, which matches compatible hosts with extra space in their homes and guests seeking affordable housing. The program includes application reviews, interviews, home safety checks, background screenings, and ongoing support to help create safe, stable, long-term living arrangements.

The program is designed to provide affordable housing, reduce social isolation, and offer possible benefits such as companionship, transportation assistance, and light household support. It is not a caregiving service or short-term rental program. The organization is seeking community support through referrals, volunteers, and outreach to identify potential hosts and guests. The program recently received an AARP Community Challenge Grant to help launch the initiative.

8. Update on City of Sparks: Donald Abbot highlighted the success of the recent Tenant Rights Seminar, with approximately 25–30 attendees over two sessions and positive community engagement. Current efforts to install an irrigation/drip system for the Senior Center garden beds in partnership with Councilwoman Vanderwell. Overall, the representative reported positive feedback from the community.

9. Update City of Reno: Senior Engagement Coordinator, Izabella Bauman via email: Art and Line dancing classes are still ongoing. Senior Resource Fair in August reno.gov/seniors for more info.

10. Update from Washoe County Senior Services: Human Services Division Director Cara Paoli and Human Services Agency Senior Services Coordinator Abby Badolato. Update on Older Americans Month successful corvette car show and sock hop. Announced receiving an AARP Community Challenge Grant to support senior services, including the addition of a new bike rack. Washoe County was also recognized for developing an age-friendly action plan and becoming the first county in Nevada added to the, AARP Network of Age-Friendly States and Communities.

Additional updates included a new pool tournament planned to begin July 30, upcoming Senior Citizens Day breakfast on Thursday August 20th 8:30am, and continued efforts by the Activity Coordinator Lisa Scharfenberg-O'Grady to expand programming through community partnerships with Lazy 5 and Sun Valley. She has been gathering input from seniors regarding future activities and programming opportunities.

11. Master Plan Update –Sue Meuschke provided update on volunteer efforts. Staff also received a small grant to support program expansion, including outreach materials and volunteer recognition efforts. Board suggests making Master plan an action item for August meeting.

12. Update on AARP Age Friendly Washoe County Action Plan – Donna Clontz spoke about the continued alignment of the Age-Friendly Plan with the Washoe County Master Plan. Members discussed tracking progress on plan initiatives during future meetings, including updates on community roundtable discussions designed to gather input from residents. A revised draft of the roundtable framework will be shared with staff, with the goal of beginning discussions in September. The AARP State Office continues to offer support and collaboration.

13. Advisory Board Members' announcements, reports, and updates to include requests for information or topics for future agenda – C. Mark Neumann, Future master plan updates will include action items and implementation steps. Board members were reminded of the Washoe County Commissioner meeting training. This four-hour training course scheduled for August 14th 12:30pm-5:00pm or August 15th 8:30am-1:00pm is required of all appointed board members.

Alan Di Stefano, update on Public Health and Waste Management situation. Alan will follow up on who the contact is in charge.

Donna Cluntz, shared AARP update about successful 4th of July event for the City of Reno 4th of 4th street parade, sharing senior services information along the route. Suggested Veterans Day parade walk. November meeting falls on a Veterans Day holiday.

Pam Roberts, The November 11th meeting date falls on Veterans Day, when Washoe County offices will be closed in observance of the holiday. The Board discussed the need to reschedule the meeting to an alternate date, potentially during the week prior, the same week, or the following week. A possible action item will be brought forward for consideration. A question was also raised regarding September being recognized as National Senior Citizens Month.

14. Public comment [Non-Action Item]

15. ADJOURNMENT [Non-Action Item] 4:21 PM by Chair Pamela Roberts.

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

Washoe County Senior Services
Building E
1155 East Ninth Street
Reno, Nevada
89512

In compliance with NRS 241.020(4) 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>.

RENO HOUSING AUTHORITY

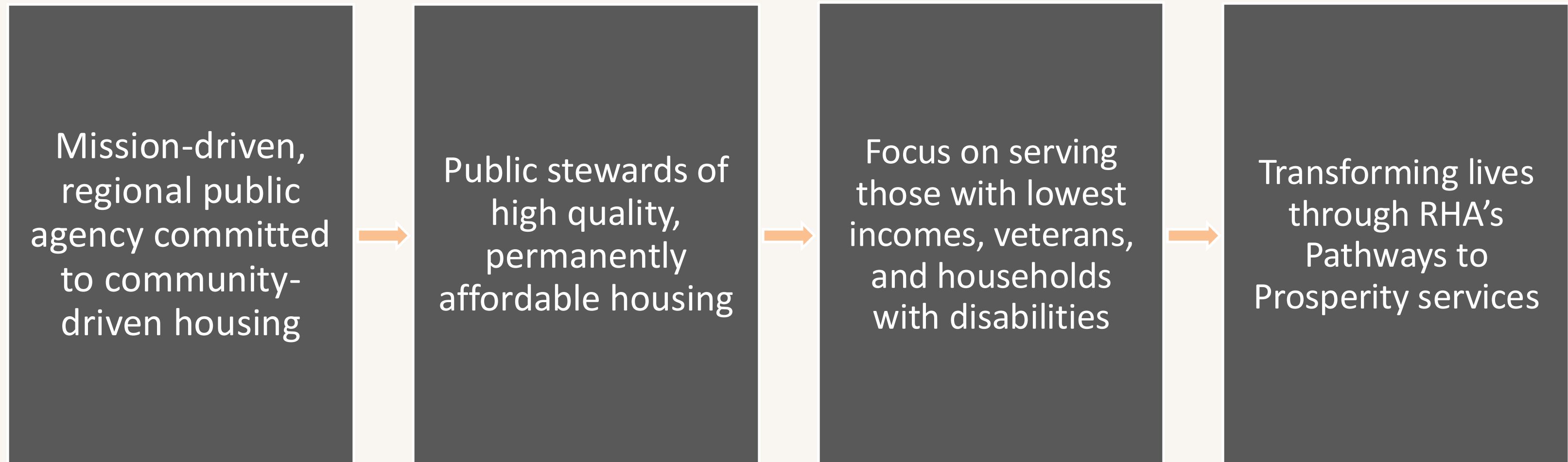
Washoe County Senior Advisory Board
Deputy Executive Director Heidi McKendree
August 12, 2026



Who We Are

- Serving our community for more than 80+ years
- Largest affordable housing provider in Washoe County
- 2/3 of residents are seniors and person with disabilities
- HUD high-performing agency designation for more than 20 years

HOW RHA IS DIFFERENT



AFFORDABLE HOUSING OVERVIEW

HOUSING VOUCHERS

3,352 Vouchers

- Housing Choice Vouchers
- Veteran’s Affairs Supportive Housing Vouchers
- Emergency Housing Vouchers
- Foster Youth to Independence Vouchers

PUBLIC HOUSING

508 Units

- Essex Manor
- John McGraw Court
- Mineral Manor
- Myra Birch Manor
- Stead Manor
- Tom Sawyer Village

OTHER AFFORDABLE HOUSING

920 Units

- **Willie J Wynn**
- Silverada Manor
- Dick Scott Manor
- Yorkshire Terrace
- **Silver Sage Court**
- Railyard Flats
- Scattered Sites
- Ala Moana
- Sarrazin Arms
- Prater Way Apartments
- Colonial Court
- Idlewild Townhomes

Programs

- Public housing is a HUD subsidized assistance program. RHA owns, manages and maintains housing units.
- Vouchers are a HUD rental subsidy that allows households to pay a percentage of their income toward their rent and a voucher covers the rest. Clients can rent a unit/home in Washoe County that meets RHA's housing quality standards.
- Other affordable housing owned and managed by RHA are located throughout Washoe County.

Process

- Eligibility process includes an interview, fingerprint background check, income and asset verification, rental history screening.
- Eligible applicants are then added to a wait list.
 - Preferences
- RHA contacts applicants when a unit or voucher becomes available.
 - Income and eligibility are verified again before housing assistance is awarded.
- **For more information or to apply contact Admissions:**
 - Email admissions@renoha.org
 - Call 775-329-3630
 - Visit www.renoha.org

GOLDEN CONNECTIONS

Supports RHA residents 55+ and those with disabilities

- Golden Market food pantry
- Wellness programs
 - Community garden with Urban Roots
 - Cooking classes
- Social activities
 - Dance lessons with Ballroom of Reno
- Practical support
 - Kitchen safety demonstrations
 - Medicare presentations
 - Household safety

Questions?

Deputy Executive Director Heidi McKendree
hmckendree@renoha.org



@RenoHousing



@reno_housing_authority



@renohousingauthority

	HDM meals delivered	HDM unduplicated clients	Congregate meals served	Congregate unduplicated clients	Homemaker Waitlist	Rep Waitlist	Homemaker Clients
Jul-23	24,895	1038	6945	874	270	34	
Aug-23	29,639	1060	9514	932	327	36	
Sep-23	25,986	1049	8626	950	294	0	
Oct-23	29,473	1062	10119	1021	288	0	218
Nov-23	27,805	1040	9337	1055	231	0	248
Dec-23	26,143	1051	9250	991	188	0	258
Jan-24	31,682	1086	10059	1030	131	0	311
Feb-24	27,122	1085	7278	1022	107	0	300
Mar-24	27,486	1118	10186	1079	110	0	317
Apr-24	31,901	1130	9397	1074	99	0	327
May-24	29,948	1108	9767	1166	112	1	325
Jun-24	28,036	1,134	8,297	1,087	116	1	325
Jul-24	35,013	1,161	8,679	1,148	157	10	326
Aug-24	31,079	1,126	8,759	1,140	171	15	331
Sep-24	30,240	1,151	7,497	1,058	186	15	328
Oct-24	33,479	1,150	7,408	956	189	21	335
Nov-24	31,270	1,164	6,646	935	197	18	337
Dec-24	32,745	1,140	7,531	923	214	16	347
Jan-25	32,047	1,158	6,436	832	247	17	338
Feb-25	29,596	1,150	6,774	730	258	18	328
Mar-25	31,961	1,156	7,355	757	289	21	327
Apr-25	33,968	1,161	7,003	750	265	2	340
May-25	30,648	1,170	8,180	894	281	1	331
Jun-25	34,044	1,266	7,925	966	290	0	326
Jul-25							
Aug-25							
Sep-25							
Oct-25							
Nov-25							
Dec-25							
Jan-26							

Feb-26							
Mar-26							
Apr-26							
May-26							
Jun-26							

*Numbers reported to WCSAB are not finalized

Total Homemaker/REP Clients include the pending/per

Total # of Referrals for HMKR/REP Services							
	HMKR ONLY	BOTH HMKR/REP	REP ONLY	CM ONLY	OTHER/I&R	PEARLs	MEDICATION MANAGEMENT
Jul-23	39	4	1	0	4		
Aug-23	64	1	2	0	4		
Sep-23	38	1	1	0	6		
Oct-23	47	3	7	0	9		
Nov-23	55	10	7	0	0		
Dec-23	36	3	10	0	0		
Jan-24	31	4	7	0	0		
Feb-24	33	4	6	0	0		
Mar-24	48	2	8	0	3		
Apr-24	46	5	5	0	5		
May-24	67	5	5	1	0		
Jun-24	49	1	7	0	0		
Jul-24	41	7	6	0	3		
Aug-24	48	7	7	0	6		
Sep-24	36	4	9	0	1	25	
Oct-24	32	5	5	0	0	9	
Nov-24	22	0	2	0	3	6	
Dec-24	32	6	5	0	0	0	
Jan-25	61	3	5	0	6	5	
Feb-25	50	2	5	0	0	5	
Mar-25	34	1	3	0	1	5	

Apr-25	56	4	4	0	0	18	
May-25	44	3	3	0	2	10	
Jun-25	39	3	2	1	1		
Jul-25							
Aug-25							
Sep-25							
Oct-25							

Rep Clients	PEARLs	MEDICATION MANAGEMENT	BP CLINIC
		0	5
		2	64
		6	47
57		11	44
66		17	46
75		18	26
80		25	35
81		29	29
80		24	18
80		26	27
80		26	38
80		33	20
80	0	32	25
80	0	33	33
80	7	35	29
76	12	32	28
80	12	34	30
80			
80			
80	13		
80	9		
80	17		
80	19		
76			

Abby

SAB - WC HSA - SENIOR SERVICES STATS										FY27	
	HDM meals delivered	HDM unduplicated clients	Congregate meals served	Congregate unduplicated clients	Homemaker Waitlist	Rep Waitlist	Homemaker Clients	Rep Clients	PEARLs	Connections Participants (English)	Connections Participants (Spanish)
Jun-26	38512	1303	10072	1132							
Jul-26					334	0	237	79	20	0	9
Aug-26											
Sep-26											
Oct-26											
Nov-26											
Dec-26											
Jan-27											
Feb-27											
Mar-27											
Apr-27											
May-27											
Jun-27											
Total # of Referrals for HMKR/REP Services											
	HMKR ONLY	BOTH HMKR/REP	REP ONLY	CM ONLY	OTHER/I&R	PEARLs					
Jul-26	62	2	2	0	1	2					
Aug-26											
Sep-26											
Oct-26											
Nov-26											
Dec-26											
Jan-27											
Feb-27											
Mar-27											
Apr-27											
May-27											
Jun-27											

Dec. Revised/Data Errors in yellow (Cong meals above)

Spanish Connections Starting June 2026 (Rescheduled for 1st Spanish Connection in July)

Washoe County Senior Services Master Plan 2025-2029

Approved 7/23/2025

Executive Summary

This plan was developed to replace a plan created in 2014. Our purpose is to have a road map to guide the Washoe Senior Advisory Board (WCSAB) and staff as we provide the highest quality senior services possible. The board spent nearly three years learning about the senior service available through organizations in the Reno, Sparks and Washoe County. By having these groups appear at board meetings to share their expertise and talk with board and staff about ways to support and/or collaborate, we were able to prepare a thoughtful plan based on informed decisions. Each objective was drafted by small groups of WCSAB members, presented to the board to be adapted and adopted. The staff has provided their input and guidance during this process. Going forward WSCAB has committed to working closely with staff to execute the plan.

Objectives, Strategies and Actions

Objective One: Expand volunteer participation in senior services and programs by 10% annually through expanding recruitment efforts and diversifying opportunities.

Strategy A: Enrich the lives of seniors through volunteerism and improve the programs and services that help seniors.

Action	Stakeholder	Metric	Leader	Resources	Status
Create a volunteer advisory work group to support these efforts	WCSS staff and volunteer workgroup members	Staff identified and VAWG established by 12/25	WCSAB		In progress & ongoing
Update existing volunteer job descriptions and determine new roles within Washoe County Senior Services	Current and future volunteers	Job descriptions updated by 6/26	WCSS staff and VAWG		In progress & ongoing
Refresh the current volunteer web page on the Senior Center’s site publicizing volunteer opportunities through various forms of outreach.	Potential volunteers	Updated page and # of outreach efforts included in quarterly report by 6/26 and ongoing	WCSS staff and VAWG		In progress & ongoing

Continued

Objective One: Expand volunteer participation in senior services and programs by 10% annually through expanding recruitment efforts and diversifying opportunities.

Strategy A: Enrich the lives of seniors through volunteerism and improve the programs and services that help seniors.

Action	Stakeholder	Metric	Leader	Resources	Status
Continue to organize quarterly volunteer fairs	Seniors	Increase attendance by 10% each year	WCSS staff	Sanford Center, Seniors in Service, other senior volunteer opportunities	In progress & ongoing
Prepare & present quarterly reports on the # of volunteers recruited, hours donated, and types of activities provided.	WCSAB and County Commission	Report by 1/26 and ongoing	WCSS staff and VAWG		In progress & ongoing
Conduct regular volunteer trainings sessions.	New volunteers WCSAB	Sessions conducted at regular intervals	WCSS staff and VAWG		In progress & ongoing

Objective Two: Expand seniors’ access to food and nutrition services 10% annually.

Strategy A: Collaborate with community providers to reduce food insecurity among seniors.

Action	Stakeholder	Leader	Metric	Resources	Status
Convene an annual round table on senior food insecurity and report results to County Commission	WC Senior Services, Food Bank, Catholic Charities, Reno Food Systems, Center for Healthy Aging	WCSAB, WCSS staff	Meetings held Report generated	Current county and state resources, grants, donations	
Explore offering other types of food services. ex.: nutrition & cooking classes, community gardens, grocery delivery,	Seniors	WCSS staff	Offer at least one new food service by 12/31/25	Food Bank, Catholic Charities, Reno Food Systems, Sanford Center for Aging	
Continue evaluation plan for demand, quality & effectiveness of food services programs 2X annually.	WCSS staff, WCSAB	Team, WCSS staff, FBNN, and other food services partners	At least twice yearly		
Provide info about transportation to groceries, gardens, food distribution sites	WCSS staff WCSAB	WCSS staff		RTC, N4, Sanford Center, Access to Healthcare, Medical Providers	
Partner with nonprofits with vehicle fleets to supply fresh food to seniors by 12/31/25	Community Partners	WCSS		Churches, WCSD Assess to Healthcare, N4, RTC other Transportation partners	
At least 4 breakfasts annually at meal sites.	Seniors	WCSS HR staff, site staff	5% increase in meals served quarterly.		In progress & ongoing.

Objective Three: Increase social interaction among seniors by 20% annually.

Strategy A: Engage community partners in offering an array of active living, social engagement and community activities.

Action	Stakeholder	Leader	Metric	Resources	Status
Convene annual round table or create a working group on social Isolation and engagement to discuss needs and strategies.	Seniors	WCSAB	Meetings held Report generated by 12/31/25		
Maintain activities planner to continue expanding social activities at meal sites by 12/31/25 and ongoing.	Seniors	WCSS staff, site staff	Add at least 5 activities quarterly across needed sites.	Volunteers, Community partners	
Identify current gaps in adult day care programs.	Seniors	WSCAB RT	List created by 7/1/26		
Research best practices in socialization programs, including adult day care and special needs services.	Seniors	WCSAB RT	List created by 7/1/26	https://i4a.nadsa.org https://www.aapd.com https://www.aarp.org	
Advocate with policy makers for increases to reimbursement levels for medical adult daycare.	Policy makers at local, county state and federal levels.	WCSAB	10% increase in funding by FY27-28.		
Coordinate training on recognizing symptoms of isolation in order to refer senior to resources.	Volunteers, staff	TBD	Quarterly trainings held	ADSD, N4, Sanford Center on Aging, RTC	
Pilot a Neighbor-to-Neighbor Program in senior communities by 12/31/26	Seniors	WCSAB & WCSS staff	Pilot program in place		Sun Valley currently doing house-house information sharing. Board volunteer to talk with SV group about expanding their program as the pilot.
Reinstate and expand Friendly Visitor Call program by 12/31/25	Seniors	WCSAB & WCSS staff	Program in place	Law enforcement	

Continued

Objective Three: Increase social interaction among seniors by 20% annually.

Strategy A: Engage community partners in offering an array of active living, social engagement and community activities.

Action	Stakeholder	Leader	Metric	Resources	Status
Coordinate with EMS wellness check program	Seniors	WCSS staff	Method of coordination established by 1st Qtr. '26	Law enforcement	

Objective Four: Advocate for increasing affordable and accessible housing units for seniors by 300 units annually.

Strategy A: Develop a multi-pronged approach for the development of affordable and accessible housing for seniors.

Action	Stakeholder	Leader	Metric	Resources	Status
Convene annual senior housing round table to discuss housing issues impacting seniors	Seniors, stakeholders	WCSAB	Meetings held Report generated	Housing coalition, Community Foundation of Northern Nevada, Sierra Nevada Realtors	
Advocate for rent stabilization for seniors.	Elected and appointed city, county and state officials	WCSAB	Legislation passed by FY26-27	Reno and Spark housing authorities, senior boards, local AARP, Sierra Nevada Realtors	
Track affordable housing availability.	Seniors	WCH&HS	Increase availability 5-10% annually	Washoe County Housing & Homeless Services Division, Sierra Nevada Realtors,	
Support zoning to allow shared housing models, ADU's in transportation accessible areas and other innovative affordable housing initiatives	Elected and appointed city and county officials.	County housing and homeless services division	300 housing units created by 12/31/28	NV Housing Coalition, Continuum of Care, NGO's, Sierra Nevada Realtors	
Continue advocating for emergency rent supports	Elected and appointed city, county and state officials	WCSAB			

Objective Five: Develop/promote /partner on a variety of educational programs reaching a minimum of 100 seniors, healthcare providers and caregivers annually.

Strategy A: Leverage existing programs as platforms to expand the base of programming.

Action	Stakeholder	Leader	Metric	Resources	Status
Educate caregivers about respite care, paid time off, and a family caregiver tax credit proposed at the federal level.	Family caregivers	WCSS staff, WCSAB and experts TBD	5% increase in caregivers receiving benefits.	Community Foundation of Northern Nevada, Sanford Center on Aging	
Expand educational opportunities for the end-of-life issues.	Family caregivers	WCSS staff, WCSAB and experts TBD	At least one to four sessions annually	Community Foundation of Northern Nevada, Sanford Center on Aging Nevada Legal Aid	
Conduct workshops about supports to enable aging in place.	Family caregivers	WCSS staff, WCSAB and experts TBD	At least one to four sessions annually	Community Foundation of Northern Nevada, Sanford Center on Aging	
Hold support groups for individuals after a loss, grief education.	Individuals experiencing loss of a loved one.	WCSS staff, WCSAB and experts TTBD	Begin at least one group by 1/1/25	Community Foundation of Northern Nevada, Sanford Center on Aging	
Conduct workshops on fraud, elder abuse and scams	Seniors, caregivers	WCSS staff, WCSAB and experts TTBD	Hold at least one workshop by end of 1st Qtr. '26	Northern Nevada, Sanford Center on Aging, banks, lawyers, law enforcement, cyber security experts	

Objective Six: Increase senior access to transportation services by 10% annually.

Strategy A: Advocate for more accessible, affordable transportation services for elders and increase awareness of same.

Action	Stakeholder	Leader	Metric	Resources	Status
Convene annual round table on transportation for seniors to discuss transportation needs for Seniors.	WCSB, staff, Law Project, NN Legal Services, seniors	WCSAB, Law Project, NN Legal Services	Meetings held Report generated	RTC, N4, AARP, Age Friendly Reno, Aging & Disability Services, Senior Coalition	
Support expansion of free/subsidized transportation services for seniors.	Seniors	WCSAB	Services meet needs by FY28-29.	RTC, Sanford Center on Aging, SOS, SIS, Access to Healthcare	
Invite transportation providers to do monthly signup events at senior centers	Seniors	WCSS, RTC	Enroll at least 5 seniors monthly	RTC, Volunteers	

Final Objective Seven: Expand resources addressing the legal rights and safety of seniors by 10% by YE 2028.

Strategy A: Collaborate with advocates who support expanding legal services for seniors.

Action	Stakeholder	Leader	Metric	Resources	Status
Convene a legal services round table with seniors and other stakeholders to discuss legal services for seniors and report to County Commission.	WCSAB, WCSS Staff, Law Project/Northern Nevada Legal Services, seniors and other stakeholders	WCSAB & Law Project/Northern Nevada Legal Services	Meetings held Report generated	Aging and Disability Services Division (ADSD); Senior Law Center, Senior Coalition	
Support expanded funding for non-profit senior law center.	Seniors, WSCAB and WCSS Staff	NNLS	Funding increased by 10%	WCSAB; WCSS Staff, Washoe Co. Bar Association	

Objective Eight: Increase participation on county senior services and programs by 10% annually through focused outreach using all communication channels.

Strategy A: Use all appropriate internal and external communication channels, including but not limited to websites PSAs on radio/TV, press releases, flyers and social media to convey services and programs to key stakeholders.

Action	Stakeholder	Leader	Metric	Resources	Status
Promote all educational efforts addressing senior issues.	Primary care providers Social workers Gerontologists Health Plan Leaders	WCSS staff WCSAB	10% increase in referrals from stakeholders.	WCSAB, WCSS staff, media, volunteer groups	
Promote the availability of social activities that reduce isolation.	Seniors, Caregivers	WCSAB, WCSS staff		WCSAB, WCSS staff, media, volunteer groups	
Refresh the senior services web site at least quarterly, or as needed.	Seniors	WCSS staff, WSCAB	Recruit 5 volunteers	WCSAB, WCSS staff, media, volunteer groups	
Provide information on available transportation, housing, food and other programs at all meal sites	Seniors	WCSS staff,	Updated materials available	WCSAB, WCSS staff, media, volunteer groups	
Report quarterly on the master plan	WCSS staff Seniors	WCSAB	Reports provided	WCSAB, WCSS staff, media, volunteer groups	
Produce and distribute an annual report	Seniors, caregivers, media, county commissioners	WCSS staff WCSAB	Report public by end of 2nd Qtr. '26	WCSAB, WCSS staff, media, volunteer groups	

Parking Lot

Participate/support multidisciplinary efforts to address abuse, fraud and exploitation of Seniors	WCSAB, WCSS Staff and seniors	Multidisciplinary teams	Increase number of seniors who report elder abuse, neglect, fraud and exploitation by 10%	Current and new grant resources	
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Notes from 4/1/25

Food quality an issue with some directors. Want action item addressing. Mark Clark, Benicia Price, Mac Rossi volunteers

Housing authority has a web site: Affordable Housing <https://nvhousingsearch.org>

Suggested add'l tactic under 5: Legal aid seminar re: POA. Topic already noted in a tactic.

Volunteer Fair Report

5/2024 to 5/2026

OVERVIEW

Executive Summary

Across eight volunteer fairs from May 2024 through May 2026, fairs hosted in 55+ communities produced the strongest attendance and engagement, while volunteer follow-through remained difficult to measure consistently because agency reporting was incomplete.

- 8 fairs – 5 held in 55+ communities, 1 at the Senior Center, 1 at the National Automobile Museum, and 1 at the Sparks Library.
- 464 attendees across all fairs, with attendance declining by 48% year over year from FY 2025 to FY 2026 (306 attendees in FY 2025 and 158 attendees in FY 2026).
- 44 non-duplicated organizations participated.
- 746 volunteer sign-ups, with some individuals signing up with multiple agencies.
- 30 reported volunteers followed through on their commitments (4% of volunteer sign-ups), based on agency reports; not all agencies submitted follow-up data.
- Most comments were positive, even at events with low turnout; organizations especially valued the volunteer-focused audience and opportunities to network with other organizations.

Lessons Learned

Over the past two years and eight fairs, several clear patterns emerged. A maintained email list of participating organizations has become a useful recruitment tool, and the list continues to grow after each fair. Events held in 55+ communities generally produced stronger attendance because these sites offer suitable facilities, staff support, and direct outreach to residents.

Recommendations

Continue holding volunteer fairs quarterly, with priority given to 55+ communities because they have produced the most consistent attendance. Strengthen the evaluation process to better track volunteer recruitment and follow-through or adopt an alternative success measure if complete agency reporting is not feasible.

Individual Fairs

The table below summarizes each volunteer fair by location, participation, attendance, volunteer sign-ups, reported follow-through, and notable context. Overall, fairs held in 55+ communities generated the strongest attendance and engagement, while reported volunteer follow-through varied because not all agencies submitted complete post-event data.

Date	Location	Orgs.	Att.	Sign-Ups	Reported Volunteers	Key Note
May 7, 2024	Regency at Caramella Ranch	14	54	Not collected	Not collected	First fair; 61% residents and 39% non-residents.
September 13, 2024	Regency at Stonebrook	11	13	Not collected	Not collected	All attendees were community residents.
January 28, 2025	National Automobile Museum	26	132	178	7 (4%)	Highest attendance and broadest organization participation.
March 20, 2025	Regency at Caramella Ranch	15	107	152	3 (2%)	Strong attendance at a 55+ community.
May 13, 2025	Senior Center	15	30	8	1 (13%)	Some attendees were more interested in services than volunteering.
October 20, 2025	Sierra Canyon	20	57	68	9 (13%)	Strongest reported follow-through among tracked fairs.
April 23, 2026	Regency at Caramella Ranch	23	54	172	2 (1%)	High sign-up volume but limited reported follow-through.
May 19, 2026	Sparks Library	16	17	46	1 (2%)	Lowest attendance among tracked fairs.

COMMENTS

*I just wanted to let you know we have a wife and her husband who come every Monday. The wife signed up back at the event in January. She and her husband come to the guest house for about 3 to 4 hours to help do laundry every Monday. They are such a blessing to VGH. Also, we have a woman who was new to the area and came to the event in January. She comes every Tuesday and receives donations, answers the doors, checks guests into their rooms, does some filing, and waters plants. This event was a winner for VGH! Thank you so much for allowing us to join. – **Veterans Guest House***

*What a wonderful event. Thank you for allowing the VFW Auxiliary to participate. We didn't get any volunteers but did get the word out about us which is just as important. - **VFW Auxiliary***

*We had three people sign up and one person who has applied to join our board. One out of three is not bad. Thank you so much for all the Volunteer Fairs, this year. We had a blast! – **Habitat for Humanity***

*This event was not as successful as previous volunteer fairs. We tend to see that with events at the Senior Center, individuals are more interested in enrolling as clients than being a volunteer. It was true for this event, and we didn't have anyone sign up as a potential volunteer. We still appreciated the opportunity and look forward to the next one! – **Sanford Center***

*Thank you so much for having us at the Volunteer Event on Tuesday. We connected with a lot of enthusiastic people looking to volunteer! We had 7 folks fill out interest forms but talked to several more that seemed very interested in volunteering with one of our programs. I will make a list of folks that enroll into our programs that came from this event. I let our staff know how fabulous the event was and that we would absolutely attend in the future! - **Sanford Center***

*What a great event and turnout! My two volunteer coordinators staffed the booth today, and they had a great experience. They both said it was a different experience from other resource fairs we had attended, as the individuals who attended today were truly interested in volunteering. We had several people stop by our booth and about 20 individuals interested in volunteering with us. The two-hour timeframe was perfect as well. Overall, it was an incredible event, and I hope we are able to have more in the future. Thanks for setting this up! – **Seniors in Service***

Thank you so much for inviting us to attend the event! The turnout was fantastic, and we had the opportunity to speak with many people who expressed interest in volunteering. We were also able to share information about our time exchange program and received positive feedback and interest. While we weren't able to gather as many sign-ups for the newsletter due to the high volume of visitors at our booth, we did hand out

several brochures with our contact information and website. Sierra can confirm, but we likely spoke with at least 30 people who seemed interested in volunteering! – N-4

*Thanks for the opportunity to participate in the volunteer fair. We had about 30 people stop by our booth. We are right in the middle of a volunteer engagement campaign, so the timing was perfect! Of the 30 who stopped by, I believe that four or five will be joining us this evening to explore various ways they can volunteer with the Alzheimer's Association. - **Alzheimer's Association***

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Roundtable on Senior Food Insecurity in Washoe County

Date: [Insert Date]

Time: 9:00 AM – 10:30 AM

Location: Washoe County Senior Center, Reno, NV]

Host Organization: Washoe County Human Services Agency / Food Bank of Northern Nevada

Agenda

9:00 – 9:10 AM | Welcome and Introductions

- Opening remarks by [Facilitator Name, Title]
- Participant introductions (name, organization, role)
- Overview of meeting goals and structure

9:10 – 9:20 AM | Presentation: Current Landscape of Senior Food Insecurity

- Data overview: Food insecurity rates and poverty among seniors in Washoe County
- Geographic and demographic trends (urban vs. rural seniors)
- Key findings from Food Bank of Northern Nevada and Area Agency on Aging reports
- Presenter: [Name], [Organization]

9:20 – 9:35 AM | Lived Experience: Senior Voices

- Short panel of 2–3 older adults sharing personal experiences accessing food
- Discussion of transportation, affordability, and dignity in food assistance
- Facilitator: [Name], [Senior Services Advocate]

9:35 – 10:00 AM | Roundtable Discussion: Barriers and Opportunities

- Guiding Questions:
 - What are the biggest barriers preventing seniors from accessing healthy food?
 - How do transportation, housing, and healthcare costs contribute?
 - What community partnerships are working — and what gaps remain?
 - How can agencies coordinate efforts to reach isolated seniors?
- Facilitator: [Name], [Position]
- Optional breakout groups: Policy Solutions, Access and Mobility, Outreach and Education.

10:00 – 10:15 AM | Action Planning and Next Steps

- Identify 3–5 actionable priorities for the next 6 months
- Assign lead organizations or working groups
- Explore grant or pilot program opportunities
- Facilitator: [Name], [Organization]

Draft: 8/6/2026

10:15 – 10:30 AM | Closing Remarks

- Summary of key insights and commitments
- Next meeting date and follow-up process
- Appreciation to participants and partners

Supporting Materials (Optional)

- Local senior food insecurity data snapshot (Washoe County Health District, 2024)
- List of available programs: Meals on Wheels, SNAP for Seniors, senior food pantries
- Contact sheet for participants

Round Tables

1. What is our priority and composition of each?

Action	Stakeholder	Leader	Metric	Resources	Status
Convene an annual round table on senior food insecurity and report results to County Commission	WC Senior Services, Food Bank, Catholic Charities, Reno Food Systems, Center for Healthy Aging	Adolfo C. Benecia P. WCSS staff	Meetings held Report generated	Current county and state resources, grants, donations	Mary Ann McC. facilitator

Action	Stakeholder	Leader	Metric	Resources	Status
Convene annual round table or create a working group on social Isolation and engagement to discuss needs and strategies.	Seniors	Donna C. Thuy T.	Meetings held Report generated		Mary Ann McC. facilitator

Action	Stakeholder	Leader	Metric	Resources	Status
Convene annual senior housing round table to discuss housing issues impacting seniors	Seniors, stakeholders	Ann G. Benecia P.	Meetings held Report generated	Housing coalition, Community Foundation of Northern Nevada, Sierra Nevada Realtors	Mary Ann McC. facilitator

Action	Stakeholder	Leader	Metric	Resources	Status
Convene annual round table on transportation for seniors to discuss transportation needs for Seniors.	WCSB, staff, Law Project, NN Legal Services, seniors		Meetings held Report generated	RTC, N4, AARP, Age Friendly Reno, Aging & Disability Services, Senior Coalition	Mary Ann McC. facilitator

Action	Stakeholder	Leader	Metric	Resources	Status
Convene a legal services round table with seniors and other stakeholders to discuss legal services for seniors and report to County Commission.	WCSAB, WCSS Staff, Law Project/Northern Nevada Legal Services, seniors and other stakeholders	Pam R. Shawna Brennan WCSAB & Law Project/Northern Nevada Legal Services	Meetings held Report generated	Aging and Disability Services Division (ADSD); Senior Law Center, Senior Coalition	Mary Ann McC. facilitator

2. Timeline: Quarterly beginning September on 3rd Wednesdays.

3. Adjust agendas to not exceed 90 minutes.

- A. Designate leaders to source background information/data at least 30 days prior to discussions.
- B. Provide links to pertinent information/data to participants 2 weeks prior to discussions.
- B. Ask one leader to present a 5 minute summary at beginning of discussions.

4. Facilitator provides summaries within 30 days of discussion completions.