



WASHOE COUNTY

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STAFF REPORT

BOARD MEETING DATE: *June 16, 2026*

DATE: May 28, 2026
TO: Board of County Commissioners
FROM: Ryan Gustafson, Assistant County Manager
THROUGH: Kate Thomas, County Manager
SUBJECT: Recommendation to appoint Pamela Mann as Director of Human Services Agency effective June 16, 2026, with an annual salary of \$235,060.80. (All Commission Districts.) FOR POSSIBLE ACTION

SUMMARY

On March 30, 2026, Ryan Gustafson, Director of Human Services Agency accepted the role of Assistant County Manager. Since that time, Mr. Gustafson has retained the duties of the Director of Human Services while also serving as the Assistant County Manager.

On March 27, 2026, the Department of Human Resources initiated the recruitment and selection process for a new Director of Human Services. The recruitment and selection process was conducted in accordance with a recruitment policy for unclassified management positions established by the Board of County Commissioners in February 2023. This agenda item seeks the Board's approval for the appointment of Pamela Mann as the Washoe County Director of Human Services, effective June 16, 2026, with an annual salary of \$235,060.80.

Washoe County Strategic Objective supported by this item: Vulnerable Populations

PREVIOUS ACTION

On December 12, 2023, the Board appointed Ryan Gustafson as Director of Human Services Agency.

BACKGROUND

Pursuant to Washoe County Code 45.050 and 45.050.2 the Director of Human Services position is appointed by and serves at the pleasure of the Board of County Commissioners.

In accordance with the Board's approved process for recruitment and appointment of unclassified management positions, the process and timeline for the recruitment/appointment of the Director of Human Services is summarized as follows:

AGENDA ITEM # _____

Job Announcement Advertised	March 27, 2026 – April 17, 2026
Screening Committee Reviews/Ranks Qualified Applicants	Week of April 20, 2026
1 st Round of Interviews by Panel & Recommendation to County Manager	Week of May 11, 2026
2 nd Interview of Top Candidates	Week of May 18, 2026
Required Background Investigation	Week of May 25, 2026
Recommendation to the Board for Formal Appointment	June 16, 2026

Human Resources advertised the position in the following ways: ICMA of Nevada, Nevada Department of Employment Training & Rehabilitation (DETR), Governmentjobs.com, LinkedIn, Facebook, Twitter, Indeed.

Human Resources received 36 applications for the position of Director Human Services Agency, and they were forwarded to the Screening Committee who recommended nine candidates move forward to the first round of interviews. One candidate withdrew from the process and eight candidates were interviewed. Four candidates were recommended to move forward to the final round of interviews.

The Screening Committee was comprised of representatives from Catholic Charities, and Washoe County.

The first interview panel included representatives from the District Attorney’s Office, District Court, Washoe County Sheriff’s Office and Grace Church.

The final interview panel included the Washoe County Manager Kate Thomas, Assistant Washoe County Manager Ryan Gustafson and a representative from the Children’s Cabinet. The interview panel recommends Pamela Mann to the Board of County Commissioners to be appointed Washoe County Director of Human Services.

Ms. Mann received her Bachelor’s Degree in Management from the University of Phoenix. She received her Master’s Degree in Business Management from the University of Texas. She was the Director of Contract Administration for Operations for the Department of Family and Protective Services in Austin, Texas. She currently serves as the Director of Finance and Administration for the Washoe County Human Services Agency.

FISCAL IMPACT

The Human Services Director position is authorized and included in the FY26 adopted budget.

No fiscal impact related to this agenda item.

RECOMMENDATION

It is recommended that the Board of County Commissioners appoint Pamela Mann as Director of Human Services Agency effective June 16, 2026, with an annual salary of \$235,060.80

POSSIBLE MOTION

Should the Board agree with the recommendation, a possible motion would be:

“Move to appoint Pamela Mann as Director of Human Services Agency effective June 16, 2026, with an annual salary of \$235,060.80.”