



Senior Citizens Advisory Board Agenda

Items listed on the agenda may be taken out of the order presented; two or more agenda items for consideration may be combined; and any item on the agenda may be removed or related discussion may be delayed at any time. Backup material for this agenda may be obtained from LuAnn D. Holmes, City Clerk, at the Office of the City Clerk, 495 South Main Street, 2nd Floor or on the city's webpage at www.lasvegasnevada.gov.

1. **Call to Order**
2. **Announcement Regarding: Compliance with Open Meeting Law**
3. **Public Comment:** Comment during this portion of the agenda must be limited to matters on the agenda for action. If you wish to be heard, come forward and give your name for the record. The amount of discussion, as well as the amount of time any single speaker is allowed, may be limited.
4. For possible action to approve the Final Minutes by reference of the Regular Meeting of October 3, 2019, the Senior Outreach Subcommittee of September 12, 2019, and the Senior Living Subcommittee of October 10, 2019
5. Report by Lee Quick, Senior Management Analyst, Office of Strategic Services, regarding Seniors Volunteering to Mentor Youth Committee – All Wards
6. Presentation by Senior Medicare Patrol regarding services and resources for seniors – All Wards
7. Report by the Senior Living Subcommittee of the Senior Citizens Advisory Board regarding the Neighborhood Assistance Program
8. Report by Gregory Gray, Community Program Technician, Office of Community Services, regarding senior issues received by the Office of Community Services – All Wards
9. Report by Board Members regarding senior issues within their Council Wards and at large – All Wards
10. Discussion regarding topics for future agenda items of the Board's Senior Living and Senior Outreach Subcommittees. Comments made during this portion of the agenda by individual members must refer solely to proposals for future Subcommittee agenda items and any discussion must be limited to whether or not such proposed items are within the purview of the Board and its Subcommittees and whether such proposed items shall be placed on a future agenda. No discussion regarding the substance of any such proposed topic shall occur and no action shall be taken.
11. **Citizens Participation:** Public comment during this portion of the agenda must be limited to matters within the jurisdiction of the Board. No subject may be acted upon by the Board unless that subject is on the agenda and is scheduled for action. If you wish to be heard, come forward and give your name for the record. The amount of discussion on any single subject, as well as the amount of time any single speaker is allowed, may be limited.
12. **Adjournment**

Facilities are provided throughout City Hall for the convenience of persons with disabilities. Reasonable efforts will be made to assist and accommodate persons with disabilities or impairments. If you need an accommodation to attend and participate in this meeting, please call the City Clerk's office at 702-229-6311 and advise of your need at least 48 hours in advance of the meeting. Dial 7-1-1 for Relay Nevada.

THIS MEETING HAS BEEN PROPERLY NOTICED AND POSTED AT THE FOLLOWING LOCATIONS:
City Hall, 495 South Main Street, 1st Floor

Clark County Government Center, 500 South Grand Central Parkway
Grant Sawyer Building, 555 East Washington Avenue
City of Las Vegas Development Services Center, 333 North Rancho Drive

Medicare loses an estimated \$60 billion each year due to fraud, errors, and abuse. Every day, these issues affect countless beneficiaries nationwide.

HOW DOES HEALTH CARE FRAUD HAPPEN?

A “representative” calls offering an incentive—perhaps a free back or knee brace. All he needs is your Medicare number. It may seem harmless at first, but this is attempted fraud and it could lead to identity theft.

Don't accept medical equipment or supplies unless they are ordered by your doctor. Never share your Medicare number with a stranger who calls to ask for it.

PROTECTING YOU & MEDICARE

The good news is that by following some simple tips, you can protect yourself against these types of scams. Remembering to **protect**, **detect**, and **report** helps everyone, including you and your loved ones.

Administered by the State of Nevada
Aging and Disability Services
Division, Nevada SMP educates
Nevadans on how to prevent,
detect, and report healthcare fraud
in Medicare and Medicaid.



The Senior Medicare Patrol (SMP) is a national program for people with Medicare of all ages. SMP is administered by the Administration for Community Living. To learn more or to volunteer, visit www.smpresource.org.



Part of the U.S. Department of Health and Human Services.

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Protect Yourself & Medicare

NEVADA SMP

1-888-838-7305

www.nevadasmp.org



Submitted At Meeting
by Lori Powers
Date 11/7/19 Item 6

PROTECT

Protect yourself against Medicare fraud.

Protecting your personal information is your best defense against health care fraud and abuse.

Steps to protect yourself and your health care benefits:

- Treat your Medicare and Social Security numbers like your credit cards. Never give these numbers to a stranger.
- Remember, Medicare won't call to ask for your Medicare number.
- Don't carry your Medicare card unless you'll need it for a doctor's appointment.
- Keep a record of your medical visits, tests, and procedures in a health care journal or calendar.
- Save your Medicare statements, such as Medicare Summary Notices and Explanations of Benefits.

DETECT

Detect potential fraud, errors, and abuse.

Knowing how to spot suspicious activity can help you stop health care fraud and abuse in its tracks.

Steps to detect possible fraud, errors, and abuse:

- Review your Medicare statements for mistakes by comparing them to your personal records.
- Look for three things on your Medicare statements:
 - Charges for something you didn't get
 - Billing for the same services or supplies twice
 - Services that weren't ordered by your doctor

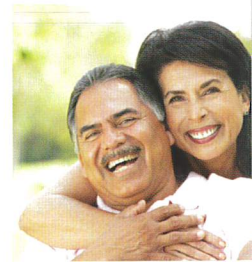
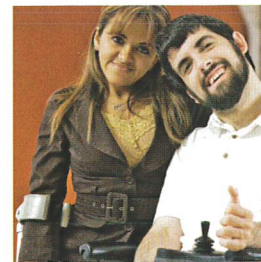
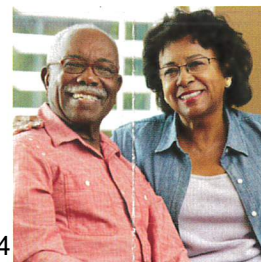
REPORT

Report suspected fraud, errors, and abuse.

If you suspect you have been a target of fraud, report it. This will help you and others at risk for health care scams.

Steps to report suspicious behavior:

- If you receive a suspicious call, don't give out any personal information. Report the call immediately to your local SMP.
- If you have questions about your Medicare statements, call your health care provider or plan.
- If you're not comfortable calling your health provider or you're not satisfied with the response, call your local SMP. All conversations are confidential.





Need **EXTRA HELP** with your prescription costs?

Nevada Care Connection resource staff can see if you qualify for assistance with Medicare prescription drug plan costs.

Special programs may also cover your Medicare Part B and Part D premiums.

For more information, please visit:

www.NevadaCareConnection.org

Keyword: Extra Help





To see if you qualify for Extra Help, please call one of the following agencies:

Care Connection in Southern Nevada

Nevada Senior Services (844) 850-5113

Servicing Clark, Nye, and Lincoln counties

SHIP (State Health Insurance Assistance Program)

Medicare Toll Free Helpline (800) 307-4444

Nevada Extra Help Program

Outreach Coordinator (702) 486-4581

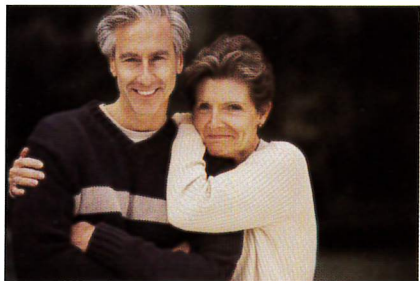
www.NevadaCareConnection.org



This project was supported, in part by grant number 1701NVMISH-01, from the U.S. Administration for Community Living, Department of Health and Human Services, Washington, C.C. 20201 and administered by the State of Nevada Aging and Disability Services Division. Grantees undertaking projects under government sponsorship are encouraged to express freely their findings and conclusions. Points of view or opinions do not, therefore, necessarily represent official Administration for Community Living policy.

SHIP FREE SERVICES

- ♦ Public education on Medicare
- ♦ Part D Medicare Prescription Drug assistance and enrollment
- ♦ Counseling at Senior Centers throughout the State
- ♦ Participation in health fairs and local events



If you need help with Medicare
or are interested in becoming a
SHIP Volunteer,

Please contact:

Nevada State Health Insurance
Assistance Program
(SHIP)

702-486-3478
(Las Vegas)

800-307-4444

www.nvaging.net

Learn about Medicare!
Ask about our volunteer
opportunities



This publication has been created or produced by Nevada SHIP with financial assistance, in whole or in part, through a grant from the Centers for Medicare and Medicaid Services, U.S. Department of Health and Human Services.

SHIP

**State Health Insurance
Assistance Program**

**Medicare
Counseling**



SHIP

State Health Insurance Assistance Program

In 1990, the nationwide SHIP programs were launched to give a helping hand to people with Medicare. The Nevada SHIP was established in July 1993 and is funded through a federal grant from the Centers of Medicare and Medicaid Services (CMS) and administered through the Nevada Aging and Disability Services Division.

Since its inception, SHIP has become known as a trusted source for unbiased information about Medicare and related insurances, fraud and abuse, and consumer assistance.

Our staff and volunteers operate throughout the state providing services to Nevada's beneficiaries.

WHAT WE DO

- ◆ Provide unbiased information to Medicare beneficiaries, their families, and caregivers about Medicare and related health insurance benefits.
- ◆ Help with enrolling or changing Medicare Part D.
- ◆ We cannot sell anything—only provide information on your Medicare options.
- ◆ We offer presentations at Senior Centers, Health Fairs, agencies and many other outreach events.

WHERE TO GET COUNSELING

- ◆ Call (702) 486-3478 (Las Vegas) or (800) 307-4444.
- ◆ Make an appointment at one of the local, statewide Senior Centers.
- ◆ Call for an appointment at our Las Vegas Office.
- ◆ Visit our website at www.nvaging.net

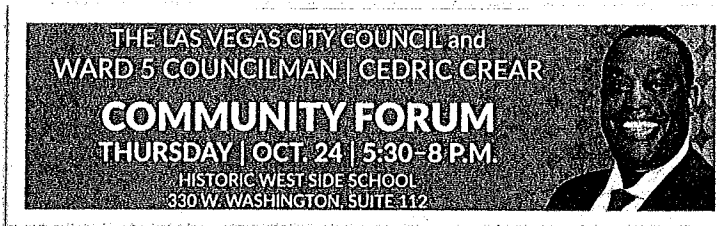
VOLUNTEER OPPORTUNITIES

SHIP needs enthusiastic volunteers who want to learn about Medicare and help others. There are a variety of ways you can participate — no experience necessary! All volunteers are provided with free training. In as little as four hours a month, you can make a difference. Give us a call today!

“The Medicare ‘maze’ is very intimidating to many people. Volunteering for SHIP gives me a feeling of accomplishment because I know I can and have made a difference for those in need of help with Medicare and other senior issues.”

Mary Ann, Volunteer
Las Vegas SHIP





AGENDA

Primetime Preview - Lobby (Vendors)

Welcome/Introduce Councilman Cedric Crear

Kelly Woods, Special Assistant, Ward 5

Opening Remarks

Councilman Crear

Overview of Topics:

“Why Are We Here?” - Ward 5 Strategic Priorities Councilman Crear

- Homelessness
- Jobs
- Economic Development
- Overview of topics

Robert Summerfield

Director of Planning

Mike Janssen

Director of Public Works

Bill Arent

Director of Economic and Urban
Development

Dr. Lisa Morris-Hibbler

Chief Community Services Officer

Kathi Thomas-Gibson

Director of Community Services

Jerry Walker

Director of Operations and Maintenance

Greg Weitzel

Director of Parks and Recreation

Lieutenant Mark McCoy

Department of Public Safety

Deputy Fire Chief Robert Nolan

Las Vegas Fire Department

Inspector Zachery Collins

Fire and Rescue, Fire Prevention Services

Captain Yasenia Yatomi

Las Vegas Metropolitan Police Department,
Bolden Area Command

Councilman Crear

Closing Remarks

Resource Vendor Fair (Lobby)



**COUNCILMAN WARD 4
STAVROS S. ANTHONY**

495 S. Main St. LV, NV 89101

702.229.2524

santhony@lasvegasnevada.gov

lasvegasnevada.gov/ward4

www.facebook.com/CouncilmanStavrosAnthony

www.twitter.com/StavrosAnthony

CITY OF LAS VEGAS PHONE NUMBERS

TO REPORT:

CALL:

Abandoned Vehicles/Shopping Carts.....	702.229.6615
Fire Dispatch (Non-Emergencies).....	702.229.0291
Graffiti.....	702.229.6615
Neighborhood Response (Code Enforcement).....	702.229.6615
Park Maintenance/Playground Concerns.....	702.229.6571
Park/Picnic Reservations	702.229.6718
Park Safety/Animal Control	702.229.6444
Parking Enforcement.....	702.229.6432
Planning/Zoning.....	702.229.6301
Republic Services Concerns.....	702.735.5151
Sewer Related Concerns	702.229.6227
Street Related Concerns.....	702.229.6227
Street Signs/Street Lights (Missing/Damaged)	702.229.6331
Traffic Signal Repair	702.229.6331
Traffic Signal Timing (FAST/RTC).....	702.432.5300
Water Waste Hotline (258-SAVE).....	702.258.7283

Special Assistant Becky Skouson
rskouson@lasvegasnevada.gov

Special Assistant Sally Christensen
schristensen@lasvegasnevada.gov

EMERGENCIES 9-1-1

FM-0018-04-17

Jp journal notes 19a19 senior spotlight spectacular;
10 am - 2 pm, Texas Station for the City of Las Vegas Senior Citizens' Advisory Board.

Friend, almost blind.

New policy, Veterans benefits, 19 1/2 years, does not qualify for base benefits.

Sunrise Palms, rent has gone up but my income has stayed the same. Patricia (Wiliads?) 702 756 7445. Would love to speak up for people [citizens group?]

Oneda Polk; business card; signed in; ag booklet

Whispering Palms; Lake mead

Country club at the meadows [those two signed up for senior living information]

Property management; took me five years to get a handicapped parking spot. Now for an [ADA] bath tub, they are asking me to put up the money. San Moritz on Washington. My city councilperson was of no help. (Ted)

Golf fundraiser. Asked about Deanne.

Love this senior group thing (the spotlight spectacular). Everything is in one place!

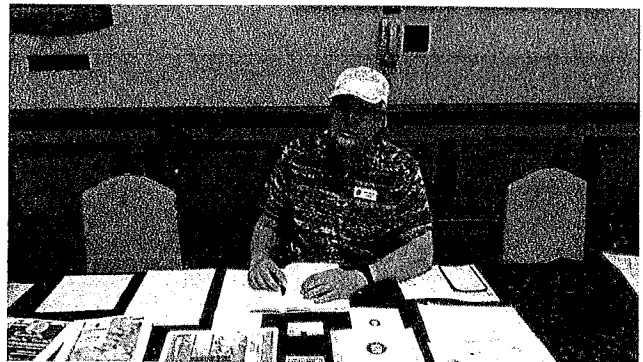
I live in the county. My life has been upended with breast cancer. Hopefully, November 22nd will be my last surgery needed. (Dr. M)

James
Fliers

I lost my husband last year. Now I'm on my own.

I wish I had a better selection guide after I got discharged from the (Henderson) hospital. I couldn't go home and I picked Life Care Center on Harmon. It was awful. They had the TV on 24/7 and we couldn't turn it off to get some sleep. I wish I had more information on which one to pick. (I used to work for the city. Andrea.)

Mary and Dennis took a photo of me at the table.



Mary signed up and asked about our website. She would like the legal booklet.

Kristi, hosting the booth next to ours for Deanne, introduced me to possible respite care for friends of my wife's and mine.

We live in a gated community. It's all good.

Do you have something in Spanish [AG booklet or translation of NRS 200.5091?]

[I discovered the subcommittee flyer did not have the time or place of the meetings, so I began to annotate them. Later, Carolyn thought it would be good to have the City's website address on it as

well, so we underlined Gregory's email address, "@lasvegasnevada.gov" portion, and wrote "www" under it.]

Sal and Phillis are concerned about the cost of rent.

Basil would like the city contact numbers and a copy of *Beyond the Neon*.

(Yrgen) doesn't like his home owner association.

A fellow from Spring Valley Baptist Church stopped by to ask what he could offer the seniors in his church.

Carolyn Mozdean, City Senior Citizens' Advisory Board member, came to help with the table.

I live in Henderson.

Madison Palms, Ann Road and Simons (NLV)

I'm here for my sister. We live in North Las Vegas.

Does the city have a website? Address?

My husband just passed. I took care of him for five years. He had alzheimers.

[Carolyn and I began to add a notation to the subcommittee flyer about the city's web address.]

Ms. Mojci would like copies of everything I've got on the table. [Maybe I should send copies to the board.]

Alzheimers in Las Vegas is the third fastest growing community. Deanne and her husband were performing at the Alzheimers' walk this morning.

Someone from "Seton's Singles" stopped by and suggested we contact the group for a presentation. [I found St. Elizabeth Ann Seton Catholic Church and wondered if this was the group to which my Aqua classmate referred last meeting. Largest and only singles group in Southern Nevada?]

Bad experience with care center at Flamingo and Pearl. Called the state abuse and neglect hotline. Her mother had no water and then had to be hospitalized because of it. Two months later, called the hotline back because nothing had changed. The operator snapped, "Are you calling about the same complaint?" Maybe they could have sneak inspections at 2 in the morning or something.

Attorney General's booklet [AG booklet]. I live in the southwest. I don't have email. [send usps summary booklet, first 6 pages.] I'm a retired teacher from California and my husband is fooling around with other women. I asked him if he was waiting for me to die so that he can get my pension.

I'm looking at your quick subscribe sheet, but I don't have email and can't get texts on my phone.

I've worked here [in Las Vegas] for 40 years and now have no benefits. I need to find a job.

Interested in Vegas Up, the Halloween event, mortgages and community forum. I think I live in ward 2, summerlin.