



Senior Citizens Advisory Board Minutes

1. **Call to Order and Roll Call**

Minutes:

CHAIR O'REAR-CAMERON called the meeting to order at 1:03 p.m.

PRESENT: CHAIR O'REAR-CAMERON and MEMBERS GRAHAM (excused until 1:09 p.m.), MOZDEAN, DRUMM (via teleconference), LEE, and TILZER

EXCUSED: MEMBERS GALATI and YOUNG

ALSO PRESENT: GREGORY GRAY, Management Analyst I; OLGA FLOWERS, Community Program Technician; PAUL MATA, Deputy City Attorney III; and NICK CRAWFORD, Deputy City Clerk

2. **Announcement Regarding: Compliance with Open Meeting Law**

Minutes:

ANNOUNCEMENT MADE: This meeting has been properly noticed and posted at the following locations in accordance with the noticing standards as outlined in NRS 241.020: City Hall, 495 South Main Street, 1st Floor; the City of Las Vegas website - www.lasvegasnevada.gov; and the Nevada Public Notice website - notice.nv.gov.

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.

Minutes:

None.

4. For possible action to approve the Final Minutes by reference of the Regular Meeting of May 1, 2025

Motion made by Caroline Mozdean to Approve

Passed For: 5; Against: 0; Abstain: 0; Did Not Vote: 0; Excused: 3

For-Deanne O'Rear-Cameron, Jennifer Drumm, Caroline Mozdean, Charles Lee, David Tilzer; Excused-Vito Galati, Nicole Graham, Linda Young;

5. Presentation by Rachel West, CSA (Certified Senior Advisor), Managing Director, Nevada Advocates, regarding advocacy services and resources for seniors - All Wards

Minutes:

This item was heard subsequent to Item 6.

RACHEL WEST, Owner and Managing Director of Nevada Advocates, stated that Nevada Advocates has been in operation since 2016 and is licensed and insured. The company provides services across a wide range of age groups, including acting as a healthcare entity. Additionally, they offer healthcare case management and financial services. The healthcare case management division includes a team of registered nurses who attend medical appointments, coordinate care, and assist with transportation. Further, a social worker is on staff to

help clients qualify for Medicaid and other available resources. Their financial service division assists clients with bill payments and offers financial power of attorney services. MS. WEST emphasized that their services are catered to each client's needs, noting they come in to deal with emergency situations.

CHAIR O'REAR-CAMERON requested more information to help the Board better understand Nevada Advocates' services. In reference to an issue raised during Item 6, MS. WEST clarified that clients could sign up through Social Security to become a payee without requiring guardianship or power of attorney. In cases where a client is deemed incompetent, she stated that a caregiver may obtain and present a letter of incapacity to Social Security, who can then appoint the caregiver as the payee, so long as the funds are used to support the client. She noted that in many cases, Nevada Advocates is brought in to assist with placement or support options after the client has already lost the capacity to complete legal documentation. She recounted a case in which her team completed a final accounting for a client who had hidden cash throughout his home, which they were able to locate and deposit into their account. MS. WEST added that their registered nurses offer professional opinions and help clients access appropriate levels of care while providing updates to clients' families on safety assessments and medical appointments. The Chair asked for clarification on what it means for a client to lack capacity. MS. WEST explained that if a client demonstrates a general understanding of the services and fees involved, she is comfortable working with them directly, stating that her team would still contact the client's family to introduce themselves and explain their role. In cases where a client truly lacks capacity and no one is legally able to sign on their behalf, Nevada Advocates may accept pro bono cases. CHAIR O'REAR-CAMERON wondered how they were compensated for their services. MS. WEST explained they are privately paid and do not charge a monthly fee or retainer. She added that they charge in 15-minute increments at a rate of \$125 per hour, noting that their services were not covered by insurance. She reported that they were working to become a recognized case management provider under Medicaid, and while this would not directly cover their services, it would allow them to make recommendations under Medicaid's waiver program. She said Nevada Advocates is available 24/7, with a registered nurse on call. MS. WEST stressed the importance of their availability, especially when clients could be transported to a hospital via public transportation without anyone's knowledge. She concluded by stating that they help clients enroll in foundations that support seniors and often at no cost.

MEMBER TILZER wondered if they follow up with families after initially making them aware of what is going on. MS. WEST explained that it depends, since some families prefer to be involved as much as possible and others do not, but she said they cater to each family's needs and serve as a buffer between family members and clientele.

MEMBER GRAHAM shared that she had previously worked with MS. WEST, who successfully assisted one of her patients, who was an out of state family member, with navigating a POA (power of attorney) that was not comfortable with making decisions. MS. WEST appreciated the recognition and said she also enjoyed working with the Member, noting that their organization navigates various family dynamics to find a path forward.

CHAIR O'REAR-CAMERON was pleased to learn that they joined the queue to become a part of Medicaid. MS. WEST felt that her team consisting of four registered nurses and one social worker could help address the shortage of case management services within Medicaid. She reported that they receive phone calls daily from clients that have no options. The Chair emphasized that Medicaid funding is available and organizations simply need to apply. She acknowledged the waitlists were long but expressed gratitude that Nevada Advocates were stepping up to help. Additionally, she urged anyone who feels threatened by their POA to spend the money and contact an attorney to redo their paperwork. MS. WEST reported that many clients seeking POA services become apprehensive and appoint individuals who are not professional POAs. Often, the client wants to make a change once they are unable to sign documents. She stressed there is nothing that Nevada Advocates can do once a client lacks capacity and she urged clients to sign up as soon as possible. She encouraged anyone with questions to contact their office at www.nvapros.com or 702-750-0005.

See Item 6 for related discussion.

6. Report by Gregory Gray, Management Analyst I, regarding senior issues received by the Department of Neighborhood Services - All Wards

Minutes:

This item was heard subsequent to Item 4.

GREGORY GRAY, Management Analyst I, reported that their office received inquiries regarding tenant rights, specifically situations where seniors invite someone, often times as a family member, into their home, and that person later refuses to leave. He explained that if someone stays in a home for longer than two weeks, they are legally considered a tenant and gain tenant rights, which requires the homeowner to go through a formal eviction process to have them removed. He advised that individuals in this situation could seek assistance through the Southern Nevada Legal Aid Center or the Senior Law Program to navigate the eviction process. He noted that the process must be initiated by the homeowner and advised that it could take a long time depending on the circumstances and often leads to cases of exploitation, isolation, and intimidation. He shared an example of a family who began the eviction process for their son but ultimately chose not to proceed, hoping he would find alternate housing. Unfortunately, the family sold their home and entered a two-week closing period, which required them to restart the eviction process and face the risk of not meeting the deadline.

Regarding caregiving concerns, MR. GRAY reported that their office received calls from family members asking about caregiver compensation. After consulting with a former ADSD (Aging and Disability Services Division) employee, he shared that if someone voluntarily assumes caregiver responsibilities, the notion is that they have the financial means and resources to support the individual, and the State does not provide compensation for that role. However, he noted that personal care services may be available through Medicaid, but the lengthy process must be initiated by the family and is subject to approval. He stated that respite services were available through Medicare, Medicaid, or private insurances and could offer temporary relief to caregivers. He cited a situation involving a woman who quit her full-time job to care for her mother suffering from dementia. Although there were multiple resources and programs available to support her, she struggled to find day centers and activities for her mother and was seeking caregiver compensation. Due to the risks of allowing unknown individuals into the home, their office recommended signing her mother up to a senior center where the caregiver could accompany her and provide support. MR. GRAY reported that without legal guardianship or power of attorney, the caregiver could not access her mother's Social Security benefits to alleviate some of the financial burden.

See Item 5 for related discussion.

7. Report by Board members regarding senior issues and events within their Council wards and at large - All Wards

Minutes:

Ward 3 - MEMBER DRUMM recognized N&M Construction LFP Restoration, and The Home Depot for collaborating with the Department of Neighborhood Services' SHIFT (Safe Home Improvements Funding and Training Program) Team to repair a low-income senior couple's fence after it caught fire. The Member shared that she attended National Night Out and a meeting at a senior facility that presented information regarding the Senior Law Program.

Ward 4 - CHAIR O'REAR-CAMERON reported that she attended First Tuesday in Sun City. She urged the Board to assist seniors on the NextDoor App that are receiving misinformation or sharing personal information that could be harmful to them. She received numerous phone calls regarding housing, utilities, and food concerns. Additionally, she encountered many individuals that were not happy with their skilled nursing locations and directed them to the appropriate agencies. The Chair was happy to share that the Nevada State Ombudsman Program only had a 10 percent vacancy and found it impressive that they covered 85 to 90 percent of facilities in June and July, which made many seniors feel that their voices were being heard. She stated that the waitlist for Medicaid was still lengthy, stating that it could take three months for an individual's case to be heard, and she appreciated MEMBER TILZER for all his efforts in Ward 4.

Ward 4 - MEMBER TILZER noted that Sun City celebrated One Community Celebrating Diversity with MAYOR SHELLEY BERKLEY, Nevada Lieutenant Governor RACHEL HUNT, and over 400 residents in attendance. On May 29th, an event celebrating Sun City Summerlin's adoption of the Knox Box Program was held. He shared that Sun City is the first residential neighborhood in the country to receive the security program that mounts a key to the front door to provide access to first responders without needing to break into the front door and render the home exposed. He reported that a second Knox Box event sponsored by COUNCILWOMAN FRANCIS ALLEN-PALENSKE would be held in October, and a Golf Cart Parade was held July 4th. On August 5th, the LVMPD (Las Vegas Metropolitan Police Department) Summerlin Command First Tuesday event took place which he said was very informative. To gain more attendance at the First Tuesday events, the Member wanted to share the event information weeks in advance.

Ward 5 - MEMBER LEE reported that members of the Doolittle Community Center will be required to pay an additional \$10 per month to use the fitness room effective September 1st. He noted that there was not an instructor for the fitness room and the members were trying to understand why the price was increasing.

Ward 6 - MEMBER MOZDEAN encouraged seniors to sign up for newsletters to stay updated with local events. She reported that the BLM (Bureau of Land Management) Office located at 4701 North Torrey Pines Drive would hold an ornament decorating event to help create decorations for Nevada's first United States Capitol Christmas Tree on August 16th from 10:00 a.m. to 2:00 p.m. She shared that the Campus for Hope began construction which will add 900 residential beds and various onsite services to the unhoused community. She attended the First Tuesday event and said that LVMPD needed assistance with reporting nuisances in residential areas. She shared that a free subscription service was offered by the Clark County Assessor's Office for residents to stay informed of their properties and homeowners could receive more information at 702-486-0782.

8. Discussion regarding next steps and future meeting topics of the Senior Citizens Advisory Board - All Wards

Minutes:

CHAIR O'REAR-CAMERON shared that the next meeting will not be held at City Council Chambers and will be held at the Public Meeting Room on the Second Floor of Civic Center Building A. Additionally, she encouraged the Board to attend as many events as possible once seniors become more active at the end of summer.

9. **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.

Minutes:

MAGDA ASCENSIO shared that her husband owns a maintenance and repair work business that offers fair pricing. She shared that they can be reached at 702-350-8423 or handyruben702@gmail.com.

10. **Adjournment**

Minutes:

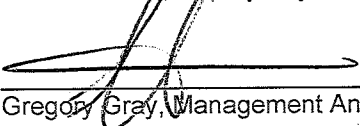
CHAIR O'REAR-CAMERON advised that the next Board meeting would be held on September 4, 2025 at 1:00 p.m. in the Public Meeting Room on the Second Floor of Civic Center Building A.

The meeting was adjourned at 2:00 p.m.

Respectfully submitted:



Nick Crawford, Deputy City Clerk



Gregory Gray, Management Analyst I

THIS MEETING WAS PROPERLY NOTICED AND POSTED AT THE FOLLOWING LOCATIONS
IN ACCORDANCE WITH THE NOTICING STANDARDS AS OUTLINED IN NRS 241.020:

The City of Las Vegas website – www.lasvegasnevada.gov

The Nevada Public Notice website – notice.nv.gov

City Hall, 495 South Main Street, 1st Floor