SENIOR AFFAIRS COMMISSION (SAC) MONTHLY MEETING

REGULAR HYBRID MEETING MINUTES

MONDAY NOVEMBER 17, 2025

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CITY SECRETARY
DALLAS, TEXAS

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Mike Nurre, Acting Chair, Senior Affairs Commission (SAC) PRESIDING

PRESENT: [13]

Teresita Delgado, District1/Commissioner	*Lisa Kelly, District 9/Commissioner
Portia Cantrell, District 2/Commissioner	David Tyson, District 10/Commissioner
Phyllis Lee, District 4/Commissioner	Renee Karp, District 11/Commissioner
Lupe Valdez, District 5/Commissioner	Robert Friedman, District 12/Commissioner
Marilyn Daniels, District 6/Commissioner	Vacant, District 13/Commissioner
Marian A. Williams, District 7/Commissioner	Karen Roberts, District 14/Commissioner
Debbie Austin, District 8/Commissioner	Mike Nurre, District 15/Commissioner

ABSENT: [1]

Verna Mitchell, District 3/Commissioner

**Note: Members of the Senior Affairs Commission participated in this meeting by video conference.*

***Note: Indicates arrival time after meeting called to order/reconvened.*

The meeting was called to order at 12:04 p.m. by Elena Ruiz from the city attorney's office with a quorum of thirteen of the Senior Affairs Commission members present. Ms. Ruiz stated that there is no chair or vice chair to conduct today's meeting, therefore a temporary chair must be selected for this meeting only. This process will continue at each meeting until a permanent chair is selected. Ms. Ruiz called for a move to appoint a temporary chair. Commissioner Cantrell (2) motioned to select Commissioner Nurre (15) as temporary chair. Commissioner Karp (11) seconded the motion and was unanimously approved.

The meeting agenda, posted in accordance with Chapter 551, “OPEN MEETINGS”, of the Texas Government Code, was presented.

PUBLIC SPEAKERS

None

APPROVAL OF MINUTES (October 2025 Regular Meeting)

Temporary Acting Chair Mike Nurre (15) presided over today’s meeting and requested commissioners to make a motion to approve the regular meeting minutes. Commissioner Renee Karp (11) made a motion to approve October 20, 2025, minutes. The motion was seconded by Commissioner Robert Friedman (12) and was unanimously approved.

Chair’s Report

Acting Chair Nurre proceeded with the meeting by stating that Ms. Mirka Norman, Supervisor, Office of Housing & Community Empowerment (OHCE) would be providing updates on current programs, service delivery, and contracts serving Dallas’s older adult population. Ms. Norman began by stating that she would be giving a quick update on the Fiscal Year 2025 numbers as well as discussing Senior Services work in general. She stated that Senior Services has been in existence since 1985 with 40 years in existence. She expressed that the department serves seniors 60+ by providing information, referrals, and educational programming. This is accomplished by connecting residents to a wide variety of resources, including City services, nonprofit organizations, and other assistance, all aimed at supporting them in their financial, social, and overall well-being. She stated that the department consists of five employees, who were all introduced. Ms. Norman stated that the department utilizes the Senior Services Help Line (214-670-5227) to assist seniors with various resources. A complete assessment is done with each older adult to assess their needs, strengths, and any challenges they might be facing. Working together with seniors to find practical solutions is the goal. Ms. Norman pointed out that last year (FY 2025) the department responded to 1,440 unduplicated calls and answered a total of 2,326 calls. 4,993 communications were completed and these include calls, referrals, etc. The highest need addressed was financial need in nature, such as utility, rent, mortgage, or other. Acting Chair Nurre (15) asked if the calls are tracked. Ms. Norman stated that they are all tracked and categorized by need and properly recorded. Ms. Norman continued by

stating the mission for the Senior Service's department is to educate, advocate, support, raise awareness and to partner with local agencies, nonprofits, and other city departments in order to assist seniors within the city of Dallas. Ms. Norman talked about Outreach and Events the department participated in for FY25. Last year, the department attended 99 events and recorded 2,090 attendees. The department's annual goal was exceeded significantly. Some of the department's Signature Events & Partnerships for FY25 included: Older American's Month, Aging & Housing Summit, Dementia Friendly Dallas, Practical Estate Planning (Legal Aid of N.W. Texas) Empowered to Protect (Dallas PD & FTC), and Alzheimer's Esperanza Para Manana Event. Commissioner Roberts (14) asked which recreational centers had presentations of the Dementia Friendly Dallas. Ms. Norman stated that the senior rec centers included Willie B. Johnson, Singing Hills, Marcus Annex, as well as Well Med. Ms. Norman pointed out the recurring events participated by Senior Services include: Alzheimer's Association Hope for Tomorrow, Jewish Community Center Annual Senior Expo, DART OAM, Monthly Veteran's Recovery, Seniors on the Move, Beat the Heat, Heath Expos, Annual Summit on Aging LGBT, and Grandparents Raising Grandchildren. Ms. Norman proceeded by providing an overview of the latest Summary of Calls for September 2025. A comparison of FY24 & FY25 Summary of Calls month by month was also shared with the SAC. Ms. Norman presented the calls as outlined by district and mentioned that most of the calls are from districts one through eight. She mentioned that for this FY25-26 in October there have been 237 calls and are first engagement calls. Of those calls, 160 are regarding financial assistance such as rent, mortgage, and utility assistance. Ms. Norman provided a brief overview of the partnerships the city has with various organizations such as The Senior Source Ombudsman Program. These programs are partially funded by the city. The Ombudsman program investigates and tries to resolve complaints made by residents and family members regarding nursing homes and assisted living facilities. The program also provides other important services (see slide for additional information). The data for October 2025 which is the beginning of the FY was provided to SAC. Ms. Norman provided an overview of the U&I Program, an employment program for seniors. This program provides training and advocacy to successfully obtain and maintain employment as well as job search assistance. Ms. Noman briefly covered the Operation WaterShare program. This is a collaboration between the Dallas Water Utilities and the Senior Services Program created to assist residents of the city who are 60 and older

who are need of financial assistance due to unforeseen expenses or other extenuating circumstances. Assistance is only provided once each calendar year to seniors requesting this resource. Commissioner Roberts (14) inquired about the request made in the past regarding not having seniors charged a late fee on their water bills due to financial constraints. Ms. Norman stated that she would have to follow up with the water department. Commissioner Nurre (15) asked Ms. Norman if she could follow up with the water department on the late fee topic. Ms. Norman stated that she would. Ms. Norman continued with her presentation and talked about The Texas Ramp Project, which is a statewide volunteer program focused on building wheelchair accessible ramps for low-income residents at no cost. The Senior Services staff completes the online application and submits it accordingly. Ms. Norman concluded her presentation. Commissioner Friedman (12) asked if there is a catalogue of services that Senior Services provides for seniors. Ms. Norman stated that the department has a list of resources that are utilized in referrals as well as the team constantly networking with other agencies on resources available for seniors. Ms. Norman mentioned that Findhelp.org is available to anyone looking for a resource based on their zip code. Mr. Friedman asked if it is possible to put a list of the resources available online on the city website. Ms. Tabitha Taylor, Age Friendly Officer, introduced herself and mentioned that as part of the strategic plan, there is ongoing planning on how to display the resource information on the city web pages and continuously updating it. Commissioner Daniels (8) mentioned that Dallas County has various resources that will assist seniors with rent and utility assistance. Commissioner Delgado (2) mentioned that she has a case of the Blue Book resource books in her car and is willing to share these with the SAC at the next meeting. Commissioner Austin (8) mentioned that the Blue Book is also available online. Ms. Taylor (AFO) mentioned that she has been in contact with the water department regarding the late fee topic and that she will keep SAC updated after she gets a response from that department.

Briefing Item: The 2025 Senior Affairs Commission Annual Report. SAC will discuss the process to compile the 2025 Annual Report and SAC's goals and priorities for 2026.

Acting Chair Nurre stated that he thought that the Annual Report had already been submitted. AFO Ms. Taylor stated that discussion of initiating the creation of this document and asking for any input should be considered at this time by the SAC and submitted by

February 1st of 2026. Mr. Nurre stated that in the previous year, Chair Kline and Vice Chair Jarvis were involved in part of this committee, and both are no longer on the commission. He stated that Chair Kline did an excellent job of giving the committee topics to consider and completed the draft for the report. Mr. Nurre stated that for this new report, SAC will need to determine who on the commission will be on this ad hoc committee. Commissioner Austin (8) stated that the ad hoc committee should include a good representation of all the districts because this did not occur in previous years, and it was noted. Ms. Norman reminded the commission that if there is a subcommittee, those meetings must be posted on the agenda and made public as well as posted in accordance with TOMA regulations. Ms. Norman also introduced the new commissioner Lupe Valdez to district 5. Commissioner Karp (11) asked if the subcommittee can meet remotely or at another location. Ms. Norman stated that a Chair must be selected and would have to be in person at a city location. Mr. Nurre asked for any volunteers wanting to be on this subcommittee. Mr. Nurre mentioned that Commissioner Karp has already volunteered to be on this subcommittee. Commissioner Lee agreed to be on this subcommittee. AFO Ms. Taylor stated that following the guideline for what has been accomplished throughout the past fiscal year as well as implementing next fiscal year's goals should be considered in the planning. And should be open for discussion for the next upcoming meeting. Ms. Taylor also stated that the most recent US census 2023 data is available and has been previously shared with the commission. Commissioner Roberts (14) suggested looking at the previous annual reports would be very helpful in planning for the upcoming annual report. Ms. Taylor also encouraged everyone to provide input for the annual report by submitting it accordingly to the subcommittee. Commissioner Cantrell (2) asked Ms. Taylor for further clarification as she is still unclear about whether there is more than one committee for this. Acting Chair Nurre (15) stated that the mission is to form an ad hoc committee to create the annual report. Essentially starting the ad hoc committee to begin the process. Commissioner Karp (11) stated that one of the easiest things to do now is to get everyone to communicate by email what is happening in each district. Ms. Taylor stated that the best way to accomplish this is to have commissioners email her, Ms. Norman, or Mr. Hart from Senior Services. She reminded commissioners that there should not be cross communication between SAC commissioners as that would be a violation of TOMA. Commissioner Friedman (12) suggested that each commissioner could provide input by

emailing the ad hoc chair directly as was done in the past Funding Priorities ad hoc committee. And that process worked well and was permissible as the input was being transmitted directly to the ad hoc chairperson only. Ms. Taylor stated that it would be acceptable, however she wouldn't encourage that process since there could be commissioners cross communicating with each other. Ms. Norman reminded the commissioners that the annual reports need to be voted on and approved in January's meeting so there is a very short timeline to get it compiled. Also, if there is a subcommittee established, then space must be reserved for this meeting and an agenda posted. Therefore, time is of the essence. Commissioner Cantell rescinded her participation on this committee. Acting Chair Nurre stated that at this time, Commissioners' Karp, Roberts, Lee, Daniels and Williams have agreed to be a part of this ad hoc committee and that everyone on the SAC will still have input opportunities. Mr. Nurre asked if any further discussion was needed at this time. He stated that there are now five members of this ad hoc committee. He stated that everyone will have an opportunity to provide further input once the draft is shared with SAC. Commissioner Roberts suggested establishing a timeline for anyone needing to submit input for this document. The first day of December was suggested as the date to submit any input. Commissioner Friedman (12) mentioned that to his understanding the Strategic Plan was presented today and asked about the strategic plan and wanted to know when SAC would be provided with a copy of the strategic plan. AFO Tabitha Taylor stated that the plan is to have it released by early December and to have the SAC provide further discussion on the strategic plan by the next SAC meeting. Deputy Director Galleshaw stated that she wanted to clarify that the information that was presented to the Quality-of-Life Committee is the same information that was presented to SAC recently and they have not received the full document of the plan either. It is still under review. The SAC will receive it first and will be discussed in December meeting before the whole plan is seen by them or anyone else. Commissioner Tyson (10) inquired about the Dallas Police Department topic discussed previously, namely DPD meeting with the SAC and discussing how they are working with senior issues. Ms. Taylor stated that early in the new year that will be the target date. Mr. Tyson reiterated that the request for DPD to meet with SAC was six months ago. Ms. Taylor stated that she wants to ensure that there is a holistic presentation available to share with the SAC and she has been in contact with the DPD and is still trying to get a comprehensive presentation from

them submitted. Again, the timeframe would be the early part of next year. Commissioner Williams (7) asked if it would be possible to email out the past two annual reports. Ms. Taylor stated that she would be able to.

REPORTS OF OFFICERS, BOARDS, STANDING COMMITTEES

None currently.

Senior Affairs Commissioners District Updates

None currently.

ADJOURNMENT

After all the business of the Senior Affairs Commission had been considered, Commissioner Tyson (10) made a motion to adjourn the meeting. The motion was seconded by Commissioner Friedman (12) and unanimously accepted. The Senior Affairs Commission meeting was adjourned at 1:27 p.m.

James Ramirez
_____ 12/10/25

Drafted by: Date
James Ramirez M.S.
Caseworker II
Office of Housing and Community Empowerment / Senior Services

Mike Nurre
Mike Nurre (Dec 16, 2025 17:26:12 CST)
_____ 12/16/2025

Approved by: Mike Nurre, Acting Chair Date
Senior Affairs Commission

WebEx Recording of SAC Meeting:
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