



Reno

Senior Center

1155 E. 9th Street
Reno, NV 89512
775.328.2575

Mon.-Fri. 8am – 5pm
(Salad Reservation Required)

Sparks

Senior Center*

97 Richards Way
Sparks, NV 89431
775.353.3110

Reservation: 775.353.3113
Mon.-Fri. 8am – 5pm

Gerlach

Senior Center*

385 E. Sunset Blvd.
Gerlach, NV 89412
775.557.2206

Mon.-Fri. 9am – 1pm

Sun Valley

Senior Center*

115 W. 6th Avenue
Sun Valley, NV 89433
775.328.2786

Mon.-Fri. 9:30am – 1:30pm

Cold Springs

Community Center*

3355 White Lake Pkwy
Reno, NV 89508
775.328.2786

Mon.-Fri. 10am – 2pm

Lazy 5

Spanish Springs*

7100 Pyramid Way
Sparks, NV 89436
775.328.2786

Tue.-Fri. 10am – 2pm



Meal Reservation Line

775.328.2786

(all sites except Sparks/Gerlach)

Congregate Meals: Meals are served Monday through Friday at above centers. You must call before 8:30am to reserve a hot lunch or salad entrée. **Please see the back of the booklet for additional senior centers in Washoe County.

Washoe County Senior Services (WCSS) programs and services are available to residents age 60 and over. *No Social Workers available at the Sparks, Sun Valley, Gerlach, Lazy 5 or Cold Springs Centers.

Please call: 775.328.2575 or visit <https://www.washoecounty.gov/seniorsrv/>

For Volunteer Opportunities, please email us at volunteer4seniors@washoecounty.gov



Community Support Services and Providers

WCHSA Senior Services at Reno Senior Center

775.328.2575

Services listed below are to assist individuals **age 60 and over** with maintaining independence.

- **Homemaker Services:** Light Housekeeping help for eligible individuals, including those under age 60 who have physical disabilities (cost share may apply).
- **Meals on Wheels (AKA: Home Delivered Meals):** Home delivery meal program for individuals who are homebound due to a physical or mental health condition or disability which prevents them from participating in WCSS congregate meal program.
- **Representative Payee:** Assist individuals with managing Social Security benefits. Fee for service may apply.

Referral to any of the above programs can be submitted at <https://washoecounty.gov/seniorsrv/forms.php>

WCHSA Daybreak Program (Adult Day Care) at Reno Senior Center

775.328.2591

The adult day health (daybreak) program provides care and socialization in a safe environment. Program hours are Monday - Friday from 7:30am - 5:30pm. Community health aides and nurses provide health monitoring, medication management and therapeutic activities including assistance with activities of daily living. Noon meal and snacks provided. (English/Spanish)

- **Must be:** 18 years or older and have physical or cognitive deficits which make individual unable to be home alone.
- **Payment Sources Accepted:** Medicaid, Veteran Administration, Respite Grants and Private Pay (cost sharing applies).
<https://www.washoecounty.gov/seniorsrv/>

Northern Nevada Hopes Clinic

775.786.4673

<https://nnhopes.org/>

580 West 5th Street, Reno, NV 89503

Regular Hours:

Mon.-Fri. 8:00am – 5:00pm

Extended Hours:

Mon.-Thu. 5:00pm – 7:00pm

Provides coordinated care and support for individual and family wellness, combining primary care, medical specialties, behavioral health and prevention. Services include primary medical care, chronic disease management, women’s health services, behavior health counseling, social services, pharmacy & delivery, harm reduction services, STD & HIV testing, education programs & support groups.



Community Support Services and Providers (Continued)

Northern Nevada Legal Aid

775.332.0606

<https://nnleagalaid.org>

1155 E. 9th Street, Reno, NV 89512

Provides legal assistance and advice, education, referrals, and representation in court to seniors over 60 in social or economic need in the following areas:

- Consumer Protection
- Elder Financial Abuse
- Simple Estate Planning and Advice
- Powers of Attorney
- Disability Law
- Nursing Home Issues
- Landlord/Tenant Disputes
- Foreclosures
- Public Benefits

Nevada Legal Services

775.284.3491 or 800.323.8666

<https://nevadalegalservices.org>

204 Marsh Ave., Reno, NV 89509

Fees: Suggested donation, please call for additional details. NLS PROVIDES NO ASSISTANCE IN CRIMINAL MATTERS.

Provide legal assistance: Housing Issues: public and subsidized housing, mobile home park housing, and nursing homes; Pro Bono Programs: cooperating private attorneys provide representation for no cost to qualifying seniors by SLP referral; PUBLIC ENTITLEMENTS: Food Stamps (SNAP), Social Security benefits, Medicare; Medicaid; Immigration Services for victims of crime: VAWA Self-Help petitions, U-Visas and T-Visas; Guardianship Petitions: assistance provided on a limited basis; Tax Issues: Low Income Taxpayer Clinics; Tax Controversies referred out; Community Education: includes Will/Estate planning; Advanced Directives; Living Wills/Power of Attorney.

Veteran's Benefits

<https://www.reno.va.gov/>

VA Sierra NV Healthcare System (VA Hospital)

975 Kirman Ave. Reno, NV, 89502

Main phone: **775.786.7200**

Mental Health Care: **775.326.2920**

VA Medical Benefits Information

975 Kirman Ave. Reno, NV 89502

775.328.1293

NV Office of Veterans Services

5460 Reno Corporate Dr., Reno, NV 89511

775.321.4880 or 1.800.827.1000

No. Nevada Veterans Resource Center

419 W. Plumb Lane, Reno, NV 89509

775.284.8387

Aging & Disability Services Division

775.687.0800

<https://adsd.nv.gov/Programs/Seniors/Seniors/#content>

9670 Gateway Drive, #100, Reno, NV 89521

- **Adult Protective Services (APS): 1.888.729.0571** Reporting agency for abuse, neglect, self-neglect, exploitation and isolation for those 18+.
- **Home And Community Based Waiver (HCBW-FE):** Age 65 and over, gross monthly household income limit: (1) Person \$2,742 or less with assets under \$2,000; provides homemaking and personal care services to help maintain independence in home or group care.
- **Community Service Options Program For The Elderly (COPE):** Gross monthly household income limit: Please call ADSD 775.687.0800 for income limit. Program provides homemaking and personal care services to those over income for the Home and Community Based Waiver Program.
- **Personal Assisted Services (PAS):** Age 18 and over; assist with personal and respite care, Gross monthly household income limit: (1) Person \$3,645 or less with assets under \$10,000 for an individual. Cannot be eligible for Medicaid. Require assistance with 2+ activities of daily living; other criteria apply.
- **Nevada's Senior And Disability Rx Program:** 1.866.303.6323 - Medicare Part D Premium Subsidy only. Medications at a discount; age 62+ or 18-61 with disability, NV Resident for one year; Annual Income limits: (1) Person - \$33,152 (2) People \$44,193.

Please contact the agency to confirm all factors that may affect eligibility.

(Contact the agency to confirm all factors that may affect eligibility)



Community Transportation

RTC Paratransit Services (ACCESS)

**Customer Service: 775.348.0477, Reservation: 775.348.5438,
ACCESS Cancellation: 775.348.0444**

<https://www.rtcwashoe.com/public-transportation/rtc-access/>

Door-to-door pre-scheduled shuttle service for individuals with disabilities who are unable to independently use the RTC RIDE transit bus. Must be approved to use services.

RTC also has several programs that may be suitable for your clients:

- Washoe Senior Ride program is a subsidized taxi program available to Washoe County residents 60 years of age and older
<https://www.rtcwashoe.com/public-transportation/washoe-senior-ride/>
- RTC Washoe-UBER Rides Pilot Program. For more information visit:
<https://www.rtcwashoe.com/rtc-washoe-uber-rides-pilot-program/>
- RTC Customer Service phone: 775.348.7433 Call for additional transportation options such as FlexRIDE, RTC RIDE and RTC ACCESS

Washoe Senior Ride

775.348.7433

<https://www.rtcwashoe.com/public-transportation/washoe-senior-ride/>

RTC 4th Street Station 200 E. 4th Street Reno, NV 89501 Mon.-Fri. 8:00am – 12:00pm & 1:00pm – 5:00pm

RTC Centennial Plaza 1421 Victorian Ave Sparks, NV 89431 Mon.-Fri. 8:00am – 12:00pm & 1:00pm – 5:00pm

WSR is a subsidized taxi program of the Regional Transportation Commission (RTC). It provides alternative, reliable and affordable transportation to residents of Washoe County who are 60 and over, RTC ACCESS client (any age) and Washoe County Veterans (any age). Each month participants of program may purchase up to \$60 worth of taxi fares for just \$15. See website for details and rules.

Access To Healthcare Network

877.385.2345 or 844.469.4932

<https://www.accesstohealthcare.org/>

Email questions & general inquiries to:
info@accesstohealthcare.org

4001 S. Virginia Street Suite F, Reno NV 89502 (Reno Town Mall)

Hours: Mon.-Fri. 8:00am – 5:00pm

FREE Transportation for senior citizens, disabled, and low-income residents in Reno and greater Washoe County area. Must meet one or more of the following criteria and live in Washoe County: 60 and over, disabled or meet income guidelines (if not over 60 or disabled).

Veterans – Volunteer Transportation Network to VAMC

775.829.5660

<https://www.va.gov/sierra-nevada-health-care/dav-vans-transportation-for-veterans/>

Service Hours: Mon.-Fri. 7am – 3:30pm for appointments between 9:00am – 1:00pm

Transport to VA hospital for veterans who have no other means of transportation Call for appointments. (Not wheelchair or scooter accessible)



Food Assistance

Supplemental Nutrition Assistance Program (SNAP) (Food Stamps)

<https://dwss.nv.gov/> or <https://accessnevada.dwss.nv.gov>

Reno: 4055 South Virginia Street, Reno, NV 89502

775.684.7200 Fax: 775.448.5094

Sparks: 630 Greenbrae Drive, Sparks, NV 89431

775.824.7400 Fax: 775.824.7450

Eligibility is determined by Division of Welfare & Supportive Services and is based on household size and income (other criteria may apply).

- Maximum gross monthly household income limits (130% of Poverty): (1) Person – \$1,473 (2) People – \$1,984
- Maximum net monthly household income limits (100% of Poverty) for households with at least one member who's disabled or age 60 and over: (1) Person – \$1,133 (2) People - \$1,526.

Catholic Charities of Northern Nevada/St. Vincent's Dining Room Program

775.322.7073

<https://ccsnn.org/>

325 Valley Road, Reno, NV 89512

Hours year-round: Mon.-Sat. 11:30am – 12:30pm

Daily free meals to individuals and families, no identification or income needed to eat.

Catholic Charities of Northern Nevada/St. Vincent's Food Pantry

775.786.5266

<https://ccsnn.org/pages/food-pantry>

500 E. Fourth Street, Reno, NV 89512

Hours year-round: Mon.-Fri. 9:00am – 12:00pm and 1:00pm – 4:00pm *Closed last day of the month at 2pm for inventory.

Program provides food once a month, per family based on size; daily program provides smaller allocation.

Washoe County Senior Services Food Distribution Programs

Northern Nevada Food Bank (CSFP)

775.331.3663

<https://fbnn.org/>

Third Thursday of each month:

8:00am – 11:00am

Gross Household Income Limits: One person: \$1,473 and two people: \$1,984; couples may file separately. Monthly commodity food to individuals 60+ who meet income limits. Distribution near various neighborhoods. Please call Northern Nevada Food Bank for more information.

Pantry Bag Program (Assistance League Pantry)

775.329.1584

<https://www.assistanceleague.org/reno-sparks/>

Third Tuesday of each month:

9:00am-11:00am. (Arrive by 8:00 am)

Must be 60 years of age or older, and show proof of Washoe County residency and register; limited number available

Gross Household income limits: (1) Person \$1,505 (2) People \$2,004; only 1 set of bags per household will be provided.

Emergency Food Assistance Program

775.331.3663

<https://fbnn.org/>

Third Thursday of each month:

8:00am-10:00am (same as Northern Nevada Food Bank) for persons 60 and over

Gross household Income Limits: (1) Person \$1,926 (2) People \$2,607.



Public Benefits/Assistance

Energy Assistance Program (EAP/LIHEAP)

775.684.0730 or 800.992.0900, fax: 775.684.0740

<https://dwss.nv.gov>

2527 N. Carson St. #260, Carson City, NV 89706

Division of Welfare and Supportive Services (DWSS)

Eligible households receive a once yearly benefit paid directly to their energy provider. If not currently on program or received benefits within last 12 months apply now; if you have received benefits in the last 12 months a notice will be mailed when it's time to reapply. Gross monthly household income limits: (1) Person - \$1,698.75 (2) People - \$2,288.75. Household's countable assets do not apply to this program; other restrictions may apply. Income guidelines may change yearly.

Nevada Health Link /Nevada Exchange Enrollment

1.800.547.2927 TTY 711

<https://www.nevadahealthlink.com>

Assistance provided with enrolling in a Qualified Health Plan to find affordable health insurance that fits your needs and budget.

Division of Welfare And Supportive Services

775.684.7200 (Reno)

<https://dwss.nv.gov/>

Reno: 4055 South Virginia Street, Reno, NV 89502 775.684.7200 Fax: 775.448.5094

Sparks: 630 Greenbrae Drive, Sparks, NV 89431 775.824.7400 Fax: 775.824.7450

*Eligibility is determined by DWSS and is based on household size and income

Full Medicaid: Can help pay some medical co-pays, prescriptions, Medicare B premium and some medical bills. Eligibility is customarily for those receiving a portion of income from SSI. Medicare Savings Programs: QMB (up to 100% FPL) - Pays Medicare premiums, some co-pays and deductible; SLMB (up to 120%FPL) and QII (up to 135% FPL) - Pays Medicare premiums only

Sewer Rebate City of Reno or City of Sparks

Reno: Sewer Rebate Program, 1 E 1st Street, 1st Floor, Reno, NV 89505

775.334.2365 or visit <https://www.reno.gov>

Sparks: Sewer Rebate Program, Finance Dept., P.O. Box 857, Sparks, NV 89432-0857

775.353.2360 or visit <https://cityofsparks.us>

Rebate toward yearly cost of sewer services for seniors. Residents of the City of Reno or Sparks, homeowner or renter and receiving benefits from one of the following: Energy Assistance Program, SSI, SSD, VA. Qualified participants may receive up to \$168 for sewer rebate.

Contact City of Reno or Sparks for program availability: July 1st - August 31st

Social Security Administration

1.800.772.1213 fax: 775.784.5501

<https://www.ssa.gov>

1170 Harvard Way Reno, NV 89502

SUPPLEMENTAL Security INCOME (SSI): Monthly cash benefit for persons; 65+, blind or disabled having low income and resources. Call SSA for additional information & requirements.

Gross monthly income (amount listed below includes the \$20 disregard by DWSS, contact agency to confirm):

QMB Individual \$1,235; Couple \$1,663

SLMB Individual \$1,235.01-\$1,478; Couple \$1,663.01-\$1,992

QII Individual \$1,478.01 - \$1,660; Couple \$1,992.01-\$2,239

QMB/SLMB/QII- Levels of coverage based on gross income. Household's countable assets must not exceed \$9,090 single, \$13,630 Couple, plus \$1,500 for burial plan. Asset and resource limits apply: Contact the agency to confirm all factors that may affect eligibility

(Contact the agency to confirm all factors that may affect eligibility)



Public Benefits/Assistance (Continued)

Medicare

1.800.633.4227

<https://www.medicare.gov>

Part A: Hospital Insurance: helps pay inpatient care in a hospital or skilled nursing facility, some home health care and hospice care. Monthly premium \$0 (for most individuals); Deductible and co-pays apply.

Part B: Medical Insurance: helps pay for doctors' services and many other medical services and supplies that are not covered by hospital insurance. Standard or Average Monthly premium: \$154.90 (2023); may be higher depending on income and when you apply for benefits.

Medigap (Supplemental Insurance): Wide range of health insurance plans through numerous companies can be purchased to help cover medical costs not covered by Medicare.

Part C: Medicare Advantage: plans are available in many areas. People with Medicare Parts A and B can choose to receive all of their health care services through one of these provider organizations under Part C. Monthly premiums vary depending on plans.

Part D: Prescription Drug Coverage: helps pay medications prescribed for treatment. Monthly premiums vary depending on plans.

Extra Help: Low Income Subsidy (LIS) - Gross monthly household income limit: up to 150% FPL: (1) person \$1,843 (2) people \$2,485. Call 1.800.772.1213 / (TTY - 1.800.325.0778)

MAP (Medicare Assistance Program) Counselors: Provide free, unbiased information, counseling and assistance to Medicare beneficiaries. MAP: 1.844.826.2085

Care Chest of Northern Nevada

775.829.2273

<https://carechest.org>

7910 N. Virginia Street, Reno, NV 89506

Non-profit agency provides medical equipment and supplies free of charge to Nevada residents. Call for more information.

Salvation Army of Reno

775.688.4555

<https://reno.salvationarmy.org>

1931 Sutro Street, Reno, NV 89512

Services provided to meet emergency needs, not chronic conditions

Tooth extractions on an emergency basis, limited to one tooth extraction -contact office for scheduling and further information. Vision program (limited)-please call for details; Kitchen Starter and Bed Program assistance (one time depending on availability)-call for details. Clothing vouchers; Food Box, 1 box every 60 days with I.D., proof of address and current income. Bread distribution available Mon-Fri from 8am-4pm, first-come-first-serve basis, no I.D. or proof of income required. Community Assistance Office open 8:00am-12pm and 12:30pm-4:00pm. Referrals to other agencies for utilities, shelter and rentals. Closed 12:00pm - 12:30pm for lunch.

AT&T Universal Lifeline Telephone Service

1.855.301.0355

<https://www.att.com/lifeline>

AT&T Nevada Lifeline Administration, P.O. Box 288, Charleston, IL 61920-0288

AT&T Nevada residential customers who meet eligibility requirements. Discounted rate on basic home phone services. No asset limits. Qualification is based on gross income, live on tribal land or receive benefits from the following programs: Food Stamps, Federal Public Housing, SSI, Medicaid, Energy Assistance Program, Temporary Assistance for Needy Families, National School Lunch Program. Gross monthly household income limits (135% FPG or less): (1) Person - \$1,640 or less (2) People - \$2,219 or less



Caregiver Support/Other Services

Community Foundation- Caregiver Support Initiative

775.333.5499 or Fax 775.333.5487

<https://washoecaregivers.org>

50 Washington Street, Suite 300, Reno, NV 89503

The Caregiver Support Initiative connects family caregivers with resources through WashoeCaregivers.org. WashoeCaregivers.org is a resource directory for caregivers and also includes blogs from caregivers, an Email Discussion Group to allow caregivers to connect, and a downloadable version of the Washoe Caregivers Guidebook - an instructional manual for family caregivers. Please call or visit the website for more information. The WashoeCaregivers.org is a database of over 300 community resources, including those that are free and low-cost for family caregivers to seniors in Washoe County.

Nevada's Care Connection: ADRC

877.861.1893

<https://www.nevadacareconnection.org>

Access to Healthcare Network – ADRC @ Reno Town Mall, 4001 S. Virginia Street, Suite F, Reno, NV 89502

The Aging and Disability Resource Center (ADRC) acts as a single point of entry for long-term support for seniors age 60 or above, people with disabilities (of any age), family members, and care providers. ADRC helps individuals of all ages and income levels obtain the services and support they need by establishing one-on-one assistance through a single organization. This one-stop shop works to enhance independent living by providing access to needed services and reducing the stress of navigating benefits.

Neighbor Network of Northern Nevada

775.453.4774 or Fax 775.353.3588

<http://neighbornv.org/n4-connect>

999 Pyramid Way, Sparks, NV 89431

Welcome to N4 Connect! Connect with your community more easily and in a more affordable way with a new shared ride project in collaboration with the shared ride company, Lyft. If you are a person with a disability or person over the age of 60 who cannot access affordable transportation or use public transportation, this project might be for you! N4 Connect is open to older adults who are over the age of 60 or people with disabilities over the age of 18, as described in the Americans with Disabilities Act (ADA). An individual with a disability is defined by the ADA as a person who has a physical or mental impairment that substantially limits one or more major life activities.

Nevada 211

Dial 211 or 866.535.5654

<https://www.nevada211.org>

2-1-1 is a special phone number to provide information and referrals to health, human and social services organizations. It includes places to find emergency food, housing, emergency shelter locations, children's services, support for seniors and people with disabilities, mental health and counseling services, and more.

Alzheimer's Association of Northern Nevada

775.786.8061 or 24/7 Hotline -1.800.272.3900

<https://www.alz.org/norcal>

639 Isbell Road, Suite 240, Reno, NV 89509

24/7 support, advice and information regarding Alzheimer's disease and caregiving issues. Support groups and community resources related to respite care needs, dementia related illnesses. Call for more information.



Housing Assistance

Nevada Housing Division

877.428.8844

704.334.8722 or TDD/TTY: 711

www.nvhousingsearch.org

Search current housing listings through the region and state.

Cares Campus

775.329.4141

<https://www.washoecounty.gov/homeless/Cares-Campus/index.php>

1800 Threlkel St., Reno, NV 89512
(near intersection of E 4th Street and Line Dr.)

Hours year-round Check In at
9:00 p.m. Mon.-Sun.

Staffed 24 hours. No identification needed; intake completed by case manager. Stay is limited.

Reno Housing Authority

775.329.3630

<https://www.renoha.org/>

1525 E. 9th Street, Reno, NV 89512

Low-income housing for individuals and families.

Emergency Shelter

1775 E. 4th Street Reno,
NV 89502

RenoRestart

775.324.2622

1095 East Taylor Street Reno, NV
89502

Hours: 8am-5pm (closed for lunch
12pm-1pm)

Clinical and non-clinical services in an effort to reduce homelessness and increase self-sufficiency for eligible individuals

Lot Rent Subsidy (State of Nevada Department of Manufactured Housing Division)

775. 684.2940

email: NHDinfo@housing.nv.gov

1830 E. College Parkway, Ste 120, Carson City, NV 89706

Assistance with monthly lot rent costs when you own the mobile home. Call for more information. Maximum allowable income limits: (1) person \$1,215 (2) people \$1,643; assets not more than \$12,000.

Our Place (Homeless Housing for Women and Families)

775.327.7501

https://www.washoecounty.gov/hsa/adult_services/our_place

605 S. 21st Street, Sparks, NV 89431

Reno-Sparks Gospel Mission, Inc. (Homeless Housing)

775.329.0485

<https://rsgm.org>

355 Record Street, Reno, NV 89512

Women's shelter any age, 10 nights per month, offer dinner, showers and mat to sleep on, must register previous to 2p.m., contact shelter any time during day hours for vacancy.

Additional Senior Centers/Community Center

Congregate Meals Served at these locations* Meal Reservation: 775.328.2786

- *Neil Road Recreation Center 3925 Neil Road, Reno 89502:
Open: Mon-Thurs. 11am-1pm (for lunch) 775.689.8484 for information
- *Spanish Springs Lazy 5 Regional Park 7100 Pyramid Way, Sparks, NV 89436
Open: Tue.-Fri. 10:00am – 1:00pm
- *Evelyn Mount Northeast Community Center, 1301 Valley Road, Reno 89512
Open: Mon.-Fri. 7:00am – 9:00pm, Sat & Sun 9:00am – 3:00pm 775.334.2262

PLEASE NOTE: The information in this pamphlet is designed to provide general information to Washoe County Seniors about benefit programs available. Every effort has been made to ensure the accuracy of the information; however, individuals are responsible for contacting the appropriate agency to confirm all factors that may affect eligibility. This information is updated annually, and income guidelines change at different times during the year.