



HUMAN SERVICES
AGENCY

Senior Services Division Community Resource Guide 2026

Reno

Senior Center

1155 E. 9th Street
Reno, NV 89512

775.328.2575

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

Westbrook

Community Center*

315 Westbrook Lane
Reno, NV 89506

Reservation:

775.328.2786

Mon.-Fri. 11am – 1pm

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

775.673.9417

Mon.-Fri. 9:00am – 1:00pm

Cold Springs

Community Center*

3355 White Lake Pkwy
Reno, NV 89508

775.971.8542

Mon.-Fri. 10am – 2pm

Lazy 5

Spanish Springs*

7100 Pyramid Way
Sparks, NV 89436

775.328.2786

Mon.-Fri. 10am – 2pm
(Hours will vary)



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 Case Workers available at the Sparks, Sun Valley, Gerlach, Lazy 5, Cold Springs, or Westbrook Centers.

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

For Volunteer Opportunities for the Home Delivered Meals program: volunteer4seniors@washoecounty.gov

Senior Services Volunteer Program. HSA-volunteercommittee@washoecounty.gov. or 775.328.2573

For all other questions, please email us at: sr_info@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.

- **Meals on Wheels (AKA: Home Delivered Meals):** Home delivery meal program for individuals 60 and over that are homebound due to a physical or mental health condition/disability which prevents them from participating in WCSS congregate meal program.
- **Homemaker Services:** Light Housekeeping help for eligible individuals, including those under age 60 who have physical disabilities (cost share may apply). **775.328.2590**
- **Representative Payee:** Assist individuals 60+ with managing Social Security benefits. Fee for service may apply.



Community Support Services and Providers (Continued)

WCHSA Senior Services at Reno Senior Center - (Continued)

- **Adult Group Home Assistance (Group Home 18-64 years old):** Washoe County Group Home Assistance helps cover "Room and Board" costs for individuals ages 18-64 years old who are homeless AND are unable to reside in a shelter setting due to physical limitations. In order to qualify for assistance, individuals must meet all financial and non-financial requirements for their household size and be a Washoe County resident.

Restriction may apply, please call for Eligibility.

Referral to any of the above programs can be submitted at forms.washoecounty.gov/f/seniorsreferral

Northern Nevada Legal Aid - 775.332.0606

nnlegalaid.org

1155 E. 9th Street, Reno, NV 89512

Provide 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
- Probate/Administration of Small Estates
- Public Benefits

Nevada Legal Services - 775.284.3491 or 800.323.8666

<https://nevadalegalservices.org>

449 South Virginia Street, 3rd Floor, Reno, NV 89501

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 - Main phone: 775.786.7200 Mental Health Care: 775.326.2920

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

VA Sierra NV Healthcare System (VA Hospital) 975 Kirman Ave. Reno, NV, 89502

VA Enrollment and Eligibility: 975 Kirman Ave. Reno, NV 89502 - 775.328.1293

Reno VA Regional Benefits Office: 5460 Reno Corporate Dr., Reno, NV 89511 - 1.800.827.1000

Nation's Finest: 419 W. Plumb Lane, Reno, NV 89509 - 775.284.8387



Community Support Services and Providers (Continued)

Aging & Disability Services Division - 775.687.0800

<https://adsd.nv.gov/Programs/OCL>

10375 Professional Circle, Reno, NV 89521

The Office of Community Living (OCL) believes all Nevadans are integral to the communities they live in, and this team is dedicated to supporting older adults, people with disabilities and family caregivers in living in their communities with the vital services and supports they need to remain independent. OCL not only provides direct services to reach this goal, but they also work closely with advocacy groups; statewide network of community partners and providers; and fellow Nevadans to ensure we are meeting the needs throughout Nevada.

The Office of Community Living includes four sections: Intake & Operations, Supportive Services, Community Services and Planning.

- **HCBS FE Waiver - Home and Community Based Services Waiver for the Frail Elderly**

The HCBS FE Waiver authorizes services to seniors to help them maintain independence in their own homes and communities as an alternative to long-term care facility placement. HCBS FE Waiver services include the following: Case Management, Homemaker, Social Adult Day Care, Adult Companion, Home Delivered Meals, Personal Emergency Response System, Chore, Respite, Augmented Personal Care provided in residential care settings and access to State Plan Personal Care Services. *Please call agency for eligibility criteria.*

- **HCBS PD Waiver - Home and Community Based Services Waiver for Persons with Physical Disabilities**

The HCBS PD Waiver authorizes services to individuals who have been diagnosed with a physical disability to help them maintain independence in their own homes and communities as an alternative to long-term care facility placement. HCBS PD Waiver services include the following: Case Management, Attendant Care, Homemaker, Chore, Respite, Assisted Residential Care, Environmental Accessibility Adaptations, Specialized Medical Equipment/Supplies, Personal Emergency Response System (PERS), Home Delivered Meals and access to State Plan Personal Care Services. *Please call agency for eligibility criteria.*

- **COPE - Community Service Options Program for the Elderly COPE**

Provides services to seniors to help them maintain independence in their own homes as an alternative to a long-term care facility. COPE services include the following non-medical services: Case Management, Homemaker, Social Adult Day Care, Adult Companion, Attendant Care, Personal Emergency Response System, Chore and Respite. *Please call agency for eligibility criteria.*

- **PAS - Personal Assistance Services**

PAS provides community-based, in home services to enable adult persons with severe physical disabilities to remain in their own homes and avoid placement in a long-term care facility. PAS services include authorizations for Personal Care Services assisting an individual with daily tasks such as bathing, dressing, grooming, toileting, transferring/ambulating, eating, housekeeping, shopping, laundry, and meal preparation. PAS recipients may share in the cost of their services, based upon a sliding scale formula. *Please call agency for eligibility criteria.*

Financial Eligibility: Must apply for and be determined financially eligible by ADSD for COPE, and PAS programs, and by DWSS for the HCBS FE and HCBS PD Waivers. Please refer to adsd.nv.gov for more information.



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. For more information visit:
<https://www.rtcwashoe.com/public-transportation/washoe-senior-ride>
- RTC Washoe-UBER Rides Pilot Program. For more information visit:
<https://rtcwashoe.com/public-transportation/rtc-washoe-lyft-and-uber-rides-voucher-programs/>
- 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 (4th & Lake St.) Reno, NV 89501

Mon.-Fri. 8:30am – 11:30am & 1:30pm – 3:30pm (Closed on Weekends & Holidays)

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). Please call or visit the website for additional information and rules of the program.

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. 7:00am – 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://dss.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).
- Maximum net monthly household income limits (100% of Poverty) for households with at least one member who's disabled or age 60 and over.

Catholic Charities of Northern Nevada/St. Vincent's Dining Room Program - 775.322.7073

<https://ccsnn.org>

325 Valley Road, Reno, NV 89512

Hours: Monday-Saturday 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>

435 Eureka Ave, Reno, NV 89512

Mon.-Fri. 9:00am – 12:00pm, 1:00pm-3:00pm

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

Northern Nevada Food Bank (CSFP) - 775.331.366

<https://fbnn.org>

Please contact NNFB for current income limits and other eligibility criteria. 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: The 1701 Group - 775.329.1584

<https://the1701grouppreno.org>

Third Tuesday of each month: 8:00am-10:00am. (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

Income Limits may apply, please contact The 1701 Group for more information.



Public Benefits/Assistance

Energy Assistance Program (EAP/LIHEAP) - 775.684.0730 or 800.992.0900, Fax: 775.684.0740

<https://dss.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. 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 Social Services - 775.684.7200

<https://dss.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 QI1 (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 - **775.353.5555** 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

<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.



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 may vary 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. 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, one 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.



Public Benefits/Assistance (Continued)

Northern Nevada Hopes Clinic - 775.786.4673

<https://nnhopes.org/>

580 West 5th Street, Reno, NV 89503

1905 E. 4th Street, Reno, NV 89512

Regular Hours: Mon.-Thurs. 8:00am – 7:00pm. Fri: 8am-5pm

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.



Caregiver Support/Other Services

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.

Community Foundation - Caregiver Support Initiative - 775.333.5499 or Fax 775.333.5487

<https://nevadafund.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.

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. To find help with all aspects of dementia care, support, and information in your local area, please visit Community Resource Finder <https://www.alz.org/crf>



Caregiver Support/Other Services (Continued)

More To Life - 775.358.1988

<https://www.adulthoodcarereno.com>

More To Life Adult Day Health Center provides engaging events and activities for seniors during the day for the Reno-Sparks area. You can leave your loved ones here with us for the day with confidence that they will be cared for by compassionate professionals that have the skills and experience required to help them with their personal needs and help them have a fulfilling and eventful day at “the club”.

Nation's Finest Veteran Services – Reno - 775.284.8387 or Fax 775.870.4040

<https://nationsfinest.org/>

Monday – Friday: 8:00am-5:00pm

At Nation's Finest, our mission is to support America's military veterans and their families with a comprehensive approach to housing, health, and employment that helps them achieve self-sufficiency and reach their full potential. We also provide case management, behavioral health services, referral services, and more.

Sanford Center for Aging – Senior Outreach Services - 775.784.4774 Option 1

<https://med.unr.edu/sanford/health-services/transportation-companionship>

1664 N. Virginia St. Reno, NV 89557

Volunteer - based companionship program

Senior Companion volunteers, ages 55 and older, provide basic social support to seniors over the age of 60 years old. The seniors who receive volunteer services generally live alone, need respite care, have limited access to outside resources, and lack social support. Respite Voucher program is also available, please contact the organization for more information.

Seniors in Services (501© 3 organization) - 775.358.2768 or 775.358.2322

<https://seniorsinservicenevada.org>

1380 Greg St., Suite 231 Sparks, NV 89431

Volunteer - based companionship program

Senior Companion volunteers, ages 55 and older, provide basic social support to seniors over the age of 60 years old. The seniors who receive volunteer services generally live alone, need respite care, have limited access to outside resources, and lack social support. Respite Voucher program is also available, please contact the organization for more information.

988 Suicide & Crisis Lifeline - Please Call or Text: 988

<https://988lifeline.org>

The 988 Lifeline provides 24/7, free and confidential support for people in distress, prevention and crisis resources for you or your loved ones, and best practices for professionals in the United States.

OTHER RESOURCE: Nevada Warmline - 775.241.4212



Caregiver Support/Other Services (Continued)

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.

Washoe 311- Dial 311

Washoe311 is your central hub to access a variety of Washoe County services and report your concerns 24/7. It's the place to report non-emergency services such as stray animals, graffiti, and road damage; inquire about utility services, building permits, and so much more.



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.

Washoe County Cares Campus - 775.329.4141

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

100 Cares Drive, 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; Day Services; Mail and Emergency overflow. Stay is limited.

Washoe County 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 Housing Authority - 775.329.3630

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

1525 E. 9th Street, Reno, NV 89512: Low-income housing for individuals and families.

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.



Housing Assistance (Continued)

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.

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 2:00pm, 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. 11:00am-1:00pm (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.

Notes