



## 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  
775.673.9417

Mon.-Fri. 9am – 1pm

## 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  
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 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](mailto:volunteer4seniors@washoecounty.gov)



## Community Support Services and Providers

### WCHSA Senior Services at Reno Senior Center

**775.328.2575**

Services mentioned below is to assist individuals 60 and over with maintaining independence.

- **Homemaker Services:** Light Housekeeping to eligible individuals 60 and over (cost share may apply).
- **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.
- **Representative Payee:** Assist individuals 60+ with managing Social Security benefits. Fee for service may apply.

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

### 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, HCAP (Washoe County Healthcare Assistance Program), 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)

### Washoe Legal Services

**775.329.2727**

<https://washoelegalservices.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 States
- Public Benefits

### Nevada Legal Services

**775.334.3050**

<https://nlslaw.net/>

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/>

**Sierra NV Healthcare System (VA Hospital)**

975 Kirman Ave. Reno, NV, 89502

**775.786.7200** or 1.888.838.6256

**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

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

- **Adult Protective Services (APS):** 1.888.729.0571 Reporting agency for abuse, neglect, self-neglect, exploitation and isolation for those 18+.
- **Homemaker Program (TITLE XX):** Gross monthly household income limit: (1) Person \$1,181 or less with assets under \$10,000; (2) People \$1,597 with assets under \$30,000. Supportive homemaking services to those 60+ or deemed disabled by SSA.
- **Home And Community Based Waiver (HCBW-FE):** Age 65 and over, gross monthly household income limit: (1) Person \$2,382 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: (1) Person \$3,324.67 or less with assets under \$10,000 for an individual and under \$30,000 for couple. 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 \$3,220 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 - \$30,556 (2) People \$40,732.



## Community Transportation

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### RTC Paratransit Services (ACCESS)

**Customer Service: 775.348.0477, Reservation: 775.348.5438**

<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

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### 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 – 11:30am & 1:00pm – 4:00pm

RTC Centennial Plaza 1421 Victorian Ave Sparks, NV 89431 Mon.-Fri. 8:00am – 11:30am & 1:00pm – 4:00pm

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/>

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).

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### Veterans – Volunteer Transportation Network to VAMC

**775.829.5660**

Service Hours: Mon.-Fri. 8:30am – 3:00pm 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

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### Supplemental Nutrition Assistance Program (SNAP) (Food Stamps)

<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 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 – \$1,395 (2) People – \$1,887
- 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 – \$1,073 (2) People - \$1,452.

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### 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.

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## 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: (1) Person \$1,872 and couples may file separately. Monthly commodity food to Individuals 60+ who meets 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; 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.

### USDA Commodities

<https://www.fns.usda.gov/csfp/commodity-supplemental-food-program>

Third Thursday of each month:

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

Gross household Income Limits: (1) Person \$1,926 (2) People \$2,607 Nevada Food Bank for more information.



## Public Benefits/Assistance

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### Energy Assistance Program (EAP/LIHEAP)

**775.684.0730** or 800.992.0900

<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 - \$1,595 (2) People - \$2,155 Household's countable assets do not apply to this program; other restrictions may apply. Income guidelines may change yearly.

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### 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.

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### Division of Welfare And Supportive Services

**1.877.543.7669**

<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

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### 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.

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

**Individual:** QMB – up to \$1,094 SLMB: \$1,095 - \$1,308 QII: \$1,309 - \$1,469 (Amount Includes \$20 Disregard)

**Couple:** QMB – up to \$1,472 SLMB: \$1,473 - \$1,762 QII: \$1,763 - \$1,980 (Amount Includes \$20 Disregard)

QMB/SLMB/QII- Levels of coverage based on gross income. Household's countable assets must not exceed \$7,970 single, \$11,960 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)

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### 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: \$148.50 (2021); 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 \$1,630 (2) people \$2,198

**SHIP Counselors:** Provide free, unbiased information, counseling and assistance to Medicare beneficiaries. SHIP: 1.844.826.2085

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### 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.

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### 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 - \$1,469 or less (2) People - \$1,980 or less





## Caregiver Support/Other Services

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### 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.

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### 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](http://www.nvhousingsearch.org)

Search current housing listings through the region and state.

### Volunteers of America (Homeless Housing for Men)

**775.329.4141**

<https://www.voa.org>

335 Record Street, Reno, NV 89512  
 (near intersection of 4th Street and Valley Road)

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

### ReSTART

**775.324.2622**

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**

<https://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 \$1,073.33 (2) people \$1,451.63; 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](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. 9am-9pm Fri 9am-6pm 775.689.8484 for information
- \*Spanish Springs Lazy 5 Regional Park 7100 Pyramid Way, Sparks, NV 89436  
 Open: Tue.-Fri. 10:00am – 2:00pm
- Incline Village Community Center 855 Alder Ave., Incline Village, NV 89451 (next to Incline Village Library)  
 Open: Mon., Wed., Fri. from 1:00pm – 4:00pm (no meals served at this location).
- Evelyn Mount Northeast Community Center, 1301 Valley Road, Reno 89512  
 Open: Mon.-Fri. 7:00am – 6:00pm, Sat 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.