

## **COMMUNITY RESOURCES**

### **INFORMATION & REFERRAL**

**Aging and Disability Resource Center** PH: 877.861.1893 <http://www.accesstohealthcare.org>

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.

[https://www.accesstohealthcare.org/wp-content/uploads/2020/04/RESOURCE\\_UPDATES-3.pdf](https://www.accesstohealthcare.org/wp-content/uploads/2020/04/RESOURCE_UPDATES-3.pdf)

**Nevada 211** PH: 866-535-5654 or 211 <https://www.nevada211.org/>

Nevada Care Connection Resource Centers work with older adults, people with disabilities, and family caregivers to explore a variety of services, resources and programs available to them.

**Washoe Caregivers** PH: 775-333-5499 <https://washoecaregivers.org/>

WashoeCaregivers.org is a database of over 300 free and low-cost resources for family caregivers to seniors in Washoe County.

**Washoe County Community Resource Guide**

<https://www.washoecounty.us/seniorsrv/files/2020%20Community%20Resource%20Guide%20Final%20COPY%2010.2020.pdf>

### **MEDICARE QUESTIONS and RESOURCES:**

**State Health Insurance Program (SHIP)** PH: 1.844.826.2085

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

### **HOUSING**

**Reno Housing Authority** PH: 775-329-3630 <https://www.renoha.org/>

Low income housing for individuals and families.

**Washoe County Affordable & Income Based Senior Housing List**

<https://www.washoecounty.us/seniorsrv/files/Affordable%20and%20Income%20Based%20Senior%20Housing%20Brochure.pdf>

## **IN HOME SERVICES**

### **Private Homemaker List**

Personal Care Providers and Homemaker services that are licensed and bonded. Contact agencies for pricing and services.

<https://www.washoecounty.us/seniorsrv/files/Homemaker%20Provider%20List%202019.pdf>

### **Washoe County Homemaker Provider Program PH: 775-328-2575**

<https://www.washoecounty.us/seniorsrv/forms.php>

This service provides light housekeeping and chore assistance to individuals, age 60 and older, who are unable to perform the service due to identified functional deficiencies and because they are in need of a support system to provide essential homemaker services. Referral form on website above.

### **Aging and Disability Services Division PH: 775-687-0800 <http://adsd.nv.gov/Programs/Seniors/Seniors/>**

- **HOMEMAKER PROGRAM (TITLE XX):** Gross monthly household income limit: (1) Person \$1,145 or less with assets under \$10,000; (2) People \$1,550 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 \$2,313 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 \$3,302 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 – 64 years; assist with personal and respite care, No asset or income limit, Cannot be eligible for Medicaid. Require assistance with 2+ activities of daily living; other criteria apply.

## **TRANSPORTATION**

### **Access to Healthcare PH: 844-469-4932 [www.accesstohealthcare.org](http://www.accesstohealthcare.org)**

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).

**RTC Paratransit Services (ACCESS)** PH: 775-348-0477 <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.

**Washoe Senior Ride** <https://www.rtcwashoe.com/public-transportation/washoe-senior-ride/>

WSR provides alternative, reliable and affordable transportation to Washoe County residents who are 60 years and older, RTC ACCESS client (any age) and Washoe County Veterans (any age). Each month WSR participants may purchase up to \$60 worth of taxi fares for just \$15. Participants are issued a RTC WSR CardONE reloadable card, which can be used to pay any part of a taxi fare. **The WSR CardONE card cannot be used to tip the driver.** This program and the subsidy are subject to available funding and may be changed or terminated by the RTC. Seniors or Veterans can apply at these locations:

- RTC 4th Street Station, 200 E 4th Street, Reno.  
Hours: 8 AM to 11: 30 AM and 1 PM to 4 PM Monday-Friday  
**Phone: 775-348-RIDE (7433)**
- RTC Centennial Plaza, 1421 Victorian Avenue, Sparks.  
Hours: 8 AM to 11: 30 AM and 1 PM to 4 PM Monday-Friday  
**Phone – 775-348-RIDE (7433)**

**Flex-Ride** <https://www.rtcwashoe.com/public-transportation/flexride/>

RTC's FlexRIDE curbside-to-curbside transit service available in select areas of Sparks and in select areas of North Valleys. Scheduling a FlexRIDE is done by using the RTC Washoe FlexRIDE app on your smartphone or tablet, **or by calling a dispatcher at (775) 335-0035**. Schedule your ride at your desired travel time and the ride can be expected to arrive to the curbside closest to your location within 8 to 15 minutes. Fares will be the same as the standard RTC RIDE fares.

**N4 Connect** PH: 775-453-4774 <http://neighbornv.org/n4-connect/>

N4 Connect is designed to provide a means for people to access more affordable transportation options by offering 50% discounted Lyft rides. People with disabilities and adults over 60 who cannot access affordable transportation or use public transportation can sign-up to receive up to \$160 worth of Lyft credits for only \$80 per participant each month. An additional dispatching fee is required for the concierge option. See their website for details.

There are two ways to participate in this program: the personal smartphone option and the concierge option. The personal smartphone option is intended for participants who own and can operate their own smartphone and the Lyft application. The concierge program is for people without smartphones who need assistance applying to and using the Lyft app. The concierge option allows members to call the N4 office and schedule rides directly.

## NUTRITION

**Meals On Wheels (AKA: Home Delivery Meals) PH: 775-328-2575**

<https://www.washoecounty.us/seniorsrv/forms.php>

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 WCSA congregate meal program.

**Congregate Meals PH: 775-328-2575** <https://www.washoecounty.us/seniorsrv/forms.php>

Meals are served Monday through Friday at above centers. You must call before 8:30am to reserve a hot lunch or salad entrée.

*Due to COVID 19 concerns, the Washoe County Human Services Agency (HSA) has converted the Washoe County Senior Center and all congregate meal sites to "takeout" only, effective Tuesday, March 17, 2020, due to COVID-19 Virus concerns.*

*The Washoe County Senior Center on 9th St., will serve takeout meals Monday through Friday, from 11:15 a.m.-12:30 p.m. All other congregate locations will serve take-out meals Monday through Friday, between 11:45 a.m.-12 p.m. Meal reservations are required for all sites except the 9th street location prior to 8am that day. To reserve a meal call 328-2786. Check website for a complete list of congregate sites.*

<https://www.washoecounty.us/seniorsrv/nutrition/congregate.php>

**WASHOE COUNTY SENIOR SERVICES FOOD DISTRIBUTION PROGRAMS (see below)** Washoe County Senior Center 1155 E. 9TH St., Reno, NV 775.328.2575

- **NORTHERN NEVADA FOOD BANK (CSFP)** 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.

**PH: 775-331-3663** <https://fbnn.org/>

- **PANTRY BAG PROGRAM (ASSISTANCE LEAGUE PANTRY)** Third Tuesday of each month: 9:00am-11:00am. (Arrive by 8:00 am) 775.329.1584 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.

**PH: 775-329-1584** <https://www.assistanceleague.org/reno-sparks/>

- **USDA COMMODITIES** [commodityfoods.nv.gov/CSFP/CSFP-Commodity\\_Supplemental\\_Food\\_Program/](https://www.fns.usda.gov/csfp/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

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

## **SHOPPING ASSISTANCE DURING COVID-19**

**Access To Healthcare Network Food Delivery Program PH: 877-385-2345**

AHN has been awarded an emergency food delivery grant from ADSD, for seniors who are suffering a food shortage and/or unable to leave their homes during the COVID-19 pandemic. Access to Healthcare has partnered with Raley's to purchase bags of food and deliver food bags to seniors. These bags include fresh fruits, vegetables, and toiletries. Call program for details.

**Community Services Agency NV Cares Program PH: 775-722-9351 or 775-722-8280**

Grocery shopping assistance during COVID-19. Call program for details.

## **OTHER SERVICES**

**Senior Companions:**

- **SOS (Senior Outreach Services) PH: 775.784.7506**
- **Senior In Services PH: 775.358.2322**

**Senior Phone Patrol (Sparks PD) PH: 775.353.2248**

Calls to participants are made between the hours of 6am and 9am daily; including weekends. If no answer is received and no notification has been given through the use of an answering machine setup for this specific purpose, an officer is sent to the senior's residence to check on their welfare. Only SPARKS, NV resident. No RENO program at this time.

**ADULT PROTECTIVE SERVICES (APS): 1.888.729.0571 Reporting agency for abuse, neglect, self-neglect, exploitation and isolation for those 18+.**