



Washoe County Human Services Agency Senior Services Division Community Resource Guide 2020



Reno Senior Center
1155 E. 9th Street
Reno, NV 89512
M-F 8am-5pm
(Salad Reservation
Required)

Sparks Senior Center*
97 Richards Way
Sparks, NV 89431
Reservation: 775.353.3113
M-F 8am-5pm

Gerlach Senior Center*
385 E. Sunset Blvd.
Gerlach, NV 89412
M-F 9am-1pm

Sun Valley Senior Center*
115 W. 6th Avenue
Sun Valley, NV 89433
M-F 9am-1pm

**Cold Springs
Community Center***
3355 White Lake Pkwy
Reno, NV 89508
M-F 10am-2pm

Lazy 5 Spanish Springs
7100 Pyramid Way
Sparks, NV 89436
T-F 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 www.washoecounty.us/seniorsrv

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

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.

- **Case Management:** Assessment of needs, planning, facilitation and advocacy for options and services to meet the individual's needs (example: assist individuals in obtaining or retaining benefits; identify available services/providers).
- **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 downloaded at: www.washoecounty.us/seniorsrv/index.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, HCAP (Washoe County Healthcare Assistance Program), Respite Grants and Private Pay (cost sharing applies). www.washoecounty.us/seniorsrv/index.php

Community Support Services and Providers Cont.

Washoe Legal Services

washoelegalservices.org

1155 E. 9th Street, Reno, NV 89512 775.329.2727

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

nlslaw.net

204 Marsh Ave., Reno, NV 89509

775.334.3050

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

- 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, County medical assistance.
- 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.

AGING & DISABILITY SERVICES DIVISION

<http://adsd.nv.gov/Programs/Seniors/Seniors/>

9670 Gateway Drive, #200, Reno, NV 89521

775.687.0800

- **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 \$1,145 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.

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

Community Support Services and Providers Cont.

VETERAN'S BENEFITS

Sierra NV Healthcare System (VA Hospital)	975 Kirman Ave. Reno, NV 89502	http://www.reno.va.gov/
VA Medical Benefits Information	975 Kirman Ave. Reno, NV 89502	775.786.7200 or 1.888.838.6256
NV Office of Veterans Services	5460 Reno Corporate Dr., Reno, NV 89511	775.328.1293
No. Nevada Veterans Resource Center	419 W. Plumb Lane, Reno, NV 89509	775.321.4880 or 1.800.827.1000
		775.284.8387

NORTHERN NEVADA HOPES CLINIC

580 West 5 th Street, Reno, NV 89503	https://nnhopes.org/
Regular Hours: <u>Monday - Friday</u> 8:00am – 5:00pm	775.786.4673
Extended Hours: <u>Monday - Thursday</u> 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 Transportation

RTC PARATRANSIT SERVICES (ACCESS)

Customer Service:	https://www.rtcwashoe.com/public-transportation/rtc-access/
Reservation:	775.348.0477
	775.348.5438

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.

ACCESS TO HEALTHCARE NETWORK

4001 S. Virginia Street Suite F, Reno NV 89502 (Reno Town Mall)	http://www.accesstohealthcare.org/
Hours: Mon.-Fri. 8:00am – 5:00pm	877.385.2345 or 844.469.4932

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

Service Hours: <u>Monday – Friday</u> 8:30am – 2:30pm	for appointments between 9am-1pm	775.829.5660
Transport to VA hospital for veterans who have no other means of transportation Call for appointments. (Not wheelchair or scooter accessible)		

WASHOE SENIOR RIDE

RTC 4 th Street Station	200 E. 4 th Street Reno, NV 89501	M-F 8AM-11:30AM & 1PM-4PM	https://www.rtcwashoe.com/public-transportation/washoe-senior-ride/
RTC Centennial Plaza	1421 Victorian Ave Sparks, NV 89431	M-F 8AM-11:30AM & 1PM-4PM	775.348.7433

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.

Food Assistance

SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP) (FOOD STAMPS)

Reno: 4055 South Virginia Street, Reno, NV 89502

Sparks: 630 Greenbrae Drive, Sparks, NV 89431

dwss.nv.gov

775.684.7200 Fax: 775.448.5094

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 – \$1,287 (2) People – \$1,736
- 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 – \$990 (2) People - \$1,335.

CATHOLIC CHARITIES OF NORTHERN NEVADA/ST. VINCENT'S DINING ROOM PROGRAM

325 Valley Road, Reno, NV 89512

ccsnn.org

775.322.7073

Hours year-round 11:30am – 1:50pm Monday - Saturday

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

CATHOLIC CHARITIES OF NORTHERN NEVADA/ST. VINCENT'S FOOD PANTRY

500 E. Fourth Street, Reno, NV 89512

775.786.5266

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

Hours year-round: Monday-Friday 9am – 11:30am and 1pm – 3:30pm *Closed every 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 (see below):

Washoe County Senior Center 1155 E. 9TH St., Reno, NV 775.328.2575

- **NORTHERN NEVADA FOOD BANK (CSFP)** fbnn.org 775.331.3663

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)** renosparks.assistanceleague.org

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.

- **USDA COMMODITIES** [commodityfoods.nv.gov/CSFP/CSFP-Commodity Supplemental Food Program/](http://commodityfoods.nv.gov/CSFP/CSFP-Commodity%20Supplemental%20Food%20Program/)

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

Housing Assistance

NEVADA HOUSING DIVISION

Search current housing listings through the region and state.

NVHousingsearch.org

877.428.8844 704.334.8722 or TDD/TTY: 711

RENO HOUSING AUTHORITY

1525 E. 9th Street, Reno, NV 89512 775.329.3630

renoha.org

Low income housing for individuals and families.

LOT RENT SUBSIDY - State of Nevada Department of Manufactured Housing Division housing.nv.gov

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

775. 684.2940

Assistance with monthly lot rent costs when you own the mobile home. Call for more information.

Maximum allowable income limits: (1) person \$1,041 (2) people \$1,409; assets not more than \$12,000.

VOLUNTEERS OF AMERICA (HOMELESS HOUSING)

voa.org

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

775.329.4141 (men) 775.329.4145 (women) Hours year-round Check In at 9 a.m. Mon - Sun

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

RENO-SPARKS GOSPEL MISSION, INC. (HOMELESS HOUSING)

rsgm.org

355 Record Street, Reno, NV 89512

775.329.0485

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.

Public Benefits/Assistance

CARE CHEST OF NORTHERN NEVADA

carechest.org

7910 N. Virginia Street, Reno, NV 89506

775.829.2273

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

NEVADA'S SENIOR AND DISABILITY RX PROGRAM

<http://adسد.nv.gov/>

3416 Goni Road, Bldg D, Suite 132, Carson City, NV 89706

1.866.303.6323

Medicare Part D Premium Subsidy only. Medications at a discount; age 62+ or 18-61 with disability, Nevada Resident for one year.

Annual Income limits: (1) Person - \$29,869 (2) People \$39,816.

Public Benefits/Assistance Cont.

ENERGY ASSISTANCE PROGRAM (EAP/LIHEAP)

dwss.nv.gov

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

775.684.0730 or 800.992.0900

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 - \$1,561.25 (2) People - \$2,113.75 Household's countable assets do not apply to this program; other restrictions may apply. Income guidelines may change yearly.

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 reno.gov

Sparks: Sewer Rebate Program, Finance Dept., P.O. Box 857, Sparks, NV 89432-0857 775.353.2360 or visit 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 \$165 for sewer rebate.

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

AT&T UNIVERSAL LIFELINE Telephone Service

att.com/lifeline

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

1.855.301.0355

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 - \$1,436 or less (2) People - \$1,940 or less

SALVATION ARMY OF RENO

salvationarmy.usawest.org

1931 Sutro Street, Reno, NV 89512

775.688.4555

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-4pm. Referrals to other agencies for utilities, shelter and rentals. Closed 12pm - 12:30pm for lunch.

NEVADA HEALTH LINK /NEVADA EXCHANGE ENROLLMENT

1.800.547.2927 TTY 711 or visit nevadahealthlink.com

Assistance provided with enrolling in a Qualified Health Plan to ensure compliance with the Affordable Healthcare Act.

Public Benefits/Assistance Cont.

SOCIAL SECURITY ADMINISTRATION

1170 Harvard Way Reno, NV 89502

ssa.gov

1.800.772.1213

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

MEDICARE

1.800.633.4227 or visit 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: \$144.60 (2020); 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 \$1,595 (2) people \$2,155 Household's assets must not exceed: (1) person \$14,610 (2) people \$29,160 Exemptions: Your primary residence and (1) vehicle.

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

DIVISION OF WELFARE AND SUPPORTIVE SERVICES

Reno: 4055 South Virginia Street, Reno, NV 89502

Sparks: 630 Greenbrae Drive, Sparks, NV 89431

1.877.543.7669 or visit dwss.nv.gov

775.684.7200

Fax: 775.448.5094

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

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

Individual: QMB – up to \$1,083 SLMB: \$1,084 - \$1,296 QI1: \$1,297 - \$1,456 (Amount Includes \$20 Disregard)

Couple: QMB – up to \$1,457 SLMB: \$1,458 - \$1,744 QI1: \$1,745 - \$1,960 (Amount Includes \$20 Disregard)

QMB/SLMB/QI1- Levels of coverage based on gross income. Household's countable assets must not exceed \$7,860 single, \$11,800 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)

Caregiver Support/Other Services

ALZHEIMER'S ASSOCIATION OF NORTHERN NEVADA

639 Isbell Road, Suite 240, Reno, NV 89509

alz.org/norcal

775.786.8061 or 24/7 Hotline -1.800.272.3900

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

NEVADA'S CARE CONNECTION: ADRC

877.861.1893 or visit <http://nevadaadrc.com>

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.

****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-Fri 9am-9pm **775.689.8484** for information on activities
- *Spanish Springs Lazy 5 Regional Park 7100 Pyramid Way, Sparks, NV 89436 Open: Tues – Fri. 10am-2pm
- Incline Village Community Center 855 Alder Ave., Incline Village, NV 89451 (next to Incline Village Library)
Open: Mon., Wed., Fri. from 1pm-4pm (no meals served at this location).
- Evelyn Mount Northeast Community Center, 1301 Valley Road, Reno 89512 Open: Mon-Thurs. 7am-9pm, Fri 7am-8pm,
Sat-Sun 9am-3pm **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.

