



Washoe County Senior Services Community Resource Guide 2016



Reno Senior Center
1155 E. 9th Street
Reno NV 89512
775.328.2575
M-F 8am-5pm

***Sparks Senior Center**
97 Richards Way
Sparks NV 89431
775.353.3110
M-F 8am-5pm

***Neil Road Recreation Center**
3925 Neil Road
Reno, NV 89502
775.689.8484
M-F 9am-9pm

***Sun Valley Senior Center**
115 W. 6th Avenue
Sun Valley NV 89433
775.673.9417
M-F 9am-1pm

***Cold Springs Community Center**
3355 White Lake Pkwy
Reno, NV 89508
775.971.8542
M-F 10am-2pm

* No Social Workers are available at the Neil Road, Sun Valley, Sparks or Cold Springs Centers

Congregate Meals: Meals are served Monday through Friday at above centers. Reservations for lunch are required at the Neil Road, Sun Valley, Sparks and Cold Springs Senior Centers. You must call before 9:00am to reserve a lunch or salad entrée.

Washoe County Senior Services (WCSS) Programs and services are available to residents 60 and over. Please call: **775.328.2575** or visit www.washoecounty.us/seniorsrv

Community Support Services and Providers

WCSS SOCIAL SERVICES at Reno Senior Center

775.328.2575

Assists individuals **60 and over** in the community 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).
- **Representative Payee:** Assists individuals 60+ with managing Social Security benefits. Fee for service 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.

❖ Please call: 775.328.2604 for referral to any of the above programs or download a form: www.washoecounty.us/seniorsrv

WCSS 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

Community Support Services and Providers Cont.

WASHOE COUNTY SENIOR LAW PROJECT (SLP) Managed by: Nevada Legal Services

1155 E. 9th Street Reno, NV 89512

nlslaw.net

775.334.3050

Free legal services to residents of Washoe County, 60+, SLP 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, etc.
- 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.

WASHOE LEGAL SERVICES

299 S Arlington Ave Reno, NV 89501

washoelegalservices.org

775.329-2727

Legal Ward Representation: Provides legal representation services to persons who are being considered by the Court for guardianship or who are currently under guardianship.

AGING & DISABILITY SERVICES DIVISION

9670 Gateway Drive, Suite 200, Reno, NV 89521

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

775.687.0800

- **ELDER PROTECTIVE SERVICES (EPS): 1.888.729.0571**
Reporting agency for abuse, neglect, self-neglect, exploitation and isolation for those **60+**.
- **HOMEMAKER PROGRAM (TITLE XX):** Gross monthly household income: (1) Person \$1,079.00 assets under \$10,000; (2) People \$1,442.00 assets under \$30,000. Supportive homemaking services to those 60+ or deemed disabled by SSA.
- **HOME AND COMMUNITY BASED WAIVER (HCBW-FE):** Gross monthly household income: (1) Person – under \$2,199.00 assets under \$2,000; Individuals 65+, 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: under \$3,099.00; 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):** Assist with personal and respite care, No asset limit, over income 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	775.786.7200 or 1.877.222.8387
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
No. Nevada Veterans Resource Center	419 W. Plumb Lane, Reno, NV 89509	775.284.8387

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

NORTHERN NEVADA HOPES CLINIC

580 West 5th Street, Reno, NV 89503
Clinic Hours: Mon.-Thurs. 8:00am – 5:00pm Friday 8:00am – 7:00pm

<https://nnhopes.org/>

775.786.4673

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, behavioral health counseling, social services, pharmacy & delivery, harm reduction services, STD & HIV testing, education programs & support groups.

Community Transportation

ACCESS TO HEALTHCARE NETWORK

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

844.469.4932 or visit 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)

Customer Service:

rtcwashoe.com/home

775.348.0477

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.

VETERANS –VOLUNTEER TRANSPORTATION NETWORK to VAMC 775.829.5660

Transport to VA hospital for veterans who have no other means of transportation Call for appointments.

WASHOE SENIOR RIDE

Washoe County Senior Center 1155 E. 9th Street, Reno, NV 89512 775.328.2575

www.washoecounty.us/seniorsrv/index.php

Purchase a book of taxi coupons worth \$20 for \$10, limit 2 books per month. Qualifications: Washoe County resident over 60, RTC client of any age, or veteran of any age. Combined household income must be less than \$45,000 a year. Sign up in person at Central Reception desk of Washoe County Senior Services Reno Senior Center.

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 and is based on household size and income

Maximum gross monthly household income limits (up to 200% FPL): (1) Person - \$1,980 (2) People - \$2,670.

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 11:30 – 1:00 Monday - Saturday

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

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

500 E. Fourth Street, Reno, NV 89512

<http://ccsnn.org/food.html>

775.786.5266

Hours year-round: 9am – 4 pm Monday-Friday and 9am – 3pm Saturdays

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: 9:30am-11:00am

Gross Household Income Limits: (1) Person \$1,276 (2) People \$1,726 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)**

renosparks.assistanceleague.org

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 \$1,305 (2) People \$1,766 ; 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/)

First Thursday of EVERY OTHER month starting January: 8:00am-10:00am, for persons 60 and over.

Gross household Income Limits: (1) Person \$1,471.25 (2) People \$1,991.25

Housing Assistance

NEVADA HOUSING DIVISION

NVHousingsearch.org

877.428.8844

Search current housing listings through the region and state.

RENO HOUSING AUTHORITY

renoha.org

1525 E. 9th Street, Reno, NV 89512 775.331.5138

Low income housing for individuals and families.

LOT RENT SUBSIDY - State of Nevada Department of Manufactured Housing Division mhd.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.

Gross monthly household income limits: (1) person \$990.00 (2) people \$1,335.00. Assets no 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 10 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 or 775.329.4141

Men's shelter for those 60+, 10 nights per month, offer dinner, showers and mat to sleep on, need identification to prove age, must check in prior to 6:00 p.m. Please call Volunteers of America first.

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://adsd.nv.gov/>

3416 Goni Rd. Bldg D Suite 132, Carson City, NV 89706

1.866.303.6323 or 775.687.0539

Medications at a discount; must be at least 62+ or 18-61 with disability, Nevada Resident for one year.

Gross monthly household income limits: (1) Person - \$2,326.92 (2) People \$3,101.83

Public Benefits/Assistance Cont.

ENERGY ASSISTANCE PROGRAM (EAP/LIHEAP)

2527 N. Carson St. #260 Road, Carson City, NV 89706
Division of Welfare and Supportive Services (DWSS)

dwss.nv.gov

775.684.0730 or 800.992.0900

Eligible households receive a yearly benefit paid directly to their energy provider. If not currently on program or have 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 - \$1,471 (2) People - \$1,991 Household's countable assets do not apply to this program; other restrictions may apply. Income guidelines change yearly.

SEWER REBATE CITY OF RENO or CITY OF SPARKS

Reno: Sewer Rebate Program, P.O. Box 1900, 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 \$151 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 Lifeline Nevada, P.O. Box 4600, Waterloo, IA 50704-4600

1.866.901.0152 Fax: 1.800.295.7495

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: (1) Person - \$1732.50 (2) People - \$2,336.25

SALVATION ARMY OF RENO

salvationarmy.usawest.org

1931 Sutro Street, Reno, NV 89512

775.688.4555 ext. 243

Services provided to meet emergency needs not chronic conditions

Tooth extractions on an emergency basis, limited to one tooth extraction per month-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 2 months with I.D., proof of address and current income. Bread distribution available Mon-Fri at 12:30pm, first-come-first-serve basis, no I.D. or proof of income required. Community Assistance Office open 9:00am-11:00am weekdays. Referrals to other agencies for utilities, shelter and rentals. Closed 11:30am - 12:30pm for lunch.

NEVADA HEALTH LINK /NEVADA EXCHANGE ENROLLMENT

1.855.768.5465 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. Monthly premium \$104.90 (2016) 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 limits: up to 135% FPL: (1) person \$1,357 (2) people \$1,823 Household's assets must not exceed: (1) person \$8,780 (2) people \$13,930 Exemptions: Your primary residence and (1) vehicle.

SHIP Counselors: Provide free, unbiased information, counseling and assistance to Medicare beneficiaries. **SHIP: 1.877.385.2345**

DIVISION OF WELFARE AND SUPPORTIVE SERVICES

1.877.543.7669 or visit 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 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:

Individual: QMB – up to \$1,010

SLMB: \$1,011 - \$1,208

QI1: \$1,209 - \$1,357

(Amount Includes \$20 Disregard)

Couple: QMB – up to \$1,355

SLMB: \$1,356 - \$1,622

QI1: \$1,623 - \$1,823

(Amount Includes \$20 Disregard)

QMB/SLMB/QI1- Levels of coverage based on gross income. Household's countable assets must not exceed \$7,280 single, \$10,930 Couple, plus \$1,500 for burial plan. Asset and resource limits apply.

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

Caregiver Support Services

ALZHEIMER'S ASSOCIATION OF NORTHERN NEVADA

alz.org/norcal

1301 Cordone Ave, Ste 180, Reno, NV 89502

775.786.8061 or 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 CAREGIVER SUPPORT CENTER

775.784.4335 or visit unr.edu/sanford/ncsc

Sanford Center for Aging – Center for Molecular Medicine Bldg. 1664 N. Virginia Street Reno, NV 89557

Support provided for seniors and caregivers of those with memory disorders. Center provides education and assistance for caregivers of adults with diagnosis of Dementia. No asset or income limits apply.

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.

***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.*

