



**JOINT MEETING  
WASHOE COUNTY SENIOR SERVICES ADVISORY BOARD  
AND  
CITY OF RENO SENIOR CITIZEN ADVISORY COMMITTEE  
Draft Minutes**

---

**Wednesday – January 4, 2017  
3:00 P.M. - Washoe County Senior Center  
1155 E. 9<sup>th</sup> Street, Reno NV 89512**

1. **Call to Order/Roll Call** – Meeting called to order at 3:05 pm by Dr. Larry Weiss. Because Donna Clontz serves on both boards (as an alternate on the WCSSAB), she chose to represent the City of Reno SCAC during this meeting. City of Reno and County of Washoe met a quorum.

**Present:**           **Washoe County Senior Services Advisory Board:** Dr. Larry Weiss, Connie McMullen, Marsy Kupfersmith, Sandra Dexter, Dennis Chin, Wayne Alexander, Garth Elliot  
                          **City of Reno Senior Citizen Advisory Committee:** Donna Clontz, CJ Bawden, Wendy Boszak, Vanessa Dixon, Marsy Kupfersmith, Robert Mulvana, Linda Musselman

**Absent:**           **Washoe County Senior Services Advisory Board:** Ken Romeo

**Excused:**       **Washoe County Senior Services Advisory Board:** Gary Whitfield, Barbara Korosa  
                          **City of Reno Senior Citizen Advisory Committee:** Stanley Ann Dowdy, Mac Rossi

**Staff Present:** **Washoe County Senior Services Advisory Board:** Ken Retterath, Abby Badolato, Sandra Vasquez, Leslie Admirand-Deputy District Attorney  
                          **City of Reno Senior Citizen Advisory Committee:** Andy Bass, Darryl Feemster, Leslie Smith

**Guests:**         Sally Ramm

2. **Public Comment** – Tod Sherman stated he is a caregiver for his wife for the last 3 years; he is unable to collect social security because he is too young and his wife is 100% disabled veteran. He has been battling the problem of getting information when they need it and they have been working on gathering information to make it easier and more cohesive. He stated he is always at the VA and applied for aid and attendance as well as respite care. Dennis Chin stated there is a veteran representative at the Reno center once or twice a month. Diane Buckley stated she belongs to a group of people at the University of Nevada working on elder abuse and she asked the public to take action on social security; republican Sam Johnson's bill stated social security benefits would be preserved for generations to come, but it's not true, the bill would cut social security benefits by 1/3, raise retirement age from 67 to 69 and change the benefit computation formula to change the benefit amount. She asked the public to call

senators and congressional representatives to stop the bill because it will affect current and future social security recipients.

Katie Colling stated she is from Reno Initiative for Shelter and Equality and they served over 1200 meals to people. She wanted to talk about affordable housing and how there is not enough affordable housing in the community, it has its own niche market and is only constructed in certain areas, therefore isolating poverty. There are things that can be done to prevent this, such as community land trust, safe grounds so people can sleep outside safely, mandate a percentage of housing and development for affordable housing and work places. Brooke Lymes stated she is different; she lives in a house on wheels that some may call an RV with two service dogs. It is illegal for her to park and sleep on the streets of Sparks and Reno. If the overflow shelter is full, people can stay at the waiting room where they can be warm and dry but they cannot lay down. She stated regulations need to be looked at because homeless people that stay under bridges leave a mess behind and then that has to be cleaned. Instead what could be done is have them stay at the park where there is a garbage can and it's sanitary. Wendy Boszak is president of Women of Washoe and they are part of the Alliance for Retired Americans. They have a petition to present to Congressman Amodei and Senator Heller and they would like the public to look at it and fill it out.

Larry Weiss asked elected officials to introduce themselves.

Donald Abbott stated he is on the Sparks City Council Ward I.

Jeanne Herman stated she is a County Commissioner in District 5.

Garth Elliot stated he is from the General Improvement Development Board of Directors in Sun Valley.

Ken Retterath stated he is the Division Director of Washoe County Social Services and administrator of Senior Services.

Andy Bass stated he is the Director of Parks, Recreation and Community Services with the City of Reno. Leslie Smith is his administrative secretary and Darryl Feemster is the Manager of the Youth and Seniors Division with the City of Reno.

3. **Member Announcements** – Garth Elliot stated he has spoken multiple times at county commission meetings and he encourages seniors to speak about issues at the county commission meetings.
4. **Approval of Agenda for January 4, 2017 Meeting:** Dennis Chin motioned for the approval of the agenda for January 4, 2017 for WCSSAB and Garth Elliot seconded the motion. Motion passed unanimously for the WCSSAB. Donna Clontz motioned for the approval of the agenda for January 4, 2017 for SCAC and Vanessa Dixon seconded the motion. Motion passed unanimously for the SCAC.
5. **Approval of Minutes from October 5, 2016 Meeting:** Dennis Chin motioned for the approval of the minutes for October 5, 2016 for WCSSAB and Wayne Alexander seconded the motion. Motion passed unanimously for the WCSSAB. Wendy Boszak motioned for the approval of the minutes for October 5, 2016 for SCAC and Donna Clontz seconded the motion. Motion passed unanimously for the SCAC.
6. **Presentation regarding current legislation regarding senior issues at the Nevada Legislature for 2017 and workshop on advocacy at state and local levels** - Donna Clontz commented that Amber Joiner had to be in Las Vegas and would not be attending the meeting. Larry introduced Sally Ramm, Elder Rights Attorney from Nevada Aging and Disability Services Division. Sally stated she would like everyone to put on the hat of a legislative person because the legislature is going to start on February 6<sup>th</sup> and there is going to be only 120 days to become familiar with

over 1000 bill draft requests. They would have to go to a general session of the house or the senate at the call at least once a day, go to committee and caucus meetings; form and reject coalitions and make sure that their own bills are getting their fair shake of the process. They would need to be kind to the constituents regardless of how demanding they are and deal with hundreds of lobbyist in the legislature building. Keeping that in mind, the job as an advocate would be to first try to know the representative of their district, preferably when they are not in session so they can build communication. Campaigning for them and donating to their campaign helps in a way to also get a good reputation with the representative. Not everyone is able to campaign or donate, but if a person is able to, it is a good advocacy tool. During the session, always tell the truth whether it helps the objective or not. Don't spin anything because as an advocate, they will lose credibility. Try to have reasonable answers to objections before going to talk to the legislature. Know the subject better than anyone else and know the opposition and what they are going to say. Sally stated she and Connie met with Randolph Townsend and he once said there are legislators that are only trying to get their name in the paper and legislators that are in Carson City to do the work. Those who are prepared to do the work and attend meetings are the legislators that other legislators trust and respect. Sally stated that advocates need to communicate quickly and effectively, be familiar with the elevator speech, which is a way to condense the issue with a few sentences and be able to tell someone the issue while they are in the elevator. It would have to be concise, clear, and as thorough as it can be in a couple of minutes; the elevator speech needs to be practiced as much as possible. If the representative becomes interested, then they are going to want to know more and they will stop and extend the conversation with them, but the better thing would be to get an appointment with them. If they don't have the time or interest to talk long, the advocate should graciously leave. When graciously leaving, always give them a hard copy of the issue and follow up with an email. In the email thank them for their time, state the position concisely and give them contact information. Also, an advocate needs to be prepared to wait because it's not their schedule to control. They might be able to wait or reschedule an appointment; those two options should be available. If an advocate needs to testify, they have to be completely prepared and well organized. Remember the etiquette and always state the name and who they represent; address the chair of the committee and ask the chair for permission to speak. Do not repeat what has been said before. State that there is agreement or disagreement with the previous statement, and answer all the questions to the best of your ability. If information is not known, never bluff; just let them know the information will be sent later. It is important to be brief and leave out excess personal information. If a bill is being changed, it is important to try and do it before it goes to the bill writers. If the bill has something that the advocate does not feel is adequate, then they would need to speak with the sponsor of the bill and let them know their concerns. Bill revisions should be submitted after the first hearing in the first house. It is dangerous to try and make a change in the bill because then it can be tabled by the legislature. It is the people's right to go into the legislature hearing with a bill in their hand and say "this doesn't make sense." If there is a good argument by the advocate, the chair can say "we'll see you in the woodshed" which is basically an office where two people that don't agree talk out the differences.

Sally provided the handout of the home page of the Nevada Legislature website (see attachment). There are five things to know about the page; first is General Information which has legislative terms and it will help look up terminology used. There is also a map of the legislative building that will help guide those that go to the building (see attachment). Sally also provided a diagram that shows the legislative process of a bill from beginning to end (see attachment). On the website under Session Information, which is the 79<sup>th</sup> session, it shows the index and will give information about bills, meetings, and history of bills. Sally stated there is another site that has the BDR list; it is basically the bill information and opinion site and is very

easy to use. Sally provided the handout Bill Draft Requests by Subject (see attachment) that provides a list of BDRs that advocate on behalf of people who are older and/or vulnerable. If a BDR has turned into a bill, they will add a bill number on it. On the website, there is also a link to Personalized Legislative Tracking and in order to use it, an account has to be set up. The list will give automatic bill tracking up to 10 bills. Sally also provided a map of the legislative building (see attachment), but sometimes the map next to the elevator in the building will help more. The Commission on Aging has developed a handout to educate the legislature on elder issues in Nevada. There are 5 different topics that they are advocating which include Behavioral and Cognitive Care, Healthcare, Medicaid, and Residential and Long Term Care. Sandra Dexter asked how people who don't have access to a computer get information on the legislature and Sally stated the best thing they can do is read the newspaper, watch the news, or be at the legislature. Public member Brooke Lymes suggested the manager of the Reno center provide computers for seniors so they can keep up to date information on the legislature. Donna Clontz stated there are computers at the library and a volunteer could set up a small group session to look at information on the legislature. Gary Golightly stated the library carries newspapers. Jacob Harmon from Alzheimer's Association stated they are very involved with the legislature along with AARP and members of the public who would like more information can contact them and get information.

Donna stated there is a handout of the Northern Nevada Legislature Member list (see attachment) for the public to take. Staff gathered information such as addresses from members of the public that would like to know their elected officials; staff will have contact information for them so that they can advocate to the correct elected officials. Donna also stated there isn't an advisory board for seniors in the City of Sparks and encourages the public to look into a board at Sparks. RTC worked with SCAC to take names of people who would like to ride the bus to Carson City for Senior Day at the Legislature. Senior Day at the Legislature will start at 8:00 am and lunch will be provided. Seniors will be able to meet with elected representatives and learn about issues. Elder Services Guide & Resources brochures (see attachment) are available as a starting point for seniors looking for things such as housing, caregiving, food and nutrition, and healthcare. There are over 152,000 thousand people that are over 50 years old and the population keeps growing.

Donna stated if people are not interested in the legislature, they can use their advocate training at City Council and County Commission meetings that happen 2-3 times a month.

Larry stated there is a Master Plan for senior services in Washoe County and progress has been made on them, but he would like to keep working on it. He listed the 12 goals of the master plan (see attachment). The purpose is to not be 3<sup>rd</sup> in receiving necessary resources; Commissioner Jung mentioned that seniors were 3<sup>rd</sup>; first was children receiving resources, 2<sup>nd</sup> was animals, and 3<sup>rd</sup> was seniors. Larry stated seniors need to be treated better than animals.

## **7. Business:**

- a. Discussion and possible action regarding current legislation and advocacy for senior issues with policymakers including identification of issues and dates for future advocacy training and workshops—Donna stated based on the group, one idea is to set up a weekly meeting at the county senior center. Connie stated she is the owner of Senior Spectrum and as an editor has received very few letters in the 22 years she has been editor. She is also the president of the Washoe County Senior Coalition and advocacy is their thing because they are a 501c4. The Senior Coalition meets the 1<sup>st</sup> Friday of every month at Renown at 8:30 am in the Mac auditorium. They keep up-to-date information on what is going on in legislature. Dennis Chin suggested some of the notices for meetings may be posted at the library.

Member of the public asked if there was going to be talk about federal issues affecting seniors. Donna Clontz stated she believed there should be follow up meetings to talk about more specific issues and either focus on federal, county, or state.

Marsy stated they should reach out to congressmen, such as Katie Pace from Dean Heller's office or Senator Masto because they have local offices in Reno and ask if they could attend some of the monthly meetings.

Mike Thorton, executive director of ACTION (Acting in Community Together Organizing Northern Nevada) stated they have been working on housing and homelessness. They will be having a public convening on January 9<sup>th</sup> at Sparks Christian Fellowship at 6:00 pm. They would like people to attend and let them know about the issues that concern them.

George McNally stated that in the 2 years he has been in Senior Law Project as a lawyer, he is concerned about the increase of seniors facing unlawful evictions. His concern is also that he represents seniors at court hearings and landlords are getting advice from judges. George stated the services are free and to let people know if they need legal help they can go to Senior Law Project. Donna stated she spoke with a sheriff and he said he is talking with judges and they are thinking they should create special courts that involve evictions and that way be able to try and prevent any unlawful evictions for seniors and adults.

Wendy Boszak stated many groups are forming coalitions and she believes it would be a good idea to connect with coalitions that are already formed instead of creating new ones.

8. Discussion and possible action regarding joint projects such as Senior Day at the Legislature, Older Americans Month, Stuff-A-Bus for Seniors, co-sponsorship of seminars on affordable housing and financial security, transportation and other topics – Donna stated every year the month of May is Older Americans Month and she would like two meetings to plan events; the theme is "Aging Out Loud." From the county: Marsy, Wayne, and Larry would like to volunteer and work on OAM. From the city: CJ, Wendy, Vanessa, Linda and Donna would like to volunteer as well. Donna also welcomed participation and attendance from members of the public. Donna stated Stuff-A-Bus happens twice a year, during winter time and OAM in May. The items collected in barrels located throughout the community are put into an RTC bus and then taken to the Reno center for seniors in need. She would like a sub-committee that would meet a couple of times; Larry, Marsy, and Stan volunteered to work on Stuff-A-Bus. Donna Clontz motioned for creating a sub-committee for Older Americans Month for SCAC and Marsy Kupfersmith seconded the motion. Motion passed unanimously for the SCAC. Marsy Kupfersmith motioned for creating a sub-committee for Older Americans Month for WCSSAB and Wayne Alexander seconded the motion. Motion passed unanimously for the WCSSAB. Donna Clontz motioned for creating a sub-committee for Stuff-A-Bus for SCAC and Marsy Kupfersmith seconded the motion. Motion passed unanimously for the SCAC. Larry Weiss motioned for creating a sub-committee for Older Americans Month for WCSSAB and Garth Elliot seconded the motion. Motion passed unanimously for the WCSSAB. Larry stated co-sponsorship of seminars on affordable housing and financial security, and transportation is postponed for a future agenda item; Donna replied the items are covered in seminars during OAM.
9. **Washoe County Staff Report** – Ken Retterath reported they recently hired a Human Services Program Supervisor and her function will be to coordinate and grow the nutrition program.
10. **City of Reno Staff Report** – Darryl Feemster reported the registration for Reno-Tahoe Senior Winter Games has started and registration will be closing January 23<sup>rd</sup>. The first meeting for volunteers will be January 11<sup>th</sup> at 11:30 am at the Evelyn Mount Northeast Community Center.

- 11. Agenda items for the next Joint Board meeting** – Donna suggested transportation issues be an item for the next joint meeting. Wendy Boszak suggested an update on the legislature be provided. Garth Elliot suggested recreational activities for seniors. Larry stated next joint meeting would be the 1<sup>st</sup> Wednesday of April.
- 12. Public Comment** – Brooke Lymes suggested instead of watching the news to go out and stand in line at St. Vincent's and talk to people and get their life story and that way they can be better advocates. She would also like for people to consider the difference between law and regulation. She also expressed her thanks to the Board for all they do. Janice Flanagan suggested that for recreation activities to take into consideration people with disabilities and make trails more accessible to wheelchairs. Ivan Espinoza, Director of Aging and Disability Resource Center stated they have a specialist that will help people find resources or make referrals to other agencies. They have an office at the Reno center on Monday, Tuesday, and Wednesday from 8-5 pm. Diane Buckley stated she attended the Sparks Senior Center and no one knew what was going on and didn't know about the meeting. Agustin Cortes stated he advocates for elders and a serious concern of his is the hit and runs. There was a veteran who was run over and there was only a misdemeanor that was given to the driver. There was also a senior driver that ran over someone. Tod Sherman stated they have to work with officials and make Nevada great.
- 13. Adjournment-** Larry Weiss motioned for Adjournment for the WCSSAB and Garth Elliot seconded the motion. Motion passed unanimously for the WCSSAB. Marsy motioned for Adjournment for the SCAC and Donna Clontz seconded the motion. Motion passed unanimously for the SCAC. The meeting was adjourned at 4:59 pm.

## 2016 FACTS ABOUT WASHOE COUNTY SENIORS\*

- People aged 50 and over make up about 35% of the Washoe County population. In 2016, there are over 152,000 people in Washoe County aged 50 or more. By 2034, this group will grow steadily to over 183,000, and will still represent about 35% of the total Washoe County population.
- The fastest growth among Washoe seniors are those aged 65-plus who currently number over 65,000 and will grow to almost 91,000 by 2034, a 60% growth rate.
- Our rapidly aging population will need more services as it ages, and community leaders must prioritize those needs and plan and budget to meet them.
- At age 65 and above, many elders experience increased ambulatory difficulty, hearing and vision loss and increased need for caregiving assistance. Finding information about those needed resources is a pervasive problem.
- Poverty is up for our elders. The estimated number of people aged 55 and over living below poverty in Washoe County more than doubled from 2005-2014 (from about 6,000 to almost 13,000). Income is slipping for those still working and for those aged 65-75 and retired.
- Housing is becoming more expensive, and there is a lack of affordable housing for lower and middle income people in Washoe County.
- About 25% of seniors in Washoe County are moderately to highly isolated. Isolation is as much a predictor of early death as is living in poverty.
- Suicide rates for Washoe County seniors are among the highest nationwide.
- By April 2017, Washoe County Senior Services will reach its capacity (400,000 annual meals) for serving meals to seniors. About 20% of those eating lunch at Washoe County Senior Center report that it is the only meal they have that day.
- Washoe County seniors over age 65 have higher education levels than younger groups. This is a benefit to employers seeking qualified employees and for groups seeking to involve seniors as skilled volunteers.

\*Sources: 2016, Washoe County Senior Services, Nevada State Demographer

## TIPS FOR SENIOR ADVOCATES

### – How to Be Effective on Your Visit

- Plan the meeting in advance – create an agenda with a few talking points, decide who will speak, tell your story, listen to the legislator's response, make a clear and simple ask, provide a short (1 page) handout.
- Know the issue and the legislator's background and priorities. Always remember, your main strength is as a constituent with an important concern. Moving, personal stories are powerful.
- Be respectful, but direct. Listen to questions and concerns, but keep the meeting on track and ask the legislator for a specific action that supports your cause.
- Follow up with a thank you note; stay in touch with their assistant; build a relationship.

### – How to Make an Effective Public Comment

Nevada law requires allowing public comment during all public meetings under the Open Meeting Law. You can make a public comment on any topic at the beginning or end of the agenda or on a specific item on the agenda during the discussion of that item. You may be restricted to two or three minutes, depending on the group you are addressing. Generally, the members of the body do not respond to or ask questions of the person making public comment. You can also make your public comment in writing in person or online.

- Fill out a request to speak form and give to the clerk. You can write your comments on the card and whether you support or oppose an agenda item. At the Legislature, at committee hearings, you should always sign in with the clerk, and register whether you support or oppose items on the agenda. These comments are tallied along with live testimony in the record.
- Greet the chairperson, the members and the manager.
- Plan your talking points – one or two points is all you need for a short statement.
- Make an impact by telling a story or giving a personal example.
- Be as brief as possible and stay within the time allotted.
- Be civil, but direct in your remarks.
- Thank them for their time.

### The following actions are in approximate order of effectiveness.

1. Visit personally, making an appointment to discuss your issues; bring others who feel the same and include constituents. Be prepared by setting meeting goals and priorities, having all the needed facts at hand, and bringing some information to leave with them. If you don't have an answer, say that you will find out and get back to them. Your meeting can be at their legislative office or you can arrange a visit when they come home.
2. Discuss your issue in social settings or other contacts with your policy maker.
3. Send an e-mail or text message.
4. Telephone and discuss your issue.
5. Question policy makers about your issue at town meetings and other forums.
6. Write or fax a letter personalized to a single policy maker.
7. Send or fax a form letter.
8. Send a pre-printed postcard, or sign a petition.
9. Leave a phone message.

## 2017 Reno City Council Regular Meeting Dates - DRAFT

January						
S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

February						
S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28				

March						
S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

April						
S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

May						
S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

June						
S	M	T	W	T	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

July						
S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

August						
S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

September						
S	M	T	W	T	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

October						
S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

November						
S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

December						
S	M	T	W	T	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

2017 Holidays	
Jan 1	New Year's Day
Jan 16	Martin Luther King Day
Feb 20	President's Day
May 29	Memorial Day
Jul 4	Independence Day
Sep 4	Labor Day
Oct 27	Nevada Day (obs)
Nov 11	Veterans Day
Nov 23	Thanksgiving Day
Nov 24	Family Day
Dec 25	Christmas Day
Jan 2	New Year's Day (obs)
Nov 10	Veterans Day (obs)

Color-Coded Legend		
<span style="background-color: #f08080; border: 1px solid black; display: inline-block; width: 15px; height: 10px;"></span> Reno City Council Meeting	<span style="background-color: #cccccc; border: 1px solid black; display: inline-block; width: 15px; height: 10px;"></span> Holiday	<span style="background-color: #ffcc99; border: 1px solid black; display: inline-block; width: 15px; height: 10px;"></span> ICMA Conference
<span style="background-color: #add8e6; border: 1px solid black; display: inline-block; width: 15px; height: 10px;"></span> Reno City Council Caucus <sup>1</sup>	<span style="background-color: #90ee90; border: 1px solid black; display: inline-block; width: 15px; height: 10px;"></span> WCSD Break Period	<span style="background-color: #ccccff; border: 1px solid black; display: inline-block; width: 15px; height: 10px;"></span> Nevada League of Cities Conference (not yet set)
<sup>1</sup> will be noticed if held	<span style="background-color: #000080; border: 1px solid black; display: inline-block; width: 15px; height: 10px;"></span> UNR Spring Break	

January 2018						
S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

**BILL DRAFT REQUESTS BY SUBJECT**  
**FOR ADVOCACY ON BEHALF OF PEOPLE**  
**WHO ARE OLDER AND/OR VULNERABLE**

**2017 LEGISLATIVE SESSION**

**ADSD PROGRAMS**

- BDR 152 – Legislative Committee on Senior Citizens, Veterans and Adults with Special Needs  
Home-delivered meals
- BDR 371 – Subcommittee to Conduct a Study of Postacute Care  
Expands duties of Long Term Care Ombudsman Program

**BEHAVIORAL AND COGNITIVE CARE**

- BDR 63 – Senator Woodhouse  
Establishes an interim study committee to research issues regarding the behavioral health and cognitive care of older persons.

**CAREGIVERS**

- BDR 610 – Senator Gansert  
Revises provisions relating to regulations.
- BDR 633 – Senator Gansert  
Makes certain changes relating to regulations.
- BDR 637 – Assemblywoman Bilbray-Axelrod  
Authorizes the use of leave for employee caregiving time.

**COURTS (INCLUDING GUARDIANSHIPS)**

- BDR 6 – Senator Harris  
Revises provisions relating to guardianships.
- BDR 87 – Senator Harris  
Makes various changes relating guardianships.
- BD 84 – Senate Committee on Judiciary  
Revises provisions relating to privacy.
- BDR 468 – Senator Harris  
Revises certain provisions governing guardianships.
- BDR 487 – Senate Committee on Judiciary  
Revises provisions relating to guardianships.
- BDR 509 – Senator Harris  
Revises provisions relating to privacy.
- BDR 524 – Assemblyman Sprinkle  
Revises provisions governing the administration of guardianships
- BDR 595 – Assemblyman Yeager  
Revises provisions governing guardianships
- BDR 738 – Assembly Committee on Judiciary  
Makes various changes relating to probate and trusts.

**CRIMINAL (Includes Elder Maltreatment)**

- BDR 501 – Senator Harris  
Revises provisions relating to elder abuse.
- BDR 724 – Assemblywoman Joiner  
Revises provisions relating to elder protection.

### END-OF-LIFE

- BDR 17 – Senator Parks (Joint Requestor Senator Kieckhefer)  
Revises provisions governing prescribing, dispensing and administering controlled substances designed to end the life of a patient.
- BDR 143 – Senator Woodhouse  
Makes various changes relating to palliative care.
- BDR 365 – Legislative Committee on Health Care  
Revises provisions governing end-of-life care.

### HEALTH CARE

- BDR 24 – Senator Farley  
Revises provisions relating to health care.
- BDR 270 – Senator Hardy  
Revises provisions relating to Alzheimer's disease
- BDR 271 – Senator Hardy  
Revises provisions regarding health care.
- BDR 288 – Assemblyman Ohrenschall  
Revises provisions regarding health care.
- BDR 319 – Senator Hardy  
Revises provisions concerning health care.
- BDR 350 – Senator Hardy  
Revises provisions relating to health care.
- BDR 613 – Senator Gansert  
Revises provisions relating to home health care.
- BDR 627 – Senator Cancela  
Revises provisions relating to nutrition standards.
- BDR 628 – Senator Cancela  
Makes certain changes relating to health care.
- BDR 630 – Senator Cancela  
Revises provisions relating to health care.
- BDR 631 – Senator Cancela Joint Requestor Senator Woodhouse  
Eliminates the sales tax on certain products (probably durable medical equipment)
- BDR 707 – Assemblywoman Neal  
Revises provisions relating to health care.
- BDR 728 – Assemblywoman Woodbury  
Revises provisions governing health care.

### LONG-TERM CARE

- BDR 566 – Assemblyman Hambrick  
Revises provisions governing long-term care administrators.

### MEDICAID

- BDR 209 – Assemblyman Oscarson  
Provides for the periodic review of rates under the State Plan for Medicaid.
- BDR 368 – Subcommittee to Conduct a Study of Postacute Care  
Requires analysis of adequacy of rates of reimbursement paid through Medicaid waiver programs for personal care services.
- BDR 369 – Subcommittee to Conduct a Study of Postacute Care  
Requires comparative analysis of rates of reimbursement paid for personal care services and home-and community-based services furnished by certain providers.
- BDR 373 – Nevada Silver Haired Legislative Forum (SB 28)  
Requires periodic reviews of certain rates paid under the State Plan for Medicaid.
- BDR 379 – Attorney General (AB 53)  
Revises provisions relating to the investigation and prosecution of Medicaid fraud.
- BDR 438 - Clark County (AB 65)  
Revises provisions relating to the administration of Medicaid.

## **RESIDENTIAL AND LONG TERM CARE FACILITIES**

BDR 132 – Division of Public and Behavioral Health

Revises provisions governing the regulation of community based residential facilities.

BDR 133 – Division of Public and Behavioral Health

Revises the definition of the term "mental illness" as used in the provisions relating to mental health.

BDR 370 – Subcommittee to Conduct a Study of Postacute Care

Requires establishment of minimum standards of operation for provision of long-term care for certain persons.

BDR 146 - Legislative Committee on Senior Citizens, Veterans and Adults with Special Needs

Enacts provisions governing safety at residential facilities for groups.

BDR 183 – Division of Public and Behavioral Health (SB 71)

Revises provisions relating to administrative sanctions for licensed and unlicensed medical facilities and other related entities.

BDR 370 – Subcommittee to Conduct a Study of Postacute Care

Requires establishment of minimum standards of operation for provision of long-term care for certain persons.

January 3, 2017

## Washoe County Senior Services

# *2014 Master Plan for Aging Services* **Objective Summaries**<sup>i</sup>

June 1, 2014

### **Goal 1: Increase participation of seniors in volunteerism**

*Enrich the lives of seniors through volunteerism and improve the programs and services that help people of all ages.*

**VISION:** Every Washoe County senior will have an opportunity to contribute to their community.

**OBJECTIVE:** Assess community opportunities for engaging seniors in volunteer service, advocacy, and community decision-making.

#### **STRATEGIES:**

- Promote options for improving and expanding services through volunteers.
- Engage the Washoe County Senior Services Advisory Board in planning and decision-making.
- Engage senior volunteers as community spokespersons.

#### **ACTION PLAN:**

- Promote senior volunteer programs.
- Develop a clearinghouse for volunteer organizations.
- Inform seniors of the availability of volunteer opportunities.
- Educate senior advocacy groups.
- Identify opportunities for seniors to participate on various city and county advisory groups and commissions.
- Support volunteers interested in joining these advisory groups and commissions.
- Determine the roles that volunteers can play within Washoe County Senior Services.
- Develop job descriptions for senior services volunteers.
- Develop management systems to recruit, train, supervise and evaluate volunteers.
- Create monthly volunteer reports.

### **Goal 2: Engage volunteers from the entire community in the “Master Plan for Aging Services”**

*Ensure that older persons have an active role in planning and managing senior services.*

**VISION:** Every Washoe County resident will have an opportunity to participate in programs and services offered by Washoe County Senior Services (WCSS).

**OBJECTIVE:** Promote volunteer service and advocacy for all *Master Plan* priorities.

**STRATEGIES:**

- Advance Washoe County *Master Plan* priorities through volunteer engagement.

**ACTION PLAN:**

- Identify volunteer roles in the implementation and operation of the *Master Plan*.
- Publicize volunteer opportunities through various media, presentations, and other forms of outreach.
- Support volunteers engaged in the *Master Plan*.
- Prepare quarterly reports on the contributions and experiences of volunteers.
- Evaluate the effectiveness of the volunteer initiative.

**Goal 3: Food Insecurity**

*Expand seniors' access to food and nutrition services.*

**VISION:** Every Washoe County senior will have adequate food and nutritious meals to maintain their health.

**OBJECTIVE:** Expand food services on the following schedule:

- In FY 2014, provide current Home Delivered Meals (HDM) (aka “Meals on Wheels”<sup>ii</sup>) clients a second meal option (an additional 60,000 meals annually served)
- In FY 2015, Increase HDM participants to 600 individuals (an additional 60,000 meals served annually)
- In FY 2016, Increase HDM participants to 750 individuals (an additional 91,000 meals served annually)

**STRATEGIES:**

- Maximize participation in Washoe County Congregate<sup>iii</sup> and Home Delivered Meal Programs and food distribution services.
- Explore strategies for minimizing the cost per meal.
- Explore strategies for engaging the community, non-profits, and retail outlets in expanding options for accessing food.
- Promote partnerships with non-profit and religious organizations that provide food.

**ACTION PLANS:**

- Expand Home Delivered Meals funding and food availability to ensure that clients have more than one meal a day.
- Advertise Home Delivered Meals and the Congregate Meal Program through various media, presentations, and other outreach strategies.
- Reduce cost of meal production by using volunteers to deliver home delivered meals.
- Support supermarkets in home delivery of groceries and continued access of Farmer’s Market vouchers.
- Evaluate the demand for food services and effectiveness of program operation.
- Evaluate kitchen capacity to prepare and serve increasing numbers of meals.

#### **Goal 4: Home and Community-based Services**

*Ensure the availability of a continuum of care<sup>v</sup> that supports “aging in place.”<sup>v</sup>*

**VISION:** Every Washoe County senior will have access to the essential services and supports that allow them to remain in their own homes.

**OBJECTIVE:** Expand services designed to maintain seniors in their homes and communities as they age. Provide subsidies for those who are low income and vulnerable (frail, socially isolated or age 80+).

#### **STRATEGIES:**

- Promote integrated programs that address seniors’ difficulty managing activities of daily living (ADLs)<sup>vi</sup> and instrumental activities of daily living (IADLs)<sup>vii</sup>, and reduce the risk of institutionalization<sup>viii</sup> and unnecessary hospitalization.
- Encourage the public and private sectors to offer a wide array of supportive services.
- Expand WCSS’s case management<sup>ix</sup>, in-home care, and supportive services for those who are low income and vulnerable (frail, socially isolated or age 80+).
- Maximize participation in the WCSS’s DayBreak Adult Day Health<sup>x</sup> Program.
- Expand caregiver options and supports under the Nevada Medicaid<sup>xi</sup> State Plan.
- Foster integration of person-centered care model<sup>xii</sup> in health and long-term care services.
- Foster nursing home diversion<sup>xiii</sup> and care transitions<sup>xiv</sup>.
- Implement Veterans Directed Home and Community-Based Care Program.<sup>xv</sup>

#### **ACTION PLANS:**

- Leverage resources to increase the availability of home and community based resources.
- Increase the number of case managers, in-home care<sup>xvi</sup> and support services.
- Establish eligibility criteria for low income and vulnerable seniors (frail, socially isolated or age 80+).
- Increase the number of case aides<sup>xvii</sup> and supports for social workers.
- Evaluate the anticipated efficiencies from technology that support in-home nursing and social work tasks.
- Evaluate community demand for adult day and respite services<sup>xviii</sup>.
- Seek alternative funding for DayBreak Adult Day Health, including Medicaid and Washoe County Indigent Fund<sup>xix</sup>.
- Develop resources for advocates to use in support of modifications to the Nevada Medicaid State Plan and for State services for seniors and people with disabilities.
- Interview providers of adult day care and respite care and determine gaps in services.
- Expand homemaker services<sup>xx</sup>; Evaluate personal care services<sup>xxi</sup>.
- Educate senior advocacy groups about needed Medicaid changes.
- Educate the public and providers on person-center care.

### **Goal 5: Social Engagement**

*Promote events and activities that support active lifestyles.*

**VISION:** Every senior in Washoe County will have opportunities for an active lifestyle, and to participate in social and community activities.

**OBJECTIVE:** Increase socialization for seniors who are isolated.

#### **STRATEGIES:**

- Engage community partners in offering an array of active living, social, and community activities.

#### **ACTION PLAN:**

- Convene a community partners' working group to develop a plan to expand opportunities for engagement.
- Identify the activities that are currently available in the community.
- Analyze barriers that seniors experience in accessing these opportunities.
- Evaluate the support services needed to ensure that isolated seniors can participate in activities.
- Facilitate the expansion of missing support services.
- Promote the availability of engagement opportunities through media, presentations, and other outreach strategies.
- Evaluate the impact of strategies on the level of social engagement.

### **Goal 6: Reduce Social Isolation**

*Enrich the lives of isolated seniors and those who live in group homes<sup>xxii</sup>.*

**VISION:** Every Washoe County senior will have access to services that enrich their lives and promote independence.

**OBJECTIVE:** Work to ensure that group home managers and in-home service providers offer social engagement opportunities.

#### **STRATEGIES:**

- Encourage service providers to offer an array of social engagement opportunities.
- Strengthen regulations governing social engagement in group homes.

#### **ACTION PLAN:**

- Identify appropriate roles for Washoe County Senior Services to play in improving the quality of socialization activities.
- Convene a group of providers to determine their level of support needs.
- Create a database of resources that promote social engagement.
- Solicit support in creating activity sheets for service managers.
- Facilitate operation of the Ombudsman Program.
- Re-examine licensing requirements for group homes.
- Evaluate service options and advocate for changes where deficiencies exist.

## **Goals 7: Affordable and Accessible Housing**

*Expand housing options to help seniors “age in place.”*

**VISION:** Washoe County seniors will have access to affordable and accessible housing options that are near essential services.

**OBJECTIVE:** Support the development of a full-spectrum of affordable and accessible housing options located near services.

### **STRATEGIES:**

- Encourage developers and city and county planners to create strategies and resources for expanding housing options and improving the accessibility of homes.

### **ACTION PLANS:**

- Identify services, providers and possible partners to involve in the expansion of affordable and accessible housing options.
- Convene and provide support to broad-based steering committee<sup>xxiii</sup> to explore options and barriers to the expansion of housing.
- Work toward adoption of Universal Design<sup>xxiv</sup> and Visitability<sup>xxv</sup> standards.
- Identify and modify regulatory provisions to encourage senior housing close to services.

## **Goals 8: Neighborhood Supports**

*Strengthen neighborhood supports that encourage seniors to “age in place.”*

**VISION:** Washoe County seniors will have resources in their neighborhood that help them remain in their homes as long as possible.

**OBJECTIVE:** Determine the feasibility of NORC’s (Naturally Occurring Retirement Communities)<sup>xxvi</sup>, Senior “Villages”<sup>xxvii</sup> and other neighborhood-based resources that support “aging in place”.

### **STRATEGIES:**

- Investigate the feasibility of NORC’s (Naturally Occurring Retirement Communities) or Senior “Villages” in neighborhoods throughout Washoe County.

### **ACTION PLANS:**

- Research NORC’s, Senior “Villages” and other innovative housing options.
- Convene a community discussion on options.
- Inform the public about the benefits and structure of NORCs, Senior “Villages” and other innovative housing options.
- Identify strategies that are appropriate for Washoe County.
- Develop a pilot project in one or more neighborhoods
- Evaluate and modify operations as needed.

### **Goal 9: Aging and Disability Resource Center**

*Assure that all seniors have access to the information and services that enable them to live healthy, safe, and productive lives.*

**VISION:** Easy access to information on options that support “aging in place”.

**OBJECTIVE:** Washoe County Senior Services will work to ensure that Aging and Disability Resource Center (ADRC)<sup>xxviii</sup> provides easy access to Washoe County seniors, people with disabilities and caregivers and provides them with timely, accurate, and up-to-date information on programs and services.

#### **STRATEGIES:**

- Enhance the quality of information provided by and streamline the operation of the ADRC.
- Explore various public information vehicles for informing the public and seniors about critical issues, such as caregiving support, on a timely basis.
- Expand ADRC services on the following schedule:
  - Provide information and advocacy services to 40,000 seniors by FY 2016.
  - Increase options counseling<sup>xxix</sup> service to 10,000 seniors by end of FY 2017.

#### **ACTION PLAN:**

- Engage other local Information and Referral services in discussion on ADRC.
- Increase the number of ADRC staff.
- Evaluate Nevada Aging and Disability Services<sup>xxx</sup> ADRC services database and website ([www.nevadaadrc.com](http://www.nevadaadrc.com)) and identify solutions to operational issues; evaluate a possible County replacement.
- Create a system that assures the quality and timeliness of information and resources included in the ADRC.
- Publicize the ADRC.
- Evaluate consumers’ experience with the ADRC.
- Identify the resource and information needs of caregivers.
- Create printed, video, webpages, social media and other resources that allow caregivers to access “just in time”<sup>xxxi</sup> information.
- Promote resources to caregivers.
- Evaluate the impact and quality of these caregiver resources.
- Train seniors in the use of social service assessment<sup>xxxii</sup> and self-assessment tools.

### **Goal 10: Public Outreach**

*Assure that seniors are aware of the resources and services that can support healthy, safe, and productive lifestyles.*

**VISION:** Washoe County will find the most vulnerable seniors, and ensure that they, their families and caregivers have access to the services that support “aging in place”.

**OBJECTIVE:** Expand early intervention and outreach methods to identify the most vulnerable seniors and provide them with information and access to services.

**STRATEGIES:**

- Develop and mobilize resources to find the most vulnerable.

**ACTION PLAN:**

- Expand the Gatekeeper Program<sup>xxxiii</sup> to all law enforcement, fire safety and emergency response agencies.
- Improve the effectiveness of the Kids to Senior Korner Program<sup>xxxiv</sup> in reaching seniors.
- Hire and train a public information team.
- Develop and implement a communication and public relations campaign.
- Identify critical gaps in information and knowledge.
- Create and oversee a volunteer Community Ambassador Program<sup>xxxv</sup> to reach out to all segments of the community by providing up-to-date, accurate, and timely information.
- Outreach partnership with Washoe County Library<sup>xxxvi</sup>; improve website for homebound seniors.
- Educate seniors about scams and how to recognize, avoid, and report them.
- Educate seniors about Social Security, public benefits, and other income sources.

**Goal 11: Legal Services**

*Provide legal advice and representation to protect the rights of seniors, and to eliminate fraud and abuse perpetrated against them.*

**VISION:** The civil and legal rights of all Washoe County seniors will be protected.

**OBJECTIVE:** Ensure services that protect the legal rights and safety of seniors are available.

**STRATEGIES:**

- Ensure services that assist seniors at risk of elder abuse, including self-neglect will be well coordinated and responsive.
- Institute a guardian ad litem<sup>xxxvii</sup> program to protect the rights and assets of at-risk seniors.
- Foster the use of power of attorney<sup>xxxviii</sup> and advance directives<sup>xxxix</sup>.

**ACTION PLANS:**

- Support and fund the non-profit Senior Law Project<sup>xl</sup>.
- Promote the Senior Law Project through all media.
- Convene stakeholders<sup>xli</sup> to create a guardian ad litem program; support the education of the public on its use.
- Conduct public seminars on advance directives and power of attorney at least twice per year.
- Work with Nevada Elder Protective Services to identify and implement strategies to prevent elder abuse.
- Promote public awareness of the indicators of fraud, abuse and neglect and how to report them.

## **Goal 12: Transportation**

*Expand public and private transportation options that allow seniors to live independently.*

**VISION:** Washoe County seniors will have access to transportation for essential services, such as shopping, medical appointments, and socialization.

**OBJECTIVE:** Ensure the availability of adequate Americans with Disability Act (ADA)<sup>xliii</sup> and non-ADA transportation services throughout all of Washoe County. Provide subsidies for those who are low income and most vulnerable seniors (frail, socially isolated or age 80+).

### **STRATEGIES:**

- Engage the community and WCSS's partners in exploring strategies to expand transportation services.
- Subsidize reduced cost or free transportation services to seniors who are frail, socially isolated or age 80+.
- Engage volunteers in the expansion of transportation services.

### **ACTION PLANS:**

- Conduct a literature review and identify best practices.
- Support a broad-based steering committee to plan for expanded services.
- Convene non-profit organizations to discuss possible pilot project.
- Design and evaluate an Escorted Transportation Pilot Project<sup>xliiii</sup>.
- Define eligibility for low income and vulnerable (frail, socially isolated and age 80+).
- Increase funding for Taxi bucks<sup>xliv</sup>, ACCESS<sup>xlv</sup> coupons, and monthly bus passes.
- Analyze volunteer roles to support transportation projects.
- Investigate the feasibility of providing volunteer transportation through non-profit groups.
- Evaluate the capacity of homeowners' associations to offer transportation for seniors in their developments.

---

<sup>i</sup> **The Master Plan complete report** and background information is available to the public on the Washoe County Senior Services website: [www.washoecounty.us/seniorsrv/MP/MasterPlan.htm](http://www.washoecounty.us/seniorsrv/MP/MasterPlan.htm)

<sup>ii</sup> **Meals on Wheels** are programs that deliver meals to individuals at home who are unable to prepare their own meals. Because they are housebound, many of the recipients are the elderly or people with disabilities. Meals are prepared to USDA standards and meet 1/3 of the recommended daily allowance for seniors, and often are delivered by volunteers.

<sup>iii</sup> **Congregate Nutrition Services**, established in Washoe County in 1972 and Home-Delivered Nutrition Services, established in 1978, provide meals and related nutrition services to older individuals in a variety of settings including congregate facilities such as senior centers; or by home-delivery to older individuals who are homebound due to illness, disability, or geographic isolation.

<sup>iv</sup> **A continuum of care** is a service that helps providers identify ways of coordinating and linking resources to avoid duplication and facilitate seamless movement among care settings.

<sup>v</sup> **Aging in place** is defined as "the ability to live in one's own home and community safely, independently, and comfortably, regardless of age, income, or ability level."

<sup>vi</sup> **ADL or Activities of Daily Living** includes eating, bathing, dressing, toileting, mobility and transferring (from a bed to a wheelchair), which are the essential activities that sustain life and health. Those who have ADL limitations can be totally or partially dependent on others because of one or more chronic conditions (e.g., diabetes, heart disease or dementia). This care is provided in the home, group homes, assisted living facilities or nursing homes.

<sup>vii</sup> **IADL or Instrumental Activities of Daily Living** include cooking, shopping, housework, money management (paying bills) and other essential activities that are necessary for someone to live independently. This assistance is provided to people who live in their own home or apartment.

<sup>viii</sup> **Institutionalization** refers to moving in to a nursing home or other restrictive environment.

<sup>ix</sup> **Case Management** is a patient-centered, goal-oriented process of assessing the need of an individual for particular services and obtaining those services and monitoring care.

<sup>x</sup> **DayBreak Adult Day Health** is a state licensed Adult Day Health facility that provides medical services (e.g., medication and behavior management) under full time nursing oversight. Clients are provided nutrition, social and health services in a secure environment.

<sup>xi</sup> **Medicaid** is a U.S. government program, financed by federal, state, and local funds, of hospitalization and medical insurance for persons of all ages within certain income limits.

<sup>xii</sup> **Person centered care** is a philosophy of care where the client makes the decision about who provides their care, and how and where it is provided. It is an evidence-based practice that keeps people in their homes longer than other methods.

<sup>xiii</sup> **Nursing home diversion** is achieved by providing clients with services that allow them to remain in their community rather than being placed in a nursing home.

<sup>xiv</sup> **Care transition** is a set of actions designed to ensure the coordination and continuity of health care as patients transfer between different locations or different levels of care within the same location.

<sup>xv</sup> **Veterans Directed Home and Community-Based Care Program** is Veteran-Directed Home and Community Based Services gives Veterans of all ages the opportunity to receive the Home and Community Based Services they need in a consumer-directed way. Veteran-Directed Care is for Veterans who need skilled services, case management, and assistance with activities of daily living (e.g., bathing and getting dressed) or instrumental activities of daily living (e.g., fixing meals and taking medicines); are isolated or their caregiver is experiencing burden.

<sup>xvi</sup> **In-Home Supports** are defined as services for individuals who are living at home with family members (i.e., immediate or extended family) or for individuals who are living on their own, with roommates or others without disabilities. In-Home Supports may include supervision, teaching and/or assistance provided directly to or in support of the individual with developmental disabilities or is support of caregivers. In-Home Supports are utilized to achieve and/or maintain the outcomes of increased independence, productivity, enhanced family functioning, and inclusion in the community for individuals with developmental disabilities.

<sup>xvii</sup> **The Case Aide** provides services to current clients in Senior Social Services; they support care plans developed by and under the direction of licensed Social Workers. The Case Aide will assist with tasks that keep elders independent and in their own homes, providing more frequent and one-on-one contact. Duties will include behavior support for activities of daily living (medication management, bill paying, etc.), transportation and appointment assistance, home safety assessments and repair assistance/oversight, and assistance with care plan implementation.

<sup>xviii</sup> **Respite care** is the provision of short-term, temporary relief to those who are caring for family members who might otherwise require permanent placement in a facility outside the home.

<sup>xix</sup> **Indigent Funds** - By law, every Nevada County shall provide care, support and relief to the poor, indigent, incompetent and those incapacitated by age, disease or accident, lawfully resident therein, when those persons are not supported or relieved by their relatives or guardians, by their own means, or by state hospitals, or other state, federal or private institutions or agencies. Funds used to operate these programs are referred to as **Indigent Funds**.

<sup>xx</sup> **Homemaker Services** are non-medical support services, such as food preparation, house cleaning, laundry, and shopping provided by trained personnel to disabled, sick or convalescent individuals in their home.

<sup>xxi</sup> **Personal Care** is medical and non-medical help given to elderly or infirm people with essential everyday activities such as washing, toileting, dressing, grooming and meals.

<sup>xxii</sup> **A group home** is a private residence for people with chronic disabilities. Typically there are no more than six residents and there is a trained caregiver there twenty-four hours a day.

<sup>xxiii</sup> **A steering committee** is a body within an enterprise that supports the steering of its actions. Its main concern is making strategic decisions concerning future realization of the enterprise's projects.

<sup>xxiv</sup> **Universal Design** (often "inclusive design") refers to standards for buildings, products and environments that ensure they are usable and accessible to older people, people without disabilities and people with disabilities.

<sup>xxv</sup> **Visitability** standards make homes easier for people who have limited mobility (walker, cane, or wheelchair) to visit friends and family rather than having to turn down invitations, or not be invited at all. These features also permit formerly non-disabled people to remain in their homes if they develop a disability. These and Universal Design standards avoid expensive renovations, moving to a different house, living in an inaccessible home, or moving to an institution or nursing home.

<sup>xxvi</sup> **A Naturally Occurring Retirement Community (NORC)** is a community that naturally evolves over time to include a relatively large concentration of senior residents; some communities develop services and volunteer programs to support them.

<sup>xxvii</sup> **Senior Villages** or neighborhood villages are communities that support seniors in their homes by providing services, assistance and volunteer support. Senior Villages are not considered NORC's because they do not have a high concentration of senior residents.

<sup>xxviii</sup> **The Aging and Disability Resource Center program (ADRC)** is a collaborative effort of the Administration on Aging (AoA) and the Centers for Medicare & Medicaid Services (CMS) to provide information and access to long term supports and services. The ADRC program serves as a single point of entry into the long-term support system for seniors, people with disabilities and caregivers. ADRCs are also referred to as a "one stop shop" or "no wrong door" system. ADRCs benefit consumers by helping to identify needs, gathering information and resources to meet those needs and reducing the stress of navigating benefits.

<sup>xxix</sup> **Options Counseling** is provided by certified and trained experts who assist seniors, families and caregivers, and includes outreach (finding the hard to serve), information, assistance with complex issues, and advocacy and eligibility with public benefits. The purpose is to help them with access to the essential health and long term care services, and help them make decisions about their care, and learn about social activities, programs, services and benefits.

<sup>xxx</sup> **The Nevada Aging and Disability Services Division** provides leadership and advocacy in the planning, development and delivery of a high quality, comprehensive support service system across the lifespan. This allows all of Nevada's elders, adults and children with disabilities or special health care needs to live independent, meaningful, and dignified lives in the most integrated setting appropriate to their needs.

<sup>xxxix</sup> **Just in time** training refers to providing information and resources to a client at the time when clients need it rather than providing training in advance of the need.

<sup>xxxix</sup> **A social services assessment** is a review, carried out by a social worker, of your physical and mental needs. They identify any physical problems seniors have plus the emotional/social aspects of a seniors' life in order to determine the type and amount of care required.

<sup>xxxix</sup> **The Washoe County Gatekeeper Program**, based on a national best practice, trains fire safety and emergency personnel to recognize non-medical issues (e.g., dementia, caregiver isolation, poverty and confusion) that need intervention by a social worker, and how to make a referral for service. This model has been shown to reduce suicide among older adults.

<sup>xxxix</sup> **Kids to Seniors Korner** is a local program administered by Catholic Charities that conducts neighborhood outreach to find hard to serve and socially isolated children and seniors.

<sup>xxxix</sup> **The Community Ambassador Program** is a model project of the Robert Wood Johnson Foundation "Pathways to Positive Aging" where volunteers serve seniors in their own communities, in their own language, within their own cultural norms, and does so where seniors live, worship, socialize, and learn (<http://capseniors.org/> )

<sup>xxxix</sup> **A Washoe County Library** branch is in the Washoe County Senior Center, 1155 East Ninth Street (9<sup>th</sup> and Sutro), Reno, NV.

<sup>xxxix</sup> **A guardian ad litem** is an expert appointed by a Court to investigate and report on the facts related to a guardianship petition. Courts appoint these special representatives for infants, minors, and mentally incompetent persons, all of whom generally need help protecting their rights in court.

<sup>xxxix</sup> **A power of attorney (POA) or letter of attorney** is a written authorization to represent or act on another's behalf in private affairs, business, or some other legal matter, sometimes against the wishes of the other.

<sup>xxxix</sup> **An advance health care directive**, also known as **living will**, **personal directive**, **advance directive**, or **advance decision**, is a set of written instructions that a person gives that specifies what actions should be taken for their health, if they are no longer able to make decisions because of illness or incapacity.

<sup>xi</sup> **The Senior Law Project (SLP)** is a non-profit law firm operated by the Washoe County Department of Senior Services. The SLP provides legal services to persons 60 years and older, who are residents of Washoe County, without charge, although donations are welcomed.

<sup>xi</sup> **A stakeholder** is a party that has an interest in an enterprise or project. The primary stakeholders in a typical corporation are its investors, employees, customers and suppliers. However, modern theory goes beyond this conventional notion to embrace additional stakeholders such as the community, government and the public.

<sup>lii</sup> **The Americans with Disabilities Act** of 1990 (ADA) prohibits discrimination and ensures equal opportunity and access for persons with disabilities. The Federal Transit Administration works to ensure nondiscriminatory transportation.

<sup>liii</sup> **Escorted Transportation** are paid employees or volunteers that escort vulnerable seniors (memory loss, frailty) to doctor's appointments, shopping and other essential services and help them return home, safely.

<sup>liiv</sup> **Washoe Senior Ride (WSR)** is a program of discount vouchers ("**Taxi Bucks**") that can be used to pay part of taxi fares and tips. WSR is a service of the Regional Transportation Commission (RTC) and is funded by the Washoe County sales tax for public transportation.

<sup>liiv</sup> **RTC ACCESS** is the paratransit service that provides door-to-door, prescheduled transportation for people who meet the eligibility criteria of the Americans with Disabilities Act (ADA). RTC ACCESS passengers have disabilities which prevent them from riding RTC RIDE independently some or all of the time.

---

## HOW TO GIVE YOUR OPINION ON A BILL/BUDGET

There are several ways to alert our Nevada legislators to our sentiments on specific bills or budgets before the legislature. The legislators pay attention to incoming opinions of their constituents.

A. Put your opinion on the online Bill Info/Budget Info site.

1) Google "Nevada Legislature" or go to the home page:

[www.leg.state.nv.us](http://www.leg.state.nv.us)

2) On the right hand side of the Home Page is a list of options. Just below the top of the list is "BDR List", "BDR Fact Sheet" or "Bill Info". Clicking on this allows you to read brief summaries of the Bill Draft Request (BDRs) or the bills.

3) At the bottom of the first list in the right hand column is "Share your opinion on legislative bills". Clicking on this allows you to register for or against individual bills.

4) When the page comes up, you can click on the down arrow at "Select a bill" and then scroll down to the bill or bills that interest you. Alternatively, you can type in the name of the bill, e.g. AB 2. If you do that you must also click on "Get bill information". Then a summary of the bill appears in the box below. You can then click "For" or "Against". You may add a comment, if you wish, or not. You must enter your name and address, but other contact information is unnecessary, then click "Submit".

B. Contact your legislator directly via email, phone call, letter, Facebook or Twitter. On the Nevada Legislature home page, in the middle of the right hand column is "Current Legislator". Choose Senate or Assembly to go to the list. All contact information is displayed to email, call or write letters (and sometimes Facebook, Twitter or their website). If you do not know your legislators, go a few lines lower on the column to "Who's My Legislator/What's My District?" Type in your street address in the small box at the top of the map to get your legislators' contact information. Legislature Main Phone: 775 684 6789

C. Attend a bill or budget hearing in Carson City or watch it live on the Legislative website. At the top of the column is the "Calendar or Meetings". The meetings are listed by date, time, and committee name. You can click on the agenda on the right; click on the bills that are listed to read them, view the meeting live or view past video sessions that are archived on the site.

## NEVADA LEGISLATURE WEBSITE HOME PAGE

---

[Calendar of Meetings](#)

---

[Videos of Archived Meetings](#)

---

[79th \(2017\) Session](#)

[BDR List](#)

[BDR Fact Sheet](#)

[NELIS](#)

[Personalized Legislative Tracking \(PLT\)](#)

[Proposed 120-Day Calendar](#)

---

[Current Legislator](#)

[Senate](#)

[Assembly](#)

---

[Lobbyist Information](#)

---

[Apply to Serve on a Legislatively Appointed Committee](#)

---

[Who's My Legislator?](#)  
[What's My District?](#)

---

[Administrative Regulation Notices](#)

---

[Purchase Publications](#)

---

[Visit Our Gift Shop](#)

---

[F.Y.I. - New and Notable Information](#)

---

[Career Opportunities](#)

---

[Nevada State Printing](#)





# STATE OF NEVADA

## 2017 LEGISLATIVE SESSION

### 120-Day Calendar

<i>Date (Day of Session)</i>	<i>Date (Day of Session)</i>	<i>Date (Day of Session)</i>
Feb. 6 (1) Legislators' Profile or Withdraw BDRs*	Mar. 18 (41)	Apr. 27 (81)
Feb. 7 (2)	Mar. 19 (42)	Apr. 28 (82)
Feb. 8 (3)	Mar. 20 (43) Legislators' Bill Introductions	Apr. 29 (83)
Feb. 9 (4)	Mar. 21 (44)	Apr. 30 (84)
Feb. 10 (5) <i>Joint Subcommittees Start</i>	Mar. 22 (45)	May 1 (85) <i>Economic Forum Report Due</i>
Feb. 11 (6)	Mar. 23 (46)	May 2 (86)
Feb. 12 (7)	Mar. 24 (47)	May 3 (87)
Feb. 13 (8) Legislators' BDR Requests	Mar. 25 (48)	May 4 (88)
Feb. 14 (9)	Mar. 26 (49)	May 5 (89) <i>Start Resolving Budget Differences</i>
Feb. 15 (10)	Mar. 27 (50) Committees' Bill Introductions	May 6 (90)
Feb. 16 (11)	Mar. 28 (51)	May 7 (91)
Feb. 17 (12)	Mar. 29 (52)	May 8 (92)
Feb. 18 (13)	Mar. 30 (53)	May 9 (93)
Feb. 19 (14)	Mar. 31 (54)	May 10 (94)
Feb. 20 (15) Committees' BDR Requests	Apr. 1 (55)	May 11 (95)
Feb. 21 (16)	Apr. 2 (56)	May 12 (96)
Feb. 22 (17)	Apr. 3 (57)	May 13 (97)
Feb. 23 (18)	Apr. 4 (58) <i>Start Closing Budgets</i>	May 14 (98)
Feb. 24 (19)	Apr. 5 (59)	May 15 (99)
Feb. 25 (20)	Apr. 6 (60)	May 16 (100)
Feb. 26 (21)	Apr. 7 (61)	May 17 (101)
Feb. 27 (22)	Apr. 8 (62)	May 18 (102)
Feb. 28 (23)	Apr. 9 (63)	May 19 (103) Committee Passage (Second House)
Mar. 1 (24)	Apr. 10 (64)	May 20 (104)
Mar. 2 (25)	Apr. 11 (65)	May 21 (105)
Mar. 3 (26)	Apr. 12 (66)	May 22 (106)
Mar. 4 (27)	Apr. 13 (67)	May 23 (107)
Mar. 5 (28)	Apr. 14 (68) Committee Passage (First House)	May 24 (108)
Mar. 6 (29)	Apr. 15 (69)	May 25 (109) <i>Finish Budget Differences</i>
Mar. 7 (30)	Apr. 16 (70)	May 26 (110) Second House Passage
Mar. 8 (31)	Apr. 17 (71)	May 27 (111)
Mar. 9 (32)	Apr. 18 (72)	May 28 (112)
Mar. 10 (33)	Apr. 19 (73)	May 29 (113)
Mar. 11 (34)	Apr. 20 (74)	May 30 (114)
Mar. 12 (35)	Apr. 21 (75)	May 31 (115) <i>Budget Bills Introduced Exempt Bills from Committee</i>
Mar. 13 (36)	Apr. 22 (76)	June 1 (116)
Mar. 14 (37)	Apr. 23 (77)	June 2 (117)
Mar. 15 (38)	Apr. 24 (78)	June 3 (118)
Mar. 16 (39)	Apr. 25 (79) First House Passage	June 4 (119)
Mar. 17 (40)	Apr. 26 (80)	June 5 (120)

\*Pursuant to subsection 2 of NRS 218D.150, a certain number of a Legislator's BDRs requested before the session convenes must be prefiled or withdrawn not later than the first day of the session.

Shaded days are Mondays

**Bolded and italicized items are budget related deadlines.**

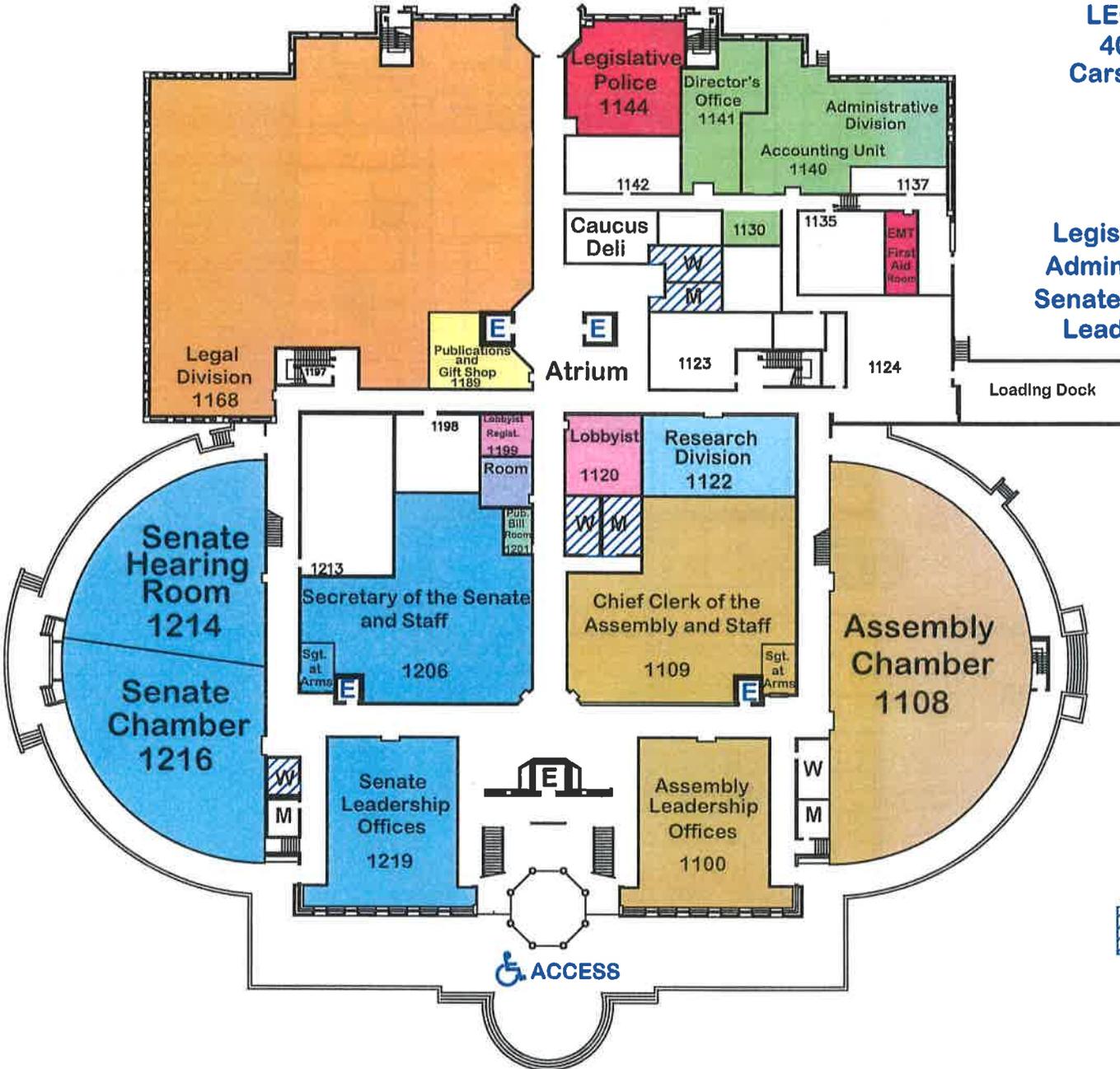


PARKING GARAGE

ACCESS

**LEGISLATIVE BUILDING**  
401 So. Carson Street  
Carson City, NV 89701-4747  
775-684-6800

**FIRST FLOOR**  
Legislative Counsel Bureau  
Administrative Division Offices  
Senate and Assembly Chambers,  
Leadership and Staff Offices



EAST 5TH STREET

ACCESS

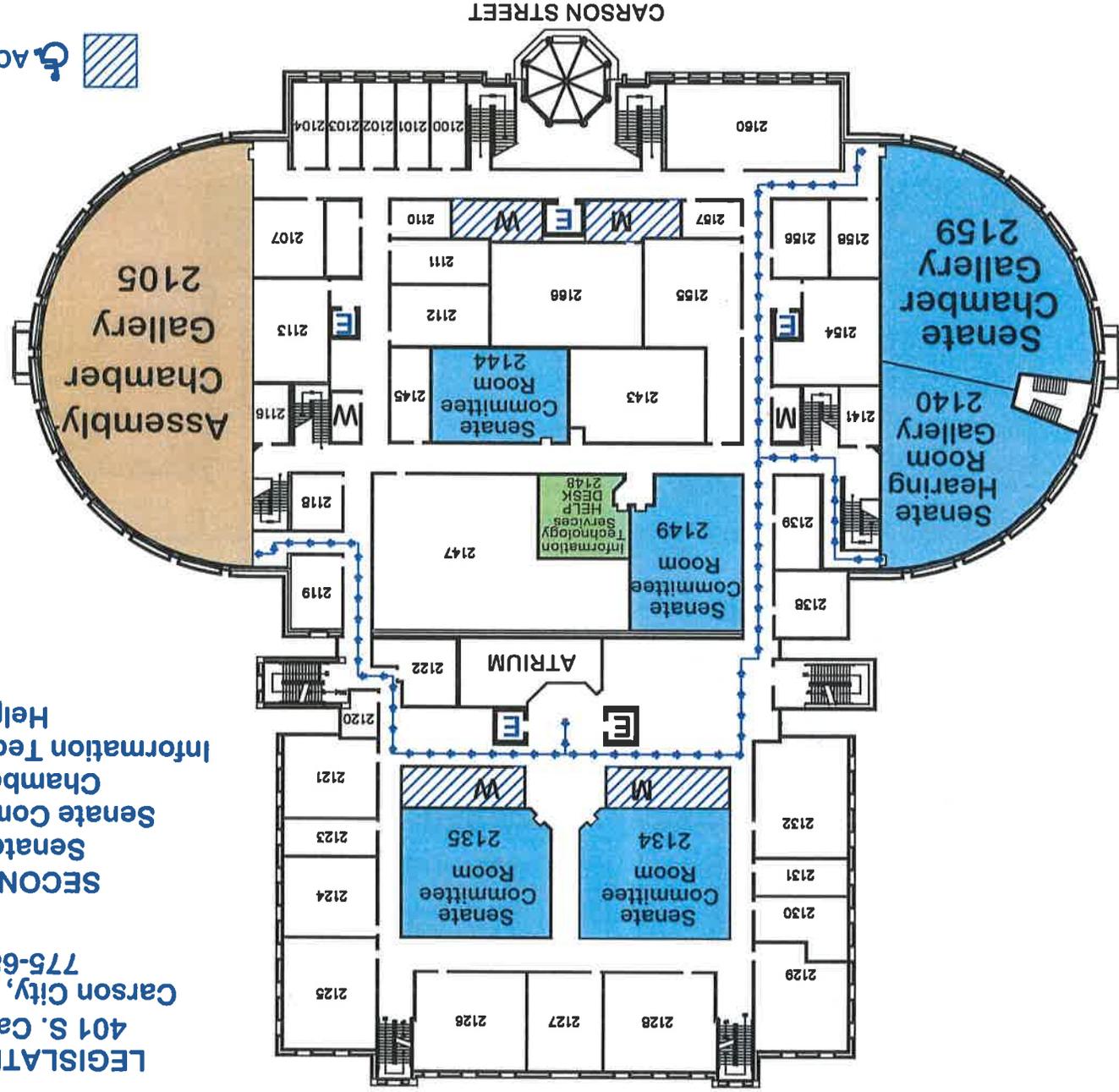
CARSON STREET

**LEGISLATIVE BUILDING**  
 401 S. Carson Street  
 Carson City, NV 89701-4747  
 775-684-6800

**SECOND FLOOR**

Senate Offices  
 Senate Committee Rooms  
 Chamber Galleries  
 Information Technology Services-  
 Help Desk

EAST 5TH STREET



PARKING GARAGE

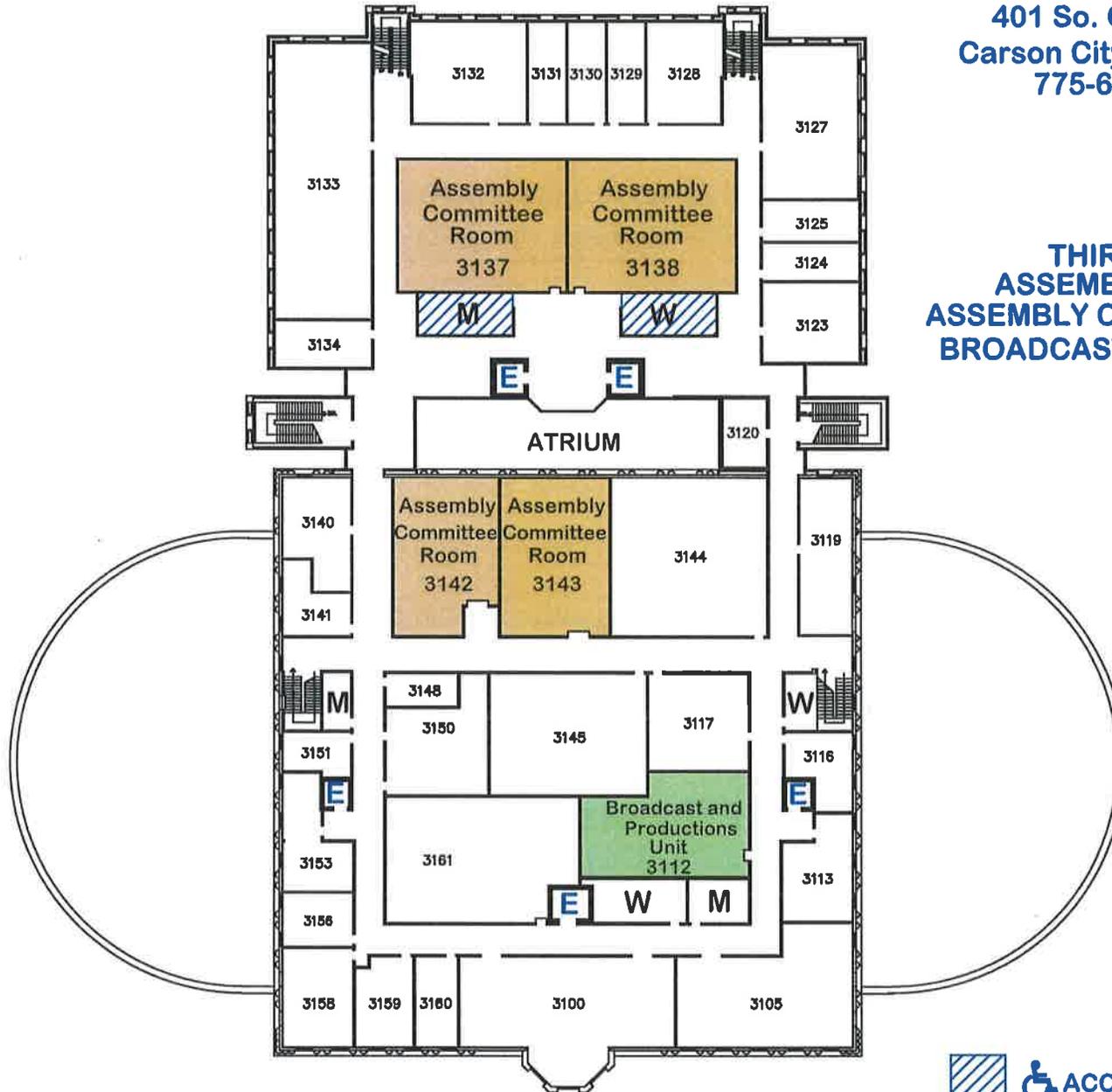




PARKING GARAGE

**LEGISLATIVE BUILDING**  
401 So. Carson Street  
Carson City, NV 89701-4474  
775-684-6800

**THIRD FLOOR**  
**ASSEMBLY OFFICES**  
**ASSEMBLY COMMITTEE ROOMS**  
**BROADCAST & PRODUCTIONS**



EAST 5TH STREET

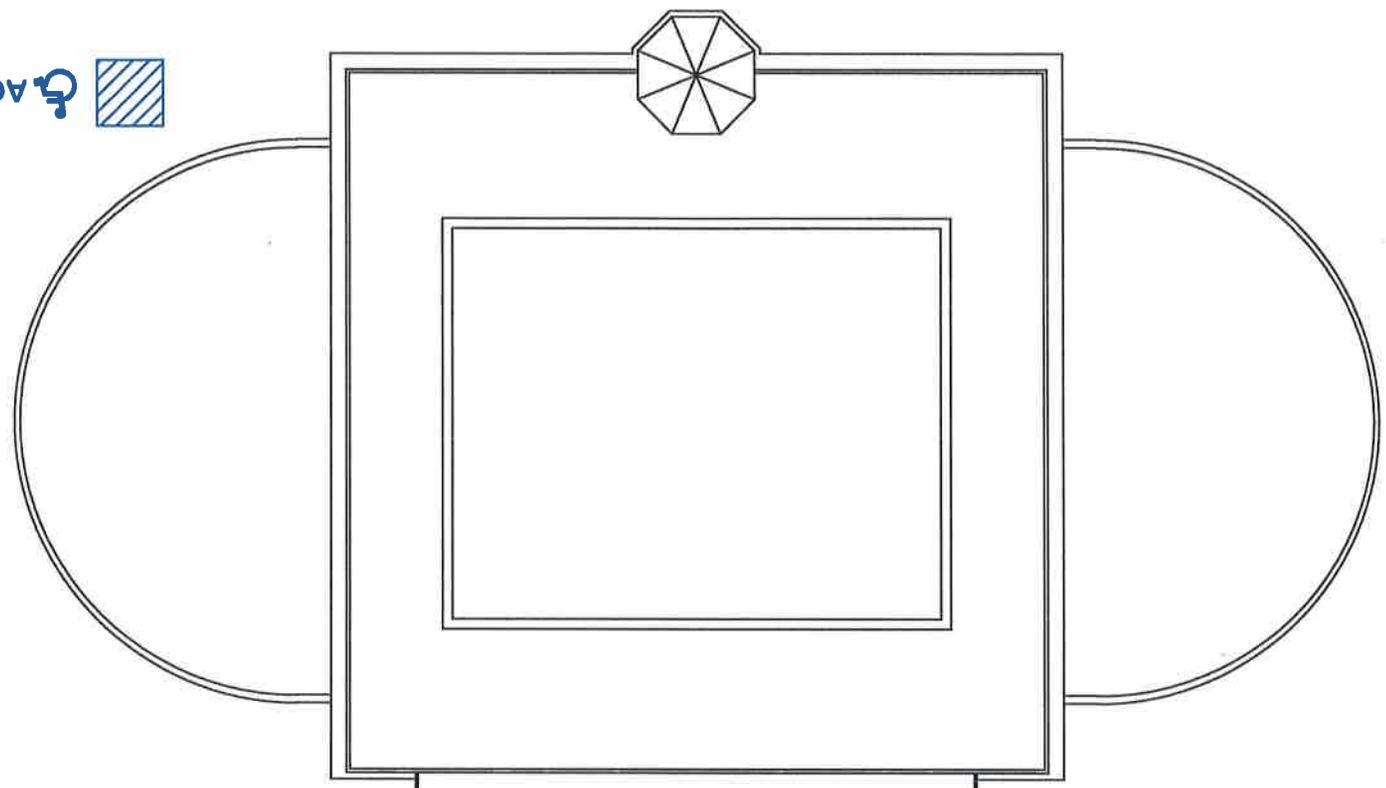
CARSON STREET



CARSON STREET

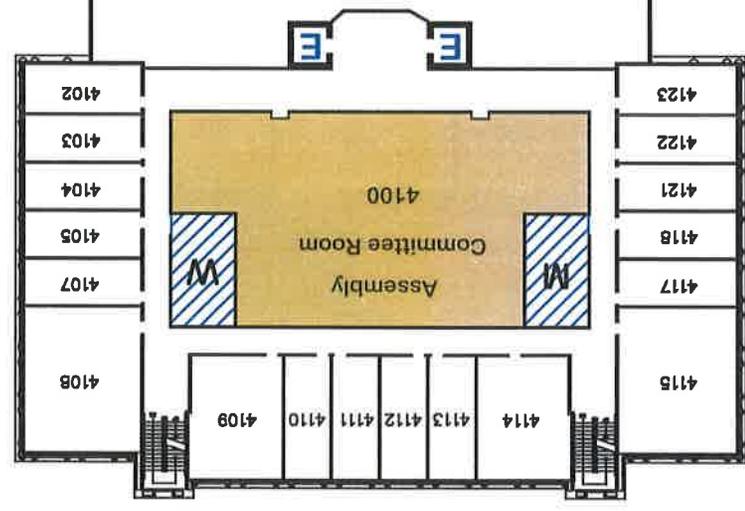
ACCESS

EAST 5TH STREET



ASSEMBLY COMMITTEE ROOM  
ASSEMBLY OFFICES  
FOURTH FLOOR

LEGISLATIVE BUILDING  
401 So. Carson Street  
Carson City, NV 89701-4474  
775-684-6800



PARKING GARAGE



# NEVADA'S LEGISLATIVE PROCESS

## INITIAL STEPS BY THE AUTHOR

## ACTION IN THE HOUSE OF ORIGIN

### IDEA & DRAFTING

Sources of ideas for legislation include State and local governments, elected officials, businesses, organizations, and citizens. Requests for drafting may be made by legislators, legislative committees, the Governor, State agencies, and local governments. A staff attorney for the Legislature prepares a formal draft of a bill.

### INTRODUCTION & FIRST READING

A bill is submitted for introduction by an individual legislator or committee chair. It is then numbered, read for the first time, referred to committee, printed, and delivered to the committee.

### COMMITTEE ACTION & REPORT

A committee may make a variety of recommendations to the entire legislative body. It may recommend that the legislative house pass a bill as it is written or pass it with certain amendments. If a committee decides that a bill requires further committee consideration, it may recommend that the legislative house amend the bill and refer it back to the same committee or that it refer the bill to another committee. Finally, a committee may vote to indefinitely postpone consideration of a bill, effectively killing it, or may take no action at all. After committee reports are read, bills are placed on second reading for the next legislative day unless the committee, by unanimous vote, recommends the bill be placed on the Consent Calendar. This action is limited to certain noncontroversial bills reported out of committee without amendment.

### SECOND READING

Bills given a "Do Pass" recommendation are read a second time and placed on General File for debate and final vote. Bills that are given an "Amend and Do Pass" recommendation are read a second time, and if the amendment is adopted, it is reprinted before being placed on the General File for action.

### FLOOR DEBATE & VOTE

Bills are read a third time and debated. A roll call vote follows. For passage of measures that require a constitutional majority, 11 votes are needed in the Senate and 22 in the Assembly. Bills with tax or fee increases require a two-thirds majority (14 votes in the Senate and 28 in the Assembly). A measure that does not receive at least the required number of votes is defeated. Any member who casts a vote on the prevailing side of a measure may serve notice of reconsideration to request a second vote. All bills that are passed by the first legislative house are then forwarded to the second legislative house where the process begins again.

## ACTION IN THE SECOND HOUSE

## RESOLUTION OF DIFFERENCES, IF NECESSARY

## ROLE OF THE GOVERNOR

### FIRST READING

Bill is read for the first time and referred to committee.

### COMMITTEE ACTION & SECOND READING

Procedures and possible actions are nearly identical to those in the first legislative house.

### FLOOR DEBATE & VOTE

The procedure is identical to that in the first legislative house. If the second legislative house considers and passes a bill without amendment, it is returned to the first legislative house for enrollment and transmittal to the Governor. (Resolutions are delivered to the Secretary of State.\*) If the second legislative house amends a measure, it is returned to the house of origin for consideration of the amendment.

### CONCURRENCE

The house of origin decides whether to accept the second legislative house's amendment. If it accepts the amendment, the bill is enrolled and delivered to the Governor. When the amendment is rejected by the house of origin, the bill is returned to the second legislative house for a decision whether to withdraw (recede from) the proposed changes. If the second legislative house does not recede from its amendment, a conference committee is appointed, and the bill is returned to the house of origin with a request that it appoint a like committee to meet with a committee of the second house.

### CONFERENCE

If the two-house conference committee is able to resolve the differences between the houses, it sends a conference committee report with the proposed reconciliation to the two houses. The house of origin must adopt the report first. If either house fails to adopt the report, the bill dies. However, if both legislative houses adopt the report, the bill is enrolled and delivered to the Governor.

### SIGN OR VETO?

The Governor must act on a bill within 5 days after it is received (Sundays excepted) if the Legislature is still in session. However, if there are fewer than 5 days remaining in session, or if the bill is delivered after the adjournment *sine die*, the Governor has 10 days after adjournment to act. The Governor may sign the bill into law, allow it to become law without a signature, or veto it. A vetoed bill is returned to the house of origin to consider overriding the veto. An override of the veto requires a two-thirds majority vote of each legislative house. If the Governor vetoes a bill after the session adjourns *sine die*, the bill is returned to the next regular legislative session. Measures become effective on October 1 following the end of the legislative session, unless otherwise specified in the bill.

Revised October 2014

\*This chart primarily describes legislative steps for a bill. The process for a resolution varies slightly depending upon whether it is a one-house, concurrent, or joint resolution. Deadlines for final action on bills and joint resolutions by committees and houses are typically established by joint rule at the beginning of each legislative session.

- [Session Info](#)
- [Interim Info](#)
- [Law Library](#)
- [General Info](#)
- [Counsel Bureau](#)
- [Research/Library](#)
- [Assembly](#)
- [Senate](#)

## Welcome to the Nevada Legislature

...h (2017) Session of the Nevada Legislature will begin on Monday, February 6, 2017.



The Legislative Building

[Calendar of Meetings](#)

[Videos of Archived Meeting](#)

[79th \(2017\) Session](#)

- [BDR List](#)
- [BDR Fact Sheet](#)
- [NELIS](#)
- [Personalized Legislative Trajectory \(PLT\)](#)
- [Proposed 120-Calendar](#)

[Current Legislative Contact Information](#)

- [Senate](#)
- [Assembly](#)

[Lobbyist Information](#)

[Apply to Serve on Legislatively Appointed Committee](#)

[Who's My Legislator](#)  
[What's My District](#)

[Administrative Regulation Notice](#)

[Purchase Publications](#)

[Visit Our Gift Shop](#)

[F.Y.I. - New and Notable Information](#)

[Career Opportunities](#)

[Nevada State Print](#)

[Nevada Silver Haired Legislative Forum](#)

[Nevada's Legislators Back to School Program](#)

[Nevada Youth Legislature](#)



[Frequently Asked Questions](#)



[NOW AVAILABLE – 2015 NEVADA REVISED STATUTES](#)

[Search](#) | [Text Only Site Map](#) | [Links](#) | [Video Gallery](#) | [Contact Us](#) | [Privacy Policy](#)

[Vote Nevada](#)  
[Vote Nevada](#)



© 2016 Legislative Counsel Bureau

## NORTHERN NEVADA LEGISLATURE MEMBERS LIST

Senator Heidi Gansert (R) (Washoe,  
No. 15)  
316 California Avenue, #519  
Reno, Nevada 89509-1650

775-684-1400 (Work)  
Email: Heidi.Gansert@sen.state.nv.us

Senator Don Gustavson (R)  
(Esmeralda, Humboldt, Lander, Mineral, Nye  
[part] Pershing, Washoe [part] No. 14)  
P.O. Box 51601  
Sparks, Nevada 89435-1601

775-722-1278 (Cellular)  
Email: Don.Gustavson@sen.state.nv.us

Senator Ben Kieckhefer (R)  
(Carson City, Washoe [part], No. 16)  
10045 Goler Wash Court  
Reno, Nevada 89521-3029

775-223-9618 (Cellular)  
Email: Ben.Kieckhefer@sen.state.nv.us

Senator Julia Ratti (D) (Washoe, No. 13)  
P.O. Box 4228 Sparks, Nevada  
89432

775-525-0359 (Work)  
Email: Julia.Ratti@sen.state.nv.us

Senator James A. Settlemeyer (R)  
(Churchill, Douglas, Lyon, Storey. No. 17)  
2388 Highway 395  
Minden, Nevada 89423-8923

775-450-6114 (Cellular)  
775-322-8889 (Fax)  
Email: James.Settlemeyer@sen.state.nv.us

---

Assemblywoman Teresa Benitez-Thompson (D)  
(Washoe, No. 27)  
P.O. Box 5730  
Reno, Nevada 89513-5730

---

775-247-7665 (Cellular)  
Email:  
Teresa.BenitezThompson@asm.state.nv.us

Assemblyman Skip Daly (D)  
(Washoe, No. 31)  
2180 4<sup>th</sup> Street  
Sparks, Nevada 89431-2201

775-359-0731 (Home)  
775-722-6534 (Cellular)  
Email: Skip.Daly@asm.state.nv.us

Assemblyman Ira Hansen (R)  
(Esmeralda, Humboldt, Lander, Mineral, Nye [part],  
Pershing, Washoe [part], No. 32)  
68 Amigo Court  
Sparks, Nevada 89441-6213

775-221-2502 (Cellular)  
775-322-8889 (Fax)  
Email:

Assemblywoman Amber Joiner (D)  
(Washoe, No. 24)  
P.O. Box 9810, Reno, NV 89507-0810

775-338-6733 (Cellular)  
Email: Amber.Joiner@asm.state.nv.us

Assemblyman Al Kramer (R) (Carson  
City, Washoe [part], No. 40) 401  
South Carson Street  
Carson City, Nevada 89701-4747

775-721-5865 (Cellular)  
Email: Al.Kramer@asm.state.nv.us

Assemblywoman Lisa Krasner (R)  
(Washoe, No. 26)  
59 Damonte Ranch Parkway, No. B-460  
Reno, Nevada 89521-1907

Email: Lisa.Krasner@asm.state.nv.us

Assemblyman Michael Sprinkle (D)  
(Washoe, No. 30)  
P.O. Box 51202  
Sparks, Nevada 89435-1202

775-742-5935 (Home)  
Email: Mike.Sprinkle@asm.state.nv.us

Assemblywoman Robin L. Titus (R)  
(Churchill, Lyon [part], No. 38)  
P.O. Box 377  
Wellington, Nevada 89444-0377

775-465-2587 (Home)  
775-465-2676 (Fax)  
Email: Robin.Titus@asm.state.nv.us

Assemblywoman Jill Tolles (R)  
(Washoe, No. 25)  
4790 Caughlin Parkway, No. 180  
Reno, Nevada 89519-0907

775-815-4237 (Work and Cellular)  
Email: Jill.Tolles@asm.state.nv.us

Assemblyman Jim Wheeler (R)  
(Douglas, Lyon [part], Storey, No.  
39)  
P.O. Box 2135  
Minden, Nevada 89423-2135

775-546-3471 (Cellular)  
Email: Jim.Wheeler@asm.state.nv.us

## **CAREGIVING**

### **\*\*ALZHEIMER'S ASSOCIATION**

Caregiver support, training, respite  
<http://www.alz.org/norcal>  
775-786-8061

### **CAREGIVER ACTION NETWORK**

Caregiver support, training  
[www.caregiveraction.org](http://www.caregiveraction.org)  
202-454-3970

### **\*\*SENIORS IN SERVICE**

Volunteer companions, care, respite,  
transportation, foster grandparents  
[www.seniorsinservicenevada.org](http://www.seniorsinservicenevada.org)  
775-358-2768

### **\*\*SR OUTREACH SERVICES (SOS)**

Companions, care, transportation  
<http://dhs.unr.edu/aging/outreach/sos>  
775-784-7506

## **FOOD/NUTRITION**

### **\*\*ASSISTANCE LEAGUE - PANTRY**

[www.renosparks.assistanceleague.org](http://www.renosparks.assistanceleague.org)  
775-329-7287

### **\*\*FOOD BANK OF NORTHERN NV**

Food distribution sites  
[www.fbnn.org](http://www.fbnn.org) 775-331-3663

### **\*\*FOOD STAMP PROGRAM**

Nevada State Welfare  
<https://dwss.nv.gov/SNAP/Food/>  
775-684-7200

### **\*\*CATHOLIC CHARITIES OF NNV ST VINCENT'S PROGRAMS**

Food pantry, meals, senior nutrition  
[www.ccsnn.org/food.html](http://www.ccsnn.org/food.html)  
775-786-5266 ext. 1

### **\*\*WASHOE COUNTY SENIOR SERVICES NUTRITION PROGRAM**

[https://www.washoecounty.us/seniorsrv/  
nutrition/home\\_delivered\\_meals.php](https://www.washoecounty.us/seniorsrv/nutrition/home_delivered_meals.php)  
Home Delivery: 775-328-2590  
General: 775-328-2575 ext. 4

## **HEALTHCARE**

### **\*\*ACCESS TO HEALTHCARE**

[www.accesstohealthcare.org/services-  
individuals](http://www.accesstohealthcare.org/services-individuals) 775-284-8989

### **\*\*COMMUNITY HEALTH ALLIANCE**

<https://www.chanevada.org>  
775-329-6300

### **\*\*NV SENIOR/RX & DISABILITY RX**

Medicare prescription help  
[http://adsd.nv.gov/Programs/Seniors/  
SeniorRx/SrRxProg/](http://adsd.nv.gov/Programs/Seniors/SeniorRx/SrRxProg/) 775-687-0539

### **\*\*NORTHERN NV HOPES**

[www.nnhopes.org](http://www.nnhopes.org)  
Clinic: 775-786-4673

### **\*\*SHIP (State Health Insurance Program)**

Medicare counseling  
[www.shiptacenter.org](http://www.shiptacenter.org)  
Helpline: 1-877-385-2345  
Reno Office: 775-284-8989

## **HEALTH/SOCIAL SERVICES**

### **\*\*CARE CHEST OF THE SIERRA**

Medical equipment, supplies, education  
[www.carechest.org](http://www.carechest.org) 775-829-2273

### **\*\*CENTER FOR HEALTHY AGING**

Elder Gap/Lifeline/Sr Health Advocate  
[www.addinglifetoyears.com](http://www.addinglifetoyears.com)  
775-237-8375

### **SANFORD CENTER FOR AGING, UNR**

Elder education, outreach, research  
<http://dhs.unr.edu/aging/>  
Center for Aging: 775-784-4774  
Geriatric Clinic: 775-784-6377

### **DAYBREAK**

Adult day care  
[https://www.washoecounty.us/seniorsrv/  
adult\\_day\\_health/index.php](https://www.washoecounty.us/seniorsrv/adult_day_health/index.php)  
775-328-2591

### **THE CONTINUUM**

Adult daycare, home modification  
[Continuumreno.com](http://Continuumreno.com)  
775-829-4700

## **HOUSING/SENIOR LIVING/CARE HOMES**

**HOUSING & URBAN DEVELOPMENT**  
[www.hud.gov/nevada](http://www.hud.gov/nevada)  
775-348-0477

### **NEVADA HOUSING DIVISION**

[www.NVHousingsearch.org](http://www.NVHousingsearch.org)  
877-428-8844

### **RENO HOUSING AUTHORITY**

[www.renoha.org](http://www.renoha.org)  
775-331-5138

### **\*\*VOLUNTEERS OF AMERICA**

Transitional homeless housing  
[www.voa-ncnn.org/northern-nevada](http://www.voa-ncnn.org/northern-nevada)  
775-322-7143

### **\*\*WASHOE COUNTY INCOME- BASED SENIOR HOUSING GUIDE**

[www.washoecounty.us/seniorsrv](http://www.washoecounty.us/seniorsrv)  
775-328-2575

## **LEGAL SERVICES**

**ELDER PROTECTIVE SERVICES**  
[http://adsd.nv.gov/Programs/Seniors/  
EPS/EPS\\_Prog/](http://adsd.nv.gov/Programs/Seniors/EPS/EPS_Prog/)  
775-688-2964 888-729-0571

### **SENIOR LEGAL HELP LINE**

[www.nevadalawhelp.org](http://www.nevadalawhelp.org)  
877-693-2163

### **SENIOR LAW PROJECT**

[www.nlsaw.net](http://www.nlsaw.net)  
775-334-3050

### **WASHOE COUNTY PUBLIC GUARDIAN**

[www.co.washoe.nv.us/guardian/](http://www.co.washoe.nv.us/guardian/)  
775-674-8800

### **WASHOE LEGAL SERVICES**

[www.washoelegalservices.org](http://www.washoelegalservices.org)  
775-329-2727

## **RENO SENIOR RECREATION**

### **CITY OF RENO SENIOR PROGRAMS**

<http://www.reno.gov/seniors>  
Information: 775-657-4602  
Scholarships: 775-334-2046  
Rides to programs: 775-657-4602

### **EVELYN MOUNT NORTHEAST COMMUNITY CENTER**

775-334-2262

### **NEIL ROAD RECREATION CENTER**

775-689-8484

### **TEGLIA'S PARADISE PARK COMMUNITY CENTER**

775-356-3176

\*\* = Free/Low Cost

## **TRANSPORTATION**

### **\*\*ACCESS TO HEALTHCARE NETWORK**

Free van service for health needs

[www.accesstohealthcare.org](http://www.accesstohealthcare.org)

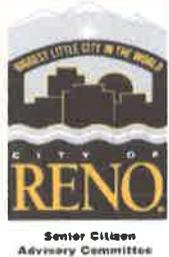
844-469-4932

### **RTC (RENO TRANSPORTATION COMMISSION)**

ACCESS bus, discounted fares, Taxi Bucks

<http://www.rtcwashoe.com/public-transportation-operations-2-91.html>

775-348-0477



Rev. Dec 2016

## **RENO VICINITY**

### **ELDER SERVICES:**

### **FREE GUIDES & RESOURCE INFORMATION**

\*Caregiving \*Financial \*Education \* Legal  
\*Healthcare \*Housing \*Insurance \*Nutrition

#### **INFO 2-1-1**

[www.nevada211.org](http://www.nevada211.org)

Dial 2-1-1 or 1-866-353-5656

#### **AARP – Nevada**

[www.aarp.org/states/nv](http://www.aarp.org/states/nv)

775-328-2506

#### **ADMINISTRATION ON AGING**

[www.aoa.gov](http://www.aoa.gov)

Eldercare locator: 800-677-1116

#### **BENEFITS CHECK UP**

[www.benefitscheckup.org](http://www.benefitscheckup.org)

800-992-0900

#### **COMMUNITY RESOURCE GUIDE**

<https://www.washoecounty.us/seniorsrv/files/Community%20Resource%20Guide%200416.pdf>

775-882-1436

#### **GOLDEN PAGES & SENIOR SPECTRUM**

Resource catalogue & monthly magazine

[www.SeniorSpectrumNewspaper.com](http://www.SeniorSpectrumNewspaper.com)

775-348-0717

#### **NV AGING & DISABILITY SERVICES DIVISION**

Resources, services navigation

[www.adsd.nv.gov](http://www.adsd.nv.gov)

Reno: 775-687-0800

Eldercare locator: 800-677-1116

#### **NV DIVISION OF WELFARE AND SUPPORTIVE SERVICES**

<https://dwss.nv.gov>

775-684-7200

#### **NV SENIOR GUIDE**

[www.NVSeniorGuide.com](http://www.NVSeniorGuide.com)

702-269-9290

#### **NEW LIFESTYLES**

Guide to senior living & care

[www.NewLifeStyles.com](http://www.NewLifeStyles.com)

800-869-9549

#### **NORTHERN NEVADA VETERANS RESOURCE CENTER**

[www.vetsresource.org/vrc-northern-nevada.html](http://www.vetsresource.org/vrc-northern-nevada.html)

775-284-8387

#### **SENIOR CONNECT**

Monthly City of Reno senior programs

[www.reno.gov/seniors](http://www.reno.gov/seniors)

775-657-4602

#### **SOCIAL SECURITY**

[www.ssa.gov](http://www.ssa.gov)

888-808-5481

#### **SOLUTIONS AND RESOURCES ASSOCIATES- (SARA)**

[www.askSARA.org](http://www.askSARA.org)

775-742-3288

#### **WASHOE COUNTY SENIOR SERVICES**

[www.washoecounty.us/seniorsrv](http://www.washoecounty.us/seniorsrv)

775-328-2575

# **2016-17 RENO ELDER SERVICES GUIDES & RESOURCES**



*Made possible by the support of the  
City of Reno Senior Citizen Advisory  
Committee, Center for Healthy Aging,  
Truckee Meadows Parks Foundation,  
and AmeriCorps VISTA*

For an electronic version of this  
brochure or questions, please contact:

Center for Healthy Aging

[www.addinglifetoyears.com](http://www.addinglifetoyears.com)

[info@addinglifetoyears.com](mailto:info@addinglifetoyears.com)

775-237-8375