

# Senior Resource Guide

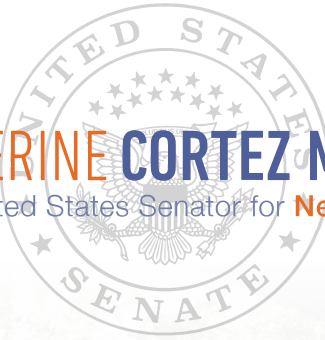
 **CATHERINE CORTEZ MASTO**  
United States Senator for **Nevada**



[cortezmasto.senate.gov](https://cortezmasto.senate.gov)

# CATHERINE CORTEZ MASTO

United States Senator for Nevada



# A MESSAGE FROM THE SENATOR

My fellow Nevadans,

Seniors have spent their lives contributing to our great state, and I am committed to working to give them the security and safety they deserve in their later years and retirement. During the coronavirus pandemic, that commitment is more important than ever. The pandemic is challenging families, communities, health care systems and governments across the world. Like other Nevadans, seniors are navigating their new landscape with resourcefulness, but they deserve all the support they can get.

While Congress has passed legislation to aid communities, local municipalities, small businesses and health care services to combat the pandemic and needed social distancing measures, I believe we must offer more federal support. I will continue to fight for Nevadans' needs during this public health emergency as the Silver State takes necessary measures to slow the spread of the virus.

And during an economic downturn, it is even more important to Nevada's seniors from fraud, abuse and neglect. As Attorney General of Nevada, I implemented programs in the state to safeguard older Nevadans from identity theft and exploitation long after my tenure. In the Senate, I am focused on preserving and strengthening the benefits I sought to defend then.

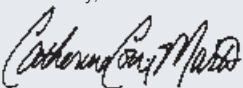
I have passed legislation to support Alzheimer's research and build new tools to fight the opioid epidemic. I have been working with my Senate Colleagues on bipartisan legislation to bring down the high cost of prescription drugs for seniors and families by penalizing drug companies for price hikes and by implementing an out-of-pocket cap on Medicare drug costs. I will continue working to end Nevada's physician shortages, expand access to care in the rural reaches of our state, and ensure that seniors never have to worry about the cost of their care.

I also will continue to do all I can to guarantee the benefits seniors have earned so that those who have spent a lifetime contributing to our nation can retire in dignity. That means protecting Social Security, Medicare, veterans benefits, and other programs to support seniors.

This guide offers important information on accessing these benefits and resources. In addition, I encourage you to reference my coronavirus resource guide for information about how to access supplemental benefits during the public health emergency, additional resources being offered locally and much more. It is available online at [www.cortezmasto.senate.gov/coronavirus](http://www.cortezmasto.senate.gov/coronavirus)

If I can be of service to you in any way, please write, call, or e-mail any of my offices in Nevada or Washington D.C. I appreciate everything you do for Nevada's communities, and I want to make sure that we demonstrate that appreciation by supporting you in return.

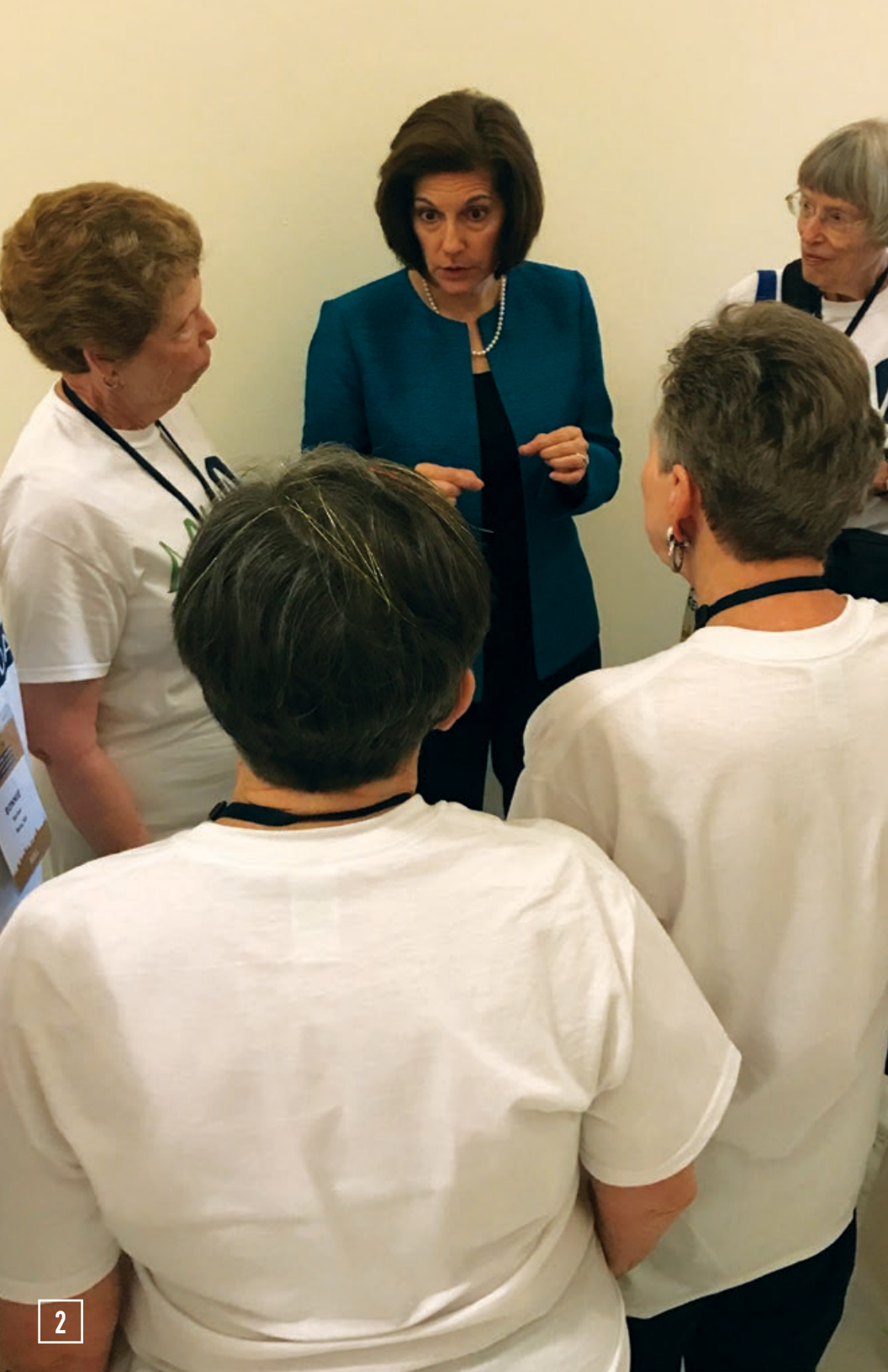
Sincerely,



**Catherine Cortez Masto**  
United States Senator

An earlier version of the Senior Resource Guide was published by the Office of former Senator Harry Reid. This version has been substantially updated to include additional resources available to Nevada's senior community.







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# SOCIAL SECURITY BENEFIT FORM

Applying For A  ID Card  Renewal  Replacement (Check any that apply)

Your Personal  
Full Last Name \_\_\_\_\_  
Full First Name \_\_\_\_\_  
Date of birth \_\_\_\_\_  
Day / Month / Year  
Gender  Male  Female  
Nationality \_\_\_\_\_

Identification Information  
Driver license?  Yes  No  
Learner permit?  Yes  No  
Non-driver ID Card?  Yes  No

The objectives will be based on how sales by acquiring and keeping customers. A marketing strategy helps on messages with the right twist of approaches in order to have a good your sales and marketing act

ID card number and Details  
[ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] enter the identification number it appears on the card

Your Personal Details  
Height \_\_\_\_\_ cm / \_\_\_\_\_ Inches  
Eye color \_\_\_\_\_

Email Address: (optional) \_\_\_\_\_  
Status:  Single  Married  Divorced

Others \_\_\_\_\_  
Address where you live  
Unit No. \_\_\_\_\_  
Street No. \_\_\_\_\_  
Town/City \_\_\_\_\_  
Street \_\_\_\_\_  
State \_\_\_\_\_  
Post Code \_\_\_\_\_  
Number (SSN)\* \_\_\_\_\_

Putting your strategy will also show you the best timing with

# BENEFITS SECTION

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## SOCIAL SECURITY

Social Security's retirement program has been a basic part of American life for over 70 years. In addition to benefits for retired workers, Social Security provides financial support to younger workers and their families who face a loss of income due to disability or the death of a family wage earner.

### **SOCIAL SECURITY BENEFITS**

To qualify for Social Security benefits, you need to earn "credits" that are given out four times a year, or quarterly. If you stop working before you have enough quarters to qualify for benefits, your quarters will remain on your Social Security record. If you later return to work, you can add more quarters so that you qualify. No retirement benefits can be paid until you have the required number of quarters (40 quarters for people born after 1929). Your benefit amount is based on your earnings averaged over most of your working career. Higher lifetime earnings result in higher benefits. Your benefit amount is also affected by your age at the time you start receiving benefits. The earliest age at which full Social Security benefits can be received is 65. However, beginning with people born in 1938 or later, that age is gradually increasing and will reach 67 for people born after 1959.

### **EARLY RETIREMENT**

You can start collecting Social Security benefits as early as age 62. If you take early retirement, however, your benefits will be reduced based on the number of months that you will receive checks before you reach full retirement age. If your full retirement age is 65, the reduction for starting your Social Security at age 62 ranges from 20 to 30 percent. As a general rule, early retirement will give you about the same total Social Security benefits over your lifetime, but in smaller amounts to



take into account the longer period over which you will receive your benefits.

## APPLYING FOR BENEFITS

To begin receiving Social Security, you must file an application. You must be at least **61 years and 9 months old** to apply for retirement benefits. If you plan to stop working and apply for Social Security benefits, you should apply three months before your anticipated retirement date, but no more than four months before the date you want your benefits to start. If you plan to continue working and file for Social Security benefits, you should contact the Social Security Administration no later than January of the year that you plan to retire.

**Depending on your circumstances, you will need some or all of the following documents:**

- Your Social Security card (or a record of your number).
- Your birth certificate.
- Your W-2 forms or self-employment tax return for this year and last.
- Your spouse's or any former spouse's birth certificate and Social Security number.
- Children's birth certificates and Social Security numbers, if applying for children's benefits. Your checking or savings account information to facilitate direct deposit.
- Your military discharge papers, if you had military service before 1968.
- Your bank or other financial institution's routing and account numbers, if you want your benefits electronically deposited.

You can apply for benefits online, in person, by mail, or over the telephone. Call Social Security's toll-free number at (800) 772-1213. If you are deaf or hard of hearing, you can call TTY at (800) 325-0778. You can also visit their website at [www.ssa.gov](http://www.ssa.gov) for more information.

# SOCIAL SECURITY

## IMPORTANT SOCIAL SECURITY FACTS

### **Working While Receiving Benefits**

Congress removed a significant barrier for older workers when it voted to eliminate the outdated Social Security earnings test for workers over the age of 65. The law allows recipients age 65 and older to work without losing benefits. For additional information on the earnings limit for those who are under 65 years of age and working, call the Social Security office at (800) 772-1213.

### **Pensions from Work Not Covered by Social Security**

Many retirees face offsets or reductions in their Social Security benefits that they did not anticipate. If you receive another taxed pension from a previous job, it will not affect your Social Security benefits. However, if you receive a pension from work that was not covered by Social Security, such as the federal civil service or some state or local government employment, your Social Security benefits may be reduced or offset. This can affect the benefits of both you and your spouse.



## Spousal and Child Benefits

The full benefit for a spouse is half of the retired worker's full benefit. If your spouse takes benefits before age 65, the amount to which you would be entitled is reduced. However, a spouse who is taking care of a child who is under 16 or disabled is entitled to one-half of your full benefits regardless of age. If you are eligible for both your own retirement benefits and for benefits as a spouse, you will receive the higher benefit amount. If you have children eligible for Social Security (children up to age 18, children ages 18 and 19 who have not completed secondary school, or disabled children over 18), each will receive up to half of your full benefit. A surviving spouse is also eligible for monthly benefits based on your insured status. A widow or widower who is 60 years old or older, or who meets certain disability requirements, is eligible under your earnings record.

## Disability Benefits

If you become severely disabled before age 65, you can start drawing monthly Social Security benefits as if you had reached retirement age. Your dependents can also draw benefits on the same basis. The time element in applying for disability insurance benefits is very important. A delay could result in losing your benefits. To be eligible, you must offer proof from a doctor, hospital, or clinic where you have been treated that you are unable to do substantial work for pay due to physical or mental disability.





## Benefit Payments

Once an application is filed, processed, and adjudicated, the applicant will receive a notice of the claim's outcome. If the claim is approved, the applicant will receive another notice that will indicate the amount of benefits and their starting date. If the claim is not approved, the applicant's appeal rights and procedures will be explained.

## Electronic Funds Transfer (EFT)

People receiving Social Security or Supplementary Security Income (SSI) benefits must either have their benefits sent directly to a bank or other financial institution for deposit in a checking or savings account or receive funds through a prepaid debit card called Direct Express. This electric funds transfer prevents recipients from losing checks or having checks stolen.

## Taxes on Benefits

Up to 85 percent of Social Security benefits are included in taxable income for taxpayers with incomes above certain base amounts. The proceeds from the taxation of Social Security benefits go to the Social Security Trust Funds. In the event that your Social Security benefits are taxable, contact Social Security and ask for Form W-4V. This form allows the Social Security Administration to automatically withhold taxes from your benefits. If you received benefits last year, you should receive a "Social Security Benefit Statement" (Form SSA-1099). It will show any deductions made by Social Security from your total benefits, such as for Medicare premiums. If you do not receive your statement by early February, or if you believe it to be incorrect, call the Social Security Administration's toll-free number at (800) 772-1213. For more information on whether any of your benefits are taxable, contact the Internal Revenue Service at (800) 829-1040.



## **Supplemental Security Income**

Supplemental Security Income (SSI) is an income assistance program run by the Social Security Administration. It provides monthly payments to people with disabilities who have little or no income. Individuals and couples are determined to be eligible if their countable income and resources do not exceed certain limits. SSI sets a minimum monthly income level and pays the difference between that figure and other income such as Social Security. SSI recipients can often qualify for food stamps, subsidized housing, and other benefits. Since SSI payments can be reduced by other income, SSI applicants must apply for any other benefits for which they are due. Social Security works with claimants to help them receive any other benefits for which they are eligible. People who receive SSI checks can also receive Social Security benefits, if eligible.

## **Supplemental Nutrition Assistance Program (SNAP)**

SSI recipients may be eligible for the SNAP program, or food stamps. If a recipient or applicant lives in a household where everyone is receiving or applying for SSI, Social Security will help the person complete the SNAP application. If a recipient or applicant does not live in a household where everyone is receiving or applying for SSI, an application for SNAP benefits must be made either online or at the local Welfare and Supportive Services office. In either case, the US Department of Agriculture, which administers the SNAP program, determines eligibility and distributes the SNAP benefits. In Nevada, the quickest and easiest way to apply for SNAP benefits is to apply online at <https://accessnevada.dwss.nv.gov>. For more information about nutritional assistance programs, please refer to page 44 of this guide.

## Income and Assets

Under SSI, the term “income” means anything that can be used to meet the need for food, clothing, or shelter and is divided into two categories, earned and unearned. Earned income includes wages, net earnings from self-employment, and income received from sheltered places of employment. Unearned income includes Social Security benefits, workers or veteran’s compensation, pensions, annuities, rent, and interest.

## Applying for SSI

- Anyone can apply for SSI by visiting a local Social Security office or by calling Social Security for an appointment with a representative. It is helpful if claimants have the following information on hand when applying:
- Your Social Security card (or a record of your number).
- Your birth certificate.
- Information about residence, such as a mortgage or lease.
- Payroll slips, bank books, insurance policies, car registration, burial fund records, and other information about income and resources.
- If applying for SSI due to disability or blindness status, names, addresses, and telephone numbers of doctors, hospitals, and clinics where treated.
- For more information, call the Social Security Administration at (800) 772-1213, or visit their website at [www.ssa.gov/](http://www.ssa.gov/).





# NEVADA SOCIAL SECURITY OFFICES

## Office Hours:

Monday – Friday 9:00 AM - 4:00 PM  
Saturday – Sunday CLOSED

For general information, call the Social Security toll-free number:  
Toll-free: (800) 772-1213 • TTY users dial: Toll-Free: (800) 325-0778  
or visit the website at [www.ssa.gov](http://www.ssa.gov).

## RENO

1170 Harvard Way  
Reno, NV 89502  
Toll-free: (888) 808-5481

## LAS VEGAS

1250 S Buffalo Dr, Ste. 150  
Las Vegas, NV 89117  
Toll-free: (866) 704-4859

## ELKO RESIDENT STATION

350 W Silver St, Ste. 100  
Elko, NV 89801  
Toll-free: (866) 854-7647

## NORTH LAS VEGAS

4340 Simmons St. N.  
Las Vegas, NV 89032  
Toll-free: (866) 614-9667

## HENDERSON/EAST VALLEY

10416 S Eastern Ave.  
Henderson, NV 89052  
Toll-free: (800) 325- 0778

- Residents of Clark, Nye or Esmeralda Counties are required to visit in person.
- Residents of Lincoln, Mesquite, Logandale, Overton or Moapa may visit contact stations serving their area(s) for this service. Visits are held the last Wednesday of every month.
  - Mesquite Senior Center (9 AM – NOON)
  - Cappelappa Family Resource Center (1 PM – 2PM)

# MEDICARE

Medicare, a nationwide health insurance program, provides coverage to 50 million older and disabled Americans. Covered services include hospital care, physician services, and prescription drugs. Medicare is health insurance for the following:



- People age **65 or older**.
- People **under age 65 with certain disabilities**.
- People of any age with **end-stage renal disease** (permanent kidney failure requiring dialysis or a kidney transplant).

## FREE PREVENTIVE SERVICES

Under the Affordable Care Act, Medicare also now covers certain preventive services for seniors without charging the Part B coinsurance or deductible. These services can be extremely important for keeping seniors healthy. New Medicare enrollees receive annual wellness visits without cost sharing, while all “original Medicare” beneficiaries receive preventive services like flu shots, bone mass measurement, mammograms, diabetes screenings, and prostate cancer screenings. For a full list of preventive services now covered under Medicare with no cost-sharing, please call (800) MEDICARE (800-633-4227). TTY users call (877) 486-2048.

## NEW TOOLS TO PREVENT WASTE, FRAUD AND ABUSE

Health care reform included many provisions to fight against Medicare waste, fraud, and abuse. These provisions include tougher sentencing rules for perpetrators of Medicare fraud, expanded efforts to recover overpayments, and the establishment of the Health Care Fraud Prevention and Enforcement Action Team (HEAT), a joint effort between the

Department of Health and Human Services and the Department of Justice.

## MEDICARE ENROLLMENT

Medicare, a federal program, is primarily administered by the Centers for Medicare and Medicaid Services (CMS). CMS and the Social Security Administration (SSA) both handle some of the eligibility and application procedures, so you may sometimes receive Medicare-related mailings from the SSA. When you apply for Social Security retirement benefits, you will be automatically enrolled in Medicare. If you do not apply for Social Security, you should still sign up for Medicare close to your 65th birthday to avoid paying a late enrollment penalty. It should be noted, however, that if you are age 65, actively working, and covered by your employer's health care plan, you do not have to sign up for Medicare. You have a few months to sign up for special enrollment with no penalty when your employment terminates. If you do not qualify for Social Security because your work record is not long enough, you might still be eligible for Medicare coverage for a monthly charge. Younger people on Social Security disability are entitled to Medicare, but they have to wait at least two years after beginning to receive disability payments before Medicare coverage can start.

## FREE "MEDICARE & YOU" GUIDE

For detailed information about Medicare, please check the "Medicare & You" handbook from the Centers for Medicare and Medicaid Services. This handbook, published annually, includes

# MEDICARE





important facts and updates about Medicare benefits. You can order a hard copy of the newest edition of the handbook at [www.medicare.gov](http://www.medicare.gov) or by calling (800) MEDICARE (800-633-4227). TTY users call (877) 486-2048.

## **FREE CONFIDENTIAL PERSONAL COUNSELING**

To receive free, personal counseling about Medicare benefits, please call the Nevada State Health Insurance Assistance Program at (702) 486-3478 or Toll-free at: (800) 307-4444.

## **MEDICARE BENEFITS**

Medicare benefits are categorized into four parts:

- **Medicare Part A** typically pays for inpatient hospital expenses.
- **Medicare Part B** typically covers doctor fees and other outpatient health care expenses. (Please note that Part A and Part B are together often referred to as “Original Medicare.”)
- **Medicare Part C**, also known as Medicare Advantage, is an alternative to Original Fee-for-Service Medicare that uses private insurers to cover a combination of benefits from the other parts of Medicare.
- **Medicare Part D** generally covers prescription drug costs.

Your Medicare card will show the type of coverage you have, as well as the date your coverage began.

### **Medicare Part A (Hospital Insurance)**

Medicare Part A benefits include inpatient hospital care, limited skilled nursing facility services, home health care after a hospital stay, and hospice care. Most people age 65 or older do not pay a Part A premium because they paid Medicare taxes while working. Seniors who do not qualify automatically might still be able to enroll in Part A if they meet age and other requirements and pay some or all of the monthly Part A premium. Cost-sharing requirements for Part A include the annual deductible.

## Medicare Part B (Medical Insurance)

Medicare Part B covers physicians' services, as well as outpatient hospital services, durable medical equipment such as wheelchairs, and other medical services such as physical therapy. Although Part B covers many kinds of health care, including some preventative services, it does not cover certain services and items such as routine dental care, dentures, hearing aids, and health care outside the United States.

Seniors who become entitled to Medicare Part A are also automatically enrolled in Part B, unless they state that they do not want it. A permanent late enrollment penalty is assessed if you do not sign up for Medicare Part B when you are first eligible. People who voluntarily enroll in Part A (because they are not automatically entitled to it) and beneficiaries with end-stage renal disease are required to enroll in Part B.

To stay enrolled in Part B, you need to pay the monthly Part B premium. The amount can vary depending on your income.



This premium is typically deducted from your Social Security retirement check. Cost-sharing requirements for Part B include the annual deductible and a 20-percent coinsurance for most services. Medicare pays for the remaining 80 percent in most cases, although there are some cases in which you have to pay a greater share.

It should be noted that rules govern how doctors and other health care providers participate in Medicare Part B. These rules can affect which health care provider you can see and how much you will have to pay. When a physician accepts Medicare “assignment,” they are supposed to accept the Medicare-approved amount as payment in full. This means that they are paid directly by Medicare, except for the deductible and coinsurance amounts that the patient must pay.

When a physician accepts Medicare not on “assignment,” the patient has to pay the copayment and the amount above the Medicare-approved amount. A federal law limits this “balance billing” practice to protect Medicare beneficiaries from being overcharged, although medical equipment suppliers are exempt from balance-billing restrictions. A few doctors are private contractors who bill patients directly outside the Medicare system.

### **Medicare Part C (Medicare Advantage)**

In addition to Original Fee-for-Service Medicare, which allows you to see any doctor who accepts Medicare, you can choose to receive Medicare coverage through private insurance plans such as health maintenance organizations (HMOs). These private insurance options are part of Medicare Part C, which was formerly known as Medicare+Choice and is now called Medicare Advantage. Some Medicare Advantage plans offer a combination of hospital, physician, and prescription drug benefits. Monthly premiums and cost-sharing requirements vary from plan to plan.

## Medicare Part D (Prescription Drug Plan)

Medicare Part D, the voluntary prescription drug benefit, subsidizes the cost of prescription drugs for Medicare beneficiaries. The Patient Protection and Affordable Care Act of 2010 improved Medicare Part D; Private insurance plans deliver this coverage, with the monthly premiums and cost-sharing requirements (deductibles, copayments, and/or coinsurance amounts) varying from plan to plan and also dependent on your income. Each plan may also impose other rules, such as restrictions on what medicines are covered and in what circumstances.

Beneficiaries meeting certain financial guidelines may be eligible for extra help. The extra help can pay for part of the monthly premiums, annual deductibles, and prescription copayments under the Affordable Care Act's prescription drug program. But, all plans must provide at least a standard level of coverage set by Medicare.

### You may be automatically eligible for extra help if:

- You are enrolled in both Medicare and Medicaid.
- You are enrolled in a Medicare Savings Program—Qualified Medicare Beneficiary (QMB), Specified Low Income Medicare Beneficiary (SLMB), or Qualified Individual (QI)—that helps pay for Medicare costs.
- You receive Supplemental Security Income (SSI).

### Even if your annual income is higher, you still may qualify for extra help if you meet one of the following conditions:

- You or your spouse supports other family members who live with you.
- You or your spouse has earnings from work.

For more information, please contact Social Security at (800) 772-1213; Medicare at (800) 633-4227; or the Nevada State Health Insurance Advisory Program at (702) 486-3478 (local Las Vegas number) or toll-free at (800) 307-4444.



## **MEDIGAP COVERAGE**

Although Medicare pays a significant amount of health care costs, it does not cover all expenses. To cover these expenses, Medicare beneficiaries can buy supplemental insurance from private companies. These policies, often called Medigap plans, are designed specifically to fill in some of the gaps in Medicare coverage. Medigap policies pay most, if not all, co-insurance amounts and may provide coverage for Medicare's deductibles. For consumer guides to Medigap policies, you can contact the Nevada Division of Insurance in Carson City at (775) 687-4270 or in Las Vegas at (702) 486-4009. Counselors at the Nevada State Health Insurance Advisory Program are also available at (800) 307-4444.

## **MEDICARE SAVINGS PROGRAMS**

Medicare beneficiaries who meet certain financial guidelines might be eligible for extra help for their Medicare costs from Nevada Medicaid, even if they are not otherwise eligible for Medicaid. The Medicare Savings Programs include the Qualified Medicare Beneficiary (QMB), Specified Low-Income Medicare Beneficiary (SLMB), and Qualified Individual (QI) programs. These programs will pay all or some of Medicare's cost-sharing amounts, such as premiums, deductibles, and copayments.



For more information, please contact the Nevada Division of Welfare and Supportive Services at (775) 684-7200 or toll-free at (800) 992-0900, or the Nevada State Health Insurance Assistance Program at (800) 307-4444.

## **MEDICARE STATE HEALTH INSURANCE ASSISTANCE PROGRAM (SHIP)**

Nevada's Medicare SHIP provides free, confidential, and one-on-one assistance and counseling for seniors who have questions or problems with their Medicare and supplemental health insurance benefits.

The following services are provided:

- Information and eligibility on Medicare entitlements, benefits, limitations, Medicaid (Qualified Medicare Beneficiaries and Specified Low-Income Medicare Beneficiaries), and managed care plans through Health Maintenance Organizations (HMOs).
- Assistance with claims, requests for reconsideration, and appeals processes under Medicare and supplemental insurance. Unbiased information to assist the consumer in determining supplemental insurance and long-term care insurance needs.
- Outreach information and materials for seniors and families through meetings, seminars, classes, health fairs, senior fairs, and the media.
- Referrals for coordination with federal and other state and community services.

The services offered by the program are FREE OF CHARGE AND CONFIDENTIAL. Senior citizens are assured that no selling or soliciting for insurance will occur. For additional information on SHIP or for individual counseling, please call: (800) 307-4444.

## **GOVERNOR'S OFFICE FOR CONSUMER HEALTH ASSISTANCE**

The Governor's Office for Consumer Health Assistance is another great resource for Nevada seniors. The office assists anyone having a problem with their health care provider or health insurance company, as well as with information requests. The office was established to provide a single point of contact for consumers and injured workers. It also was established to assist them in understanding their rights and responsibilities under Nevada law and to help them with health care plans, including industrial insurance policies. The office is dedicated to providing assistance through information, counseling, education, and advocacy.

555 E. Washington Ave.  
Suite 4800  
Las Vegas, NV 89101  
Tel: (702) 486-3587  
Fax: (702) 486-3586  
Toll-free: (888) 333-1597

## **PRESCRIPTION DRUGS**

Medicare beneficiaries with limited incomes and resources might be eligible for extra help with their Medicare Part D expenses. For more information, please contact the Nevada State Health Insurance Assistance Program at (800) 307-4444.

In Nevada only, the "Senior Rx" program helps low-income seniors with Medicare Part D afford their medicines. Seniors who are not eligible for Medicare Part D can still receive financial assistance with their prescription drug costs. You may be eligible if:

- You are age 62 at the time of your application.
- You have lived continuously in Nevada for at least one year (12 consecutive months) prior to the date of application.

Please note that you cannot receive full Medicaid benefits (prescription benefits) and Senior Rx at the same time. Even if you are not sure whether you qualify, you may still want to apply because you may be eligible for a certain amount of Senior Rx benefits per year.

## **MEDICARE FRAUD AND ABUSE**

The Nevada Senior Medicare Patrol (SMP) educates Nevadans on how to identify and protect against healthcare fraud in the Medicare/Medicaid system. Please contact Nevada SMP if you suspect fraud, errors, waste, or abuse to Medicare; if you are a retired senior who would be interested in volunteering; or if you are a member of senior group, law enforcement agency, or other interested community group that would like a presentation.

### **Nevada Senior Medicare Patrol (SMP)**

1860 E. Sahara Ave.

Bldg. 1820-205

Las Vegas, NV 89104

Toll-free: (888) 838-7305

Email: [smpinfo@adsd.nv.gov](mailto:smpinfo@adsd.nv.gov)

Also visit the U.S. Departments of Health and Human Services and Justice’s “STOP Medicare Fraud” webpage at <https://www.medicare.gov/forms-help-resources/help-fight-medicare-fraud> for more information on protecting yourself from Medicare fraud.



# MEDICAID

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Nevada's Medicaid program provides health care and long-term care coverage to eligible individuals and families with low incomes and limited resources. Nevada Medicaid is often confused with Medicare because both provide health care coverage, but the basic difference is that eligibility for Nevada Medicaid is based on financial need. In contrast, Medicare is available to almost all seniors and certain people with disabilities. When seniors have Medicare and Medicaid, Medicaid can pay for some Medicare costs. Medicaid can also help low-income Medicare beneficiaries with their Medicare expenses in certain cases, even if they do not qualify for Medicaid.



Benefits covered by Nevada Medicaid include doctor visits, hospital stays, outpatient hospital care, hospice care for terminally ill patients, some medical supplies and equipment, mental health, long-term nursing home care, and personal care services such as help with dressing and bathing. Seniors who have both Medicare and Medicaid have to receive their prescription drug benefits from Medicare. Depending on where



you live, you may receive Medicaid-covered services through traditional fee-for-service provider networks and managed care. Nevada Medicaid does not reimburse an individual; it sends payments directly to the health care providers.

The eligibility and benefit rules for Nevada Medicaid can be very confusing and complicated. For more information about Nevada Medicaid, please contact one of the following offices.

## WHERE TO APPLY FOR MEDICAID

### **Nevada Division of Welfare and Supportive Services**

Tel: (775) 684-0615 (Northern Nevada)

Tel: (702) 486-1646 (Southern Nevada)

Toll Free: (800) 992-0900

<https://dwss.nv.gov>

## NEVADA STATE WELFARE DISTRICT OFFICES

### **Carson City Central Office (Administrative Office)**

1470 College Pkwy.

Carson City, NV 89706

Tel: (775) 684-0500

### **Carson City District Office**

2533 N. Carson St.

Suite 200

Carson City, NV 89701

Tel: (775) 684-0800

Fax: (775) 684-0844

### **Elko/Winnemucca District Office**

1020 Ruby Vista Dr.

Suite 101

Elko, NV 89801

Tel: (775) 753-1233

Fax: (775) 777-1601

### **Ely District Office**

725 Avenue K

Ely, NV 89301

Tel: (775) 289-1650

Fax: (775) 289-1645

### **Fallon District Office**

111 Industrial Way

Fallon, NV 89406

Tel: (775) 423-3161

Fax: (775) 423-1450

### **Hawthorne District Office**

1000 C St.

P.O. Box 1508

Hawthorne, NV 89415

Tel: (775) 945-3602

Fax: (775) 945-4439



**Henderson District Office**

520 S. Boulder Hwy.  
Henderson, NV 89015  
Tel: (702) 486-1001  
Fax: (702) 486-1270

**Las Vegas District Office – Belrose**

700 Belrose St.  
Las Vegas, NV 89107  
Tel: (702) 486-1646  
Fax: (702) 486-1634

**Las Vegas District Office – Cambridge Center**

3900 Cambridge St.  
Suite 209  
Las Vegas, NV 89119  
Tel: (702) 486-9400  
Tel: (702) 486-1646  
Fax: (702) 486-9525

**Las Vegas District Office – Flamingo**

3330 E. Flamingo Rd.  
Suite 55  
Las Vegas, NV 89121  
Tel: (702) 486-9400  
Fax: (702) 486- 9401

**Las Vegas District Office – Nellis**

611 N. Nellis Blvd.  
Las Vegas, NV 89110  
Tel: (702) 486-4828  
Fax: (702) 486-4737

**Las Vegas District Office – Owens**

1040 W. Owens Ave.  
Las Vegas, NV 89106  
Tel: (702) 486-1899  
Fax: (702) 486-1802

**Pahrump District Office**

1840 Pahrump Valley Rd.  
Pahrump, NV 89048  
Tel: (775) 751-7400  
Fax: (775) 751-7404

**Reno District Office**

4055 S. Virginia St.  
Reno, NV 89502  
Tel: (775) 684-7200  
Fax: (775) 448-5094

**Yerington District Office**

215 W. Bridge St.  
Suite 6  
Yerington, NV 89447  
Tel: (775) 684-0800  
Fax: (775) 463-7735



## **STRENGTHENING MEDICAID FOR NEVADA'S ADULTS AND SENIORS**

The Medicaid Expansion under the Affordable Care Act helped provide healthcare access to thousands of Nevadans. Extending health insurance coverage to this group will also help to ensure that they are healthier when they become eligible for Medicare at age 65.

Health care reform also makes it easier for seniors who need long-term care to receive it in their homes and their own communities. Many states spend a large portion of their Medicaid long-term care funds on institutional care. By offering incentives to states to shift their Medicaid spending from institutions to the community, the law will help keep seniors in their homes.

### **MEDICAID FRAUD AND LONG-TERM CARE ABUSE**

Nevadans concerned about the quality of care provided in nursing homes and other long-term care facilities have several resources. In our state, the State Bureau of Licensure and Certification is responsible for licensing and certifying Nevada's nursing homes. To report problems or complaints about care in a nursing home, call the bureau in Carson City at (775) 687-4210 or in Las Vegas at (702) 486-6515. You may also email the bureau at [BLCweb@health.nv.gov](mailto:BLCweb@health.nv.gov).

#### **Bureau of Licensure and Certification**

Carson City Office  
727 Fairview Dr.  
Suite E  
Carson City, NV 89701  
Tel: (775) 684-1030  
Fax: (775) 684-1073

#### **Las Vegas Office**

4220 S. Maryland Pkwy.  
Bldg. D  
Suite 810  
Las Vegas, NV 89119  
Tel: (702) 486-6515  
Fax: (702) 486-6520

To report Medicaid fraud, as well as patient abuse in long-term care facilities, contact the Nevada Attorney General's Division of Medicaid Fraud Control Unit at (775) 684-1100.

Finally, Nevada's Long-Term Care (LTC) Ombudsman Program is designed to address issues and problems faced by residents in long-term care facilities, which include residential facilities for groups. This program investigates reports of abuse, neglect, and exploitation of seniors as well as resident complaints. For more information, contact one of the following regional offices of the Nevada Aging and Disability Services Division.

## NEVADA DEPT. OF HEALTH AND HUMAN SERVICES

### AGING & DISABILITY SERVICES DIVISION ADMINISTRATION

#### **Carson City**

3416 Goni Rd.  
Suite D-132  
Carson City, NV 89706  
Tel: (775) 687-4210  
Fax: (775) 687-0574

#### **Elko**

1010 Ruby Vista Dr.  
Suite 104  
Elko, NV 89801  
Tel: (775) 738-1966  
Fax: (775) 753-8543

#### **Reno**

445 Apple St.  
Suite 104  
Reno, NV 89502  
Tel: (775) 688-2964  
Fax: (775) 688-2969

#### **Las Vegas**

1860 E. Sahara Ave.  
Las Vegas, NV 89104  
Tel: (702) 486-3545  
Fax: (702) 486-3572  
Email: [adsd@adsd.nv.gov](mailto:adsd@adsd.nv.gov)  
(all offices)





# VETERANS BENEFITS

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## LEADING THE FIGHT FOR FULL CONCURRENT RECEIPT

### VETERANS MEDICAL BENEFITS

Eligibility for U.S. Department of Veterans Affairs (VA) hospitalization and nursing home care is divided into two groups: mandatory and discretionary. The VA must provide hospital care and, if space and resources are available, may provide nursing home care to veterans in the mandatory category. Veterans in the discretionary category may be provided VA hospitalization and nursing home care if space and resources are available.

Veterans in the mandatory category include:

1. Those with a service-connected disability.
2. Former prisoners of war.
3. World War II veterans eligible for Medicaid.
4. Veterans receiving a VA pension.

5. Veterans with a disability not related to military service.
6. Low-income veterans.
7. Those whose income is no more than a certain level.
8. Veterans needing treatment for conditions that might be related to exposure to herbicides in Vietnam, e.g., Agent Orange; ionizing radiation in nuclear weapon tests; or the occupation of Japan.

After caring for veterans in the mandatory category, the VA may care for veterans in the discretionary category, which consists of veterans with a non service-connected disability.

Veterans whose disabilities are not related to military service are not considered mandatory. Discretionary category veterans pay an amount equal to the Medicare deductible for the first 90 days of hospital care and half the Medicare deductible for each additional 90 days of hospital care. For each 90 days of nursing care, an amount equal to the Medicare deductible is charged.

The VA also provides outpatient care with eligibility determined by such factors as what condition is for which the veteran seeks treatment. Is it service-connected? What is the veteran's income? Could outpatient care prevent the need for hospitalization?

## **VETERANS PENSION**

Veterans with limited income who served during a period of war and are disabled not because of service may be eligible for a VA pension. The amount paid by the VA's Improved Pension Program varies depending on whether a veteran has dependents, has other sources of income such as Social Security, or requires aid and attendance by another individual in order to carry out the needs of everyday life.

## **SURVIVOR BENEFITS**

The VA pays dependency and indemnity compensation (DIC) to surviving spouses, unmarried children under age 18, children up to age 23 attending a VA-approved school, certain helpless adult children, and certain parents of veterans whose death was service-connected. DIC payments are also made to the survivors of a veteran whose death was not due to service.



A surviving spouse and the children of a non-service-connected veteran may also qualify for modest VA pensions with rates that vary according to the same factors as veteran pensions.

Educational benefits are also provided to the spouse and children of a veteran who is missing in action, who is permanently and totally disabled as a result of his/her service, or who died while rated permanently and totally disabled as a result of his/her service. Benefits may be provided for pursuit of a college degree or certificate from a business, technical, or vocational school, as well as for an approved apprenticeship, on-the-job training, and farm cooperative program.

## **OTHER BENEFITS**

- Veterans may be eligible for other benefits from the VA and other federal agencies, including:
  - Home loan guarantees.
  - Business loans or loan guarantees.
  - Vocational rehabilitation to overcome a disability resulting from service that impairs a veteran's employment opportunities.
  - Burial benefits such as grave markers for veterans discharged under other than dishonorable conditions and modest payments to partially offset the cost of funeral and burial arrangements for veterans receiving VA pensions or compensation.
- Grants to adapt homes to accommodate the special needs of veterans with certain service-connected disabilities.
- Job training assistance for disabled, Vietnam-era, and recently separated veterans.

Additional information on federal benefits for veterans can be obtained by calling a veterans' benefits counselor at (800) 827-1000; visiting [www.va.gov](http://www.va.gov) or [www.veterans.nv.gov](http://www.veterans.nv.gov); or by visiting your nearest VA office. Additionally, up-to-date information on VA facility locations in Nevada can be found at [www.va.gov/landing2\\_locations.htm](http://www.va.gov/landing2_locations.htm). Get a veterans resource guide from [cortezmasto.senate.gov](http://cortezmasto.senate.gov).

## VA REGIONAL OFFICES

### **Nevada Office of Veterans Services (Las Vegas)**

6900 N. Pecos Rd.  
Rm. 1C237  
North Las Vegas, NV, 89086  
Tel: (702) 224-6025  
Tel: (702) 791-9000, Ext. 46025  
Fax: (702) 486-5268

### **Nevada Office of Veterans Services (Reno)**

5460 Reno Corporate Dr.  
Reno, NV 89511  
Tel: (775) 688-1653  
Tel: (866) 630-8387  
Fax: (775) 688-1656

### **Nevada Offices of Veteran Services**

Churchill County  
485 W. B St.  
Suite 103  
Fallon, NV 89406  
Tel: (775) 428-1177  
Fax: (775) 423-9371  
Open Mondays and Fridays

### **Elko County**

155 S. 9th St.  
Elko, NV 89801  
Tel: (775) 777-1000  
Fax: (775) 777-1055

### **Southern Nevada Satellite Office**

4800 Alpine Pl., Second Floor  
Las Vegas, NV 89107  
Tel: (702) 791-9000

### **Nevada VA Health Care System**

Carson Valley Outpatient Clinic  
925 Ironwood Dr.  
Suite 2102  
Minden, NV 89423  
Tel: (775) 782-5265

### **Elko VA Clinic**

2719 Argent Ave. Suite 9  
Elko, NV 89801  
Tel: (775) 738-0189  
Tel: (800) 613-4012, ext. 6443  
\*For Appointments

### **Ely Community Based Outreach Center**

William Bee Ririe  
Rural Health Clinic  
6 Steptoe Circle  
Ely, NV 89301  
Tel: (775) 289-3612, ext. 131  
Fax: (801) 584-5673

### **Henderson Vet Center Readjustment Counseling Services**

400 N. Stephanie St.  
Suite 180  
Henderson, NV 89014  
Tel: (702) 791-9100  
Tel: (877) 927-8387  
Fax: (702) 433-5713

### **Healthcare for the Homeless Vets (HCHV)**

4461 E. Charleston Blvd, Las Vegas, NV 89104  
Tel: (702) 791-9077

**Lahontan Valley  
Outpatient Clinic**

345 W. A St.  
Fallon, NV 89406  
Tel: (775) 428-6161  
Fax: (775) 428-6171

**Las Vegas Vet Center**

7455 W. Washington Ave.  
Suite 240  
Las Vegas, NV 89128  
Tel: (702) 791-9170

**Mike O'Callaghan  
Federal Hospital**

4700 N. Las Vegas Blvd.  
Nellis AFB, NV 89191  
Tel: (702) 653-2273

**Nevada State  
Veterans Home**

100 Veterans Memorial Dr.  
Boulder City, NV 89005  
Tel: (702) 332-6784  
Fax: (702) 332-6762

**Healthcare for  
Homeless Vets**

926 W. Owens Ave.  
Las Vegas, NV 89106  
Tel: (702) 636-4077

**Northeast Primary  
Care Clinic**

4461 E. Charleston  
Las Vegas, NV 89104  
Tel: (702) 791-9050

**Northwest Primary  
Care Clinic**

3968 N. Rancho Dr.  
Las Vegas, NV 89130  
Tel: (702) 791-9020

**Pahrump Outpatient Clinic**

2100 E. Calvada Blvd.  
Pahrump, NV 89048  
Tel: (775) 727-7535  
Fax: (775) 751-6416

**Reno Vet Center**

5580 Mill St.  
Suite 600  
Reno, NV 89502  
Tel: (775) 323-1294  
Tel: (877) 927-8387  
Fax: (775) 322-8123

**Southern Nevada VA  
Medical Center**

6900 N. Pecos Rd.  
Las Vegas, NV 89086  
Tel: (702) 791-9000

**Veterans Recovery Center**

3525 W. Cheyenne Ave.  
Las Vegas, NV 89032  
Tel: (702) 791-9060

**VA Sierra Nevada  
Healthcare System**

975 Kirman Ave.  
Reno, NV 89502  
Tel: (775) 786-7200  
Tel: (888) 838-6256

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

**Telephone Care**

24-Hour Nurse Advice Line  
Tel: (702) 791-9024  
Tel: (877) 252-4866

## Veterans Guest House

880 Locust St.

Reno, NV 89502

Tel: (775) 324-6958

Fax: (775) 324-6071

Email: [info@veteransguesthouse.org](mailto:info@veteransguesthouse.org)

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

Provides temporary housing for veterans and their family members when the veteran is receiving medical treatment at a VA Medical Center in Reno or other medical facility in the Reno/Sparks area.

## VETERANS MEMORIAL CEMETERIES

### Southern Nevada Veterans Memorial Cemetery

1900 Veterans Memorial Dr.

Boulder City, NV 89005

Tel: (702) 486-5920

Fax: (702) 486-5923

### Northern Nevada Veterans Memorial Cemetery

14 Veterans Way

Fernley, NV 89408

Tel: (775) 575-4441

Fax: (775) 575-5713

## Useful Phone Numbers for Veterans

CHAMPVA ..... Tel: (800) 733-8387

Debt Management ..... Tel: (800) 827-0648

Life Insurance ..... Tel: (800) 669-8477 or (800) 419-1473

Telecommunication Device for the Deaf (TDD)

..... Tel: (800) 829-4833

Pension Management Center ..... Tel: (800) 827-1000

TRICARE ..... Tel: (844) 866-9378

Veterans Special Issues Helpline ..... Tel: (800) 749-8387

*(Surviving spouses, Gulf War, Agent Orange, Project 112/SHAD)*





# COVID-19 UPDATES FOR SENIORS

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## IMPORTANT INFORMATION ABOUT COVID-19

The Centers for Disease Control and Prevention have the most up-to-date information from the federal government about infectious diseases including **COVID-19**. We have included extensive information below, but further guidance is available at <https://www.cdc.gov/coronavirus/2019-nCoV/index.html>.

The Nevada Department of Health and Human Services (DHHS) and Governor Sisolak's Office have created the Nevada Health Response Center to educate Nevadans about **COVID-19** and the state's efforts to prevent the spread of the disease. A new dashboard feature includes valuable information on testing and confirmed cases statewide. For more information on **COVID-19** prevention and mitigation efforts in Nevada, visit [www.NVHealthResponse.nv.gov](http://www.NVHealthResponse.nv.gov).

### WHAT IS COVID-19?

**COVID-19** is a respiratory disease caused by a recently discovered coronavirus that can spread from person to person.

Its symptoms include fever, dry cough, and shortness of breath. While most people who contract **COVID-19** will experience mild symptoms, others will have serious complications, including pneumonia, organ failure, and death.

Older adults and people of any age who have serious underlying medical conditions may be at higher risk for more serious complications from **COVID-19**. People who may be at higher risk of getting very sick from this illness, include:

- Older adults
- People who have serious underlying medical conditions like:
  - Heart disease
  - Diabetes
  - Lung disease

## HOW DO I AVOID THE SPREAD OF COVID-19?

You can take steps to prevent the spread of **COVID-19** and protect your loved ones by following the Centers for Disease Control and Prevention's recommendations. These include:

- Wearing a mask or protective face covering when social distancing cannot be applied or in public;
- Practicing social distancing by putting distance between yourself and others;
- Staying home when you're sick;
- Disinfecting frequently-touched objects and surfaces, like door handles;
- Cleaning your hands often;
- And avoiding touching your face.

## WHAT SHOULD I DO IF I'M EXPERIENCING A MEDICAL EMERGENCY RELATED TO COVID-19?

Call 911 if you have a medical emergency.

If you have a medical emergency and need to call 911, notify the operator that you have or think you might have **COVID-19**. If possible, put on a facemask before medical help arrives.

If you develop these SEVERE symptoms of **COVID-19**, get medical attention immediately. Emergency warning signs include\*:

- Difficulty breathing or shortness of breath
- Persistent pain or pressure in the chest
- New confusion or inability to arouse
- Bluish lips or face

\*This list is not all-inclusive. Please consult your medical provider for any other symptoms that are severe or concerning.



## COVID-19 SOCIAL SECURITY UPDATES

All local Social Security offices will be closed to the public for in-person service starting Tuesday, March 17, 2020. The Social Security Administration made this decision in order to protect the populations it serves, including older Americans and people with underlying medical conditions. Local offices will continue to provide critical services over the phone.

- You can apply for retirement, disability, and Medicare benefits online, check the status of an application or appeal, request a replacement Social Security card (in most areas), print a benefit verification letter, and much more by going to [www.socialsecurity.gov/onlineservices](http://www.socialsecurity.gov/onlineservices).
- If you cannot conduct your Social Security business online, please check the Social Security Administration's website <https://secure.ssa.gov/ICON/main.jsp> for specific information about how to directly contact your local office. Your local office still will be able to provide critical services by phone.

- If you already have an in-office appointment scheduled, the Social Security Administration will call you to handle your appointment over the phone instead. If you have a hearing scheduled, they will call you to discuss alternatives for continuing with your hearing, including offering a telephonic hearing. The Social Security Administration states that the call may come from a private number and not from a U.S. government phone. Please remember that employees from the Social Security Administration will not threaten you or ask for any form of payment. Do be skeptical if a caller claims to be an “officer with the Inspector General of Social Security.” Scammers appropriate official-sounding and often actual government titles to make a ruse seem authentic. You can call Social Security’s customer service line at 800-772-1213 to confirm whether a communication purporting to be from SSA is real.
- If you cannot complete your Social Security business online, please call the Social Security Administration’s National 800 Number at 1-800-772-1213 (TTY 1-800-325-0778). The National 800 Number has many automated service options you can use without waiting to speak with a telephone representative. A list of automated telephone services is available online at [www.socialsecurity.gov/agency/contact/phone.html](https://www.socialsecurity.gov/agency/contact/phone.html).

# COVID-19 FOOD ASSISTANCE UPDATES

## MEALS ON WHEELS

Meals on Wheels is a program that delivers meals to individuals at home who are unable to purchase or prepare their own meals. Vulnerable seniors are at the greatest risk amid **COVID-19**, and local Meals on Wheels programs are on the front lines every day, focused on doing all they can to keep older Americans safe and nourished in communities across Nevada and beyond. Most Meals on Wheels programs in Nevada continue to deliver to homebound seniors. You can check the status of your area's program by calling 1-888-998-6325 or by visiting <https://www.mealsonwheelsamerica.org/find-meals>.

## SENIORS-ONLY GROCERY STORE HOURS

Some stores are offering hours during which seniors are the only customers allowed.

### **Smith's Food and Drug Stores**

Mondays, Wednesdays, and Fridays, 7:00am-8:00am

### **Dollar General Stores**

Everyday, during the first hour of opening 7:00am-8:00am or 8:00am-9:00am

### **Target**

Every Wednesday during the first hour of opening

## SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP)

Social Security Income recipients may be eligible for the SNAP program (food stamps). If a recipient or applicant lives in a household where everyone is receiving or applying for SSI, Social Security will help the person complete the SNAP application. If you have any questions regarding SNAP eligibility, please call the state of Nevada Division of Welfare and Supportive Services at (702) 486-5000.



# COVID-19 HEALTHCARE UPDATES FOR SENIORS

## HEALTH INSURANCE PROVIDERS RESPONSE TO CORONAVIRUS

There has been an increase in scams during the coronavirus national emergency relating to health insurance. As always, guard your health insurance information and Medicare card like a credit card, check claims summary forms for errors, and if someone calls asking for your information, do not give it out.

## FEDERAL LAW NOW REQUIRES ALL HEALTH INSURANCE TO COVER COVID-19 TESTING AT NO COST FOR PATIENTS:

The Families First Coronavirus Act requires all commercial insurance plans to cover coronavirus testing without being subject to deductibles, coinsurance, or co-pays. The law also prohibits plans from using tools like prior authorization to limit access to testing. Insurers must also cover fees for visits to the ER, an urgent care center, telehealth appointments or a doctor's office associated with getting a test without cost sharing.

## COVID-19 VACCINE – ONCE AVAILABLE

The Affordable Care Act requires that preventive services and vaccines be covered by private insurance without costsharing. Normally, these services and vaccines are covered starting on the first day of the plan year beginning after they get a favorable rating or recommendation from the United States Preventive Services Task Force or the Advisory Committee on Immunization Practices. For a **COVID-19** vaccine, coverage without cost sharing must begin fifteen days after getting a favorable rating or recommendation.

The CARES Act ensures that the vaccine itself and its administration is free to beneficiaries with Medicare Part B and those with Medicare Advantage who receive the vaccine from an in-network provider.

## MEDICARE COVERAGE

Medicare covers all medically necessary hospitalizations. This includes if you're diagnosed with **COVID-19** and might otherwise have been discharged from the hospital after an inpatient stay, but instead you need to stay in the hospital under quarantine. At this time, there's no vaccine for **COVID-19**. However, if one becomes available, it will be covered by all Medicare Prescription Drug Plans (Part D). More information is available [here](#).

If you have a Medicare Advantage Plan, you have access to these same benefits. Medicare allows these plans to waive cost-sharing for **COVID-19** lab tests. Many plans offer additional telehealth benefits beyond the ones described below. Check with your plan about your coverage and costs.

## MEDICAID AND THE CHILDREN'S HEALTH INSURANCE PROGRAM (CHIP)

Cost sharing for most Medicaid and CHIP services is nominal or limited, and maximum out of pocket costs are typically capped at five percent of family income. Certain vulnerable groups, such as children and pregnant women, are exempt from most out of pocket costs and copayments, and coinsurance cannot be charged for certain services such as emergency and preventive services.

The Division of Health Care Financing and Policy (DHCFP) is closely monitoring the evolving **COVID-19** pandemic and working with local, state, and federal government agencies and business health care partners to ensure the health and safety of Nevadans. States have the option to charge premiums and to establish out-of-pocket spending (cost sharing) requirements for Medicaid enrollees. Out of pocket costs may include copayments, coinsurance, deductibles, and other similar charges.

## HEALTH INSURANCE PLANS ADDITIONAL COVERAGE DURING THE PANDEMIC

Since the Public Health Emergency was announced in March of 2020 health insurance providers have been announcing the various additional coverages they would provide to help those impacted as well as to prevent the spread of COVID-19. Information is changing and being updated quickly regarding the response to the coronavirus pandemic. For the most up to date information regarding coverage, you should reach out to your health insurance provider or check out any updates to your explanation of benefits online.



# COVID-19 SENIOR ASSISTANCE MISC. UPDATES

## NEVADA CAN (COVID-19 AGING NETWORK)

The State of Nevada's Aging and Disability Services Division has created a new service that offers seniors and caregivers a single source to request assistance on any specific issue related to the COVID\_19 crisis. Nevada seniors and caregivers can request assistance at <https://www.nevada211.org/seniors-covid19-resources/>

**or**

by calling Nevada 2-1-1.

Nevada CAN is focused on meeting the following needs:

- Essentials for Daily Living — access to food and prescription medications
- Telehealth Services — geriatric assessments, psychiatry, primary care and other clinical services as available
- Social Support Services — Offering connection to education, wellness and social engagement through remote technologies including one to one, group peer support and volunteer opportunities.

Additionally, the website will provide support to the senior support and advocacy network through refreshing frequently with important updates, policy and funding guidance, and promoting opportunities for collaboration and coordination throughout the state <https://www.nevada211.org/senior-services/>

### **Southern Nevada Senior Law Program**

Working Remotely: Monday-Thursday 7:00am-5:00pm

Phone: (702) 229-6596

Fax: (702) 384-0314

7690 West Sahara Ave.

Las Vegas, Nevada 89117





# RESOURCES

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## HOUSING ASSISTANCE

Assistance is available to senior citizens to help them find affordable rental housing or assist older homeowners who desire to stay in their homes. The first step in determining which housing option is best for you or for an aging parent, relative, or friend is to contact a housing counselor approved by the United States Department of Housing and Urban Development (HUD). For a listing of HUD-approved housing counselors please call (800) 569-4287 or visit: <https://www.hud.gov/findacounselor>.

Senior housing assistance is available in a number of ways. There are programs and organizations that can help seniors find affordable rentals, locate assisted living facilities, or assist homeowners who want to stay in their home.

## RENTAL ASSISTANCE

HUD offers federal aid to local public housing authorities, local governments and nonprofits to provide housing and supportive services for low-income and disabled seniors. Seniors may be able to take advantage of voucher subsidies, project-based assistance, or other federally funded services depending on eligibility. Housing options may include single-family homes, townhouses, or apartments depending on local availability and what level of care the senior needs. Voucher programs, such as Section 8, allow seniors to live in the housing of their choice and will subsidize the difference between the residents' contribution to the rent and the actual rent. Project-based assistance such as Section 202 for the elderly or Section 811 for people with disabilities allows seniors to live in a specific housing complex or facility and is often the best option for seniors who would prefer living in a development with more services such as community activities and services. Rents are based on the residents' ability to pay. While participating in HUD housing programs, seniors

may be eligible for other federally funded supportive and independent living services.

Contact your local housing authority for details, or visit:

[https://www.hud.gov/topics/information\\_for\\_senior\\_citizens](https://www.hud.gov/topics/information_for_senior_citizens)

### **Nevada Rural Housing Authority**

3695 Desatoya Dr.  
Carson City, NV 89701  
Tel: (775) 887-1795  
Fax: (775) 887-1798

### **Southern Nevada Regional Housing Authority**

5390 E. Flamingo Road  
Las Vegas, NV 89122  
Tel: 702-477-3100

### **Reno Housing Authority**

1525 E 9th St  
Reno, NV 89512  
Tel: 775-329-3630

## **HOMEOWNERSHIP PRESERVATION**

For those seniors who currently own a home, but who have trouble affording the home or need assistance to stay in their home, HUD offers programs such as mortgage modification and reverse mortgage assistance.

Mortgage modification constitutes a change to the terms of the loan, usually the interest rate and/or length of loan, in response to the homeowner's inability to make the payments under the existing contract. For example, during the COVID-19 pandemic, lenders should offer to extend the terms of the loan if a borrower is unable to pay the mortgage for up to a year. In addition, some local communities offer property tax deferrals for low-income elderly homeowners which means the property taxes are deferred until the home sells.

Reverse mortgages can provide much-needed cash for seniors whose net worth is mostly tied up in the value of their home. However, these loans can be costly and complex and sometimes are scams which can result in the homeowner being evicted. With a reverse mortgage, instead of the homeowner making payments to the lender, the lender makes payments to the homeowner based on the equity in the home. The borrower must be 62 or older to qualify and have at least 50% of the home's current value as equity. The homeowner gets to choose how to receive these and only pays interest on the proceeds received. The interest is rolled into the loan balance so the homeowner doesn't pay anything up front. The homeowner also keeps the title to the home and must continue to pay the property taxes and insurance. Over the loan's life, the homeowner's debt increases and home equity decreases. Before choosing a reverse mortgage, read the details carefully to ensure you understand what happens when the original borrower is no longer living in the home; evictions of other residents can result and there may be no funds left for heirs. The only reverse mortgage insured by the U.S. Federal Government is called a Home Equity Conversion Mortgage or HECM, and it is only available through an FHA approved lender.

For more information on assistance for homeowners, please contact a HUD approved housing counselor at (800) 569-4287.

In addition, mortgage revenue bonds (MRBs) can provide lower interest rates for income-eligible first-time homebuyers to buy a home. MRBs are also available for loans of up to \$15,000 for home improvements which might help homeowners build ramps or accessible bathrooms so they can age in place.

For more information about housing options and affordability, contact your local HUD field office:

302 E. Carson Ave, 4th Floor  
Las Vegas, NV 89101  
Tel: (702) 366-2100  
Fax: (702) 388-6244

## USDA RURAL DEVELOPMENT ASSISTANCE

The United States Department of Agriculture (USDA) Rural Development provides services to seniors living in rural areas. This agency provides assistance with housing repair loans and grants, rural rental assistance and home loans for very low-income seniors in rural areas. USDA Rural Development provides multi-family housing throughout the state for people with low to moderate incomes; some of this housing is reserved for people age 62 and older. Similar to HUD rental assistance programs, the USDA Rural Rental Assistance program subsidizes the cost of rent for low-income seniors. Seniors are required to contribute up to 30 percent of their eligible income toward rent, with USDA paying the difference between the residents' contribution and the actual rent.

### HOME REPAIR ASSISTANCE

The USDA Section 504 Home Repair and Grants program provides a combination of guaranteed low-interest loans and grants to very low-income families to remove health and safety hazards or modernize and improve the home.

For more information on these programs, visit the USDA Rural Development website at <https://www.rd.usda.gov/about-rd/agencies/rural-housing-service>, or contact one of the offices listed below.

#### **State Office**

1390 S. Curry St.  
Carson City, NV 89703  
Tel: (775) 887-1222  
TDD: (775) 885-0841

#### **USDA Rural Development Elko Office**

555 W. Silver St.  
Suite 101  
Elko, NV 89801  
Tel: (775) 738-8468

**Fallon Office**

111 Sheckler Rd.  
Fallon, NV 89406  
Tel: (775) 423-5124

**SOUTHERN NEVADA****USDA Rural Development Las Vegas Office**

7080 La Cienega Street Suite 100  
Las Vegas, NV 89119  
Tel: (702) 407-1400

For additional information on things to consider when making a housing choice please visit: <https://www.usa.gov/housing-help-audiences#item-36852>

**NORTHERN NEVADA****Confederated Tribes of Goshute (IHA)**

P.O. Box 6104  
195 Tribal Center Rd.  
Ibapah, UT 84034  
Tel: (435) 234-1138

**Duck Valley Housing Authority**

1794 Horseshoe Bend  
Owyhee, NV 89832  
Tel: (775) 757-3589

**Ely Shoshone Tribe (IHA)**

250 B Heritage Drive  
Ely, NV 89301  
Tel: (775) 289-3013  
Fax: (775) 289-3156

**Fallon Paiute Shoshone Tribe (IHA)**

1001 Rio Vista Road  
Fallon, NV 89406  
Tel: (775) 423-3634  
Fax: (775) 423-5694

**Ft. McDermitt**

Pai-Sho Tribes (IHA)  
P.O. Box 457  
McDermitt, NV 89421  
Tel: (775) 532-8259

**Lovelock Paiute Tribe (IHA)**

201 Bowean Street  
Lovelock, NV 89419  
P.O. Box 878  
Lovelock, NV 89419  
Tel: (775) 273-7861  
Fax: (775) 273-3802



**Nevada Aging and Disability Services Division's Home and Community Based Waiver (HCBW)**

3416 Goni Rd.  
Suite D-132  
Carson City, NV 89706  
Tel: (775) 687-4210  
Fax: (775) 687-0574  
Email: [adسد@adسد.nv.gov](mailto:adسد@adسد.nv.gov)

**Nevada Rural Housing Authority**

3695 Desatoya Dr.  
Carson City, NV 89701  
Tel: (775) 887-1795  
Fax: (775) 887-1798  
Email: [info@nvrural.org](mailto:info@nvrural.org)

**Pyramid Lake Housing Authority**

204 Capitol Hill  
Nixon, NV 89424  
Tel: (775) 574-1026  
Fax: (775) 574-1044

**Reno-Sparks Indian Colony (IHA)**

9055 Eagle Canyon Dr.  
Sparks, NV 89441  
Tel: (775) 329-2936  
Fax: (775) 329-8710

**Reno Housing Authority**

1525 E. 9th St.  
Reno, NV 89512  
Tel: (775) 329-3630  
Fax: (775) 329-1712

***Rental Assistance***

Tel: (775) 887-1795, ext. 1  
Email: [renthelp@nvrural.org](mailto:renthelp@nvrural.org)

**Summit Lake Paiute Tribe (IHA)**

1001 Rock Blvd.  
Sparks, NV 89431  
Tel: (775) 827-9670  
Fax: (775) 827-9678

**Te-Moak Western Shoshone Housing Authority**

525 Sunset St.  
Elko, NV 89801  
Tel: (775) 738-9251

**VA Sierra Nevada Health Care System**

975 Kirman Ave.  
Bldg. 1  
Rm. 438  
Reno, NV 89502  
Tel: (888) 838-6256

**Walker River Paiute Tribe**

1022 Hospital Rd.  
P.O. Box 220  
Schurz, NV 89427  
Tel: (775)-773-2306



**Washoe Housing Authority**

1588 Watasheamu Dr.  
Gardnerville, NV 89460  
Tel: (775) 265-2410

*Includes Carson Colony, Dresslerville Community, Stewart Community, and Woodfords Community.*

**Winnemucca Indian Colony  
(Western Band of the  
Western Shoshone)**

1985 Hanson Street  
Winnemucca, NV 89445  
Tel: (702) 329-5800

**Yerington Paiute Tribal  
Housing Authority**

31 W. Loop Rd.  
Yerington, NV 89447  
Tel: (775) 463-2225

**Yomba Shoshone Tribe (IHA)**

HC 61, Box 6275  
Austin, NV 89310  
Tel: (775) 964-6020

**SOUTHERN NEVADA****Catholic Charities of  
Southern Nevada**

1501 N. Las Vegas Blvd.  
Las Vegas, NV 89101  
Tel: (702) 385-2662  
Fax: (702) 384-0677

**Department of Housing  
and Urban Development**

302 E. Carson St.  
4th Floor #400  
Las Vegas, NV 89101  
Tel: (702) 366-2100

**Jewish Family  
Services Agency**

2309 Renaissance Dr.  
Suite B  
Las Vegas, NV 89119  
Tel: (702) 732-0304  
Fax: (702) 794-2033

**Moapa Band of Paiutes  
Indian Housing Authority**

1 Lincoln St.  
Moapa, NV 89025  
Tel: (702) 865-2787

**Southern Nevada Regional  
Housing Authority**

380 N. Maryland Parkway  
Las Vegas, NV 89101  
Tel: (702) 477-3100

# NUTRITION ASSISTANCE

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## SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP)

SNAP provides the means to increase food purchasing power in order to raise the nutritional level among low-income households. The program is often the first line of defense against hunger for many Nevada families.

SSI recipients may be eligible for the SNAP program, or food stamps. If a recipient or applicant lives in a household where everyone is receiving or applying for SSI, Social Security will help the person complete the SNAP application. If a recipient or applicant does not live in a household where everyone is receiving or applying for SSI, an application for SNAP benefits must be made at the local Welfare and Supportive Services office or online at <https://accessnevada.dwss.nv.gov>. In either case, the US Department of Agriculture, which administers the SNAP program, determines eligibility and distributes the SNAP benefits.

## MEALS ON WHEELS

The state of Nevada and local agencies sponsor “Meals on Wheels” programs that provide meals to senior citizens to help ensure adequate nutrition. Meals are made available to those who live on limited income; who are incapacitated due to accident, illness, or frailty; or who are dependent on others to prepare meals due to emotional impairment. Please contact one of the following services or senior centers for more information.

**NORTHERN NEVADA****Austin Senior Center**

151 Main St,  
Austin, NV 89310  
PO Box 211  
Austin, NV 89310  
Tel: (775) 964-2338

**Battle Mountain Shoshone Band Council**

37 Mountain View Drive #C  
Battle Mountain, NV 89820  
Tel: (775) 635-2004

**Carson City Senior Center**

911 Beverly Drive  
Carson City, NV 89706  
Tel: (775) 883-0703

**Carlin Open Door Senior Center**

320 Chestnut St.  
PO Box 123  
Carlin, NV 89822  
Tel: (775) 754-6465

**Churchill County Senior Center**

310 East Court St.  
Fallon, NV 89406  
Tel: (775) 423-7096

**Dayton Senior Center**

320 Dayton Valley Rd.  
PO Box 612  
Dayton, NV 89403  
Tel: (775) 246-6210

**Douglas County Senior Center**

1329 Waterloo Lane  
Gardnerville, NV 89410  
Tel: (775) 783-6455

**Duck Valley Senior Center**

1700 Gahnee Rd.  
Owyhee, NV 89832  
Tel: (775) 757-3174

**Duckwater Elder Center**

PO Box 140068  
Duckwater, NV 89314  
Tel: (775) 863-0155

**Elko Band Senior Center**

511 Sunset St.  
Elko, NV 89801  
Tel: 775-738-0425  
1530 Silver Eagle Drive  
Elko, NV 89801  
Tel: (775) 738-0425

**Elko Senior Citizens Center, Inc.**

1795 Ruby View Drive  
Elko, NV 89801  
Tel: (775) 738-5911

**Ely Shoshone Elders Center**

250 Heritage Drive  
Ely, NV 89301  
Tel: (775) 289-6907

**Eureka Senior Center**

20 West Gold St.  
PO Box 278  
Eureka, NV 89316  
Tel: (775) 237-5597

**Fallon Paiute Shoshone Senior Center**

1885 Agency Rd.  
Fallon, NV 89406  
Tel: (775) 423-7569



**Fanny Komp Senior Center**

728 7th St.

P. O. Box 211072

Crescent Valley, NV 89821

Tel: (775) 468-0466

**Fernley Senior Center**

1170 West Newlands Drive

Fernley, NV 89408

Tel: (775) 575-3370

**Ft. McDermitt Paiute  
Shoshone Senior Center**

111 North Reservation Rd.

PO Box 457

McDermitt, NV 89421

Tel: (775) 532-8259

**Gerlach Senior Center**

385 E. Sunset Blvd.

PO Box 69

Gerlach, NV 89412

Tel: (775) 557-2206

**Lander County Senior  
Citizens Center**

365 East 4th St.

Battle Mountain, NV 89820

Tel: (775) 635-5311

**Lyon County Senior Services**

1050 Pyramid St.

PO Box 1141

Silver Springs, NV 89429

Tel: (775) 577-5009

**Lyon Food, Fun  
and Fellowship**

117 Tilson Way

Yerington, NV 89447

Tel: (775) 463-6550

**McGill Senior  
Cultural Center**

*(only open during lunchtime)*

1 Avenue K

PO Box 1237

McGill, NV 89318

Tel: (775) 235-7110

**Mina Senior Center**

821 8th St.

PO Box 195

Mina, NV 89422

Tel: (775) 573-2344

**Mineral County Care and  
Share Senior Services**

975 K St.

PO Box 1058

Hawthorne, NV 89415

Tel: (775) 945-5519

**Numaga Senior Center**

PO Box 256

Nixon, NV 89424

Tel: (775) 574-0180

**Pershing County  
Senior Center**

PO Box 838

Lovelock, NV 89419

Tel: (775) 273-2291

**Reno-Sparks  
Indian Colony**

34 Reservation Rd.

Reno, NV 89502

Tel: (775) 329-5162

**Silver Sage Senior Center**

213 First St.

PO Box 136

Wells, NV 89835

Tel: (775) 752-3280

**Silver Springs Senior Center**

2945 Ft. Churchill Rd.  
Silver Springs, NV 89429  
Tel: (775) 577-5014

**Sparks Senior Center**

97 Richards Way  
Sparks, NV 89431  
Tel: (775) 353-3110

**Storey County Senior Center**

100 Mill St.  
Virginia City, NV 89440  
PO Box 786  
Tel: (775) 847-0957

**Sun Valley Senior Center**

115 West 6th Avenue  
Sun Valley, NV 89433-7374  
Tel: (775) 673-9417

**Tahoe Douglas Senior Center**

885 Highway 50  
PO Box 1771  
Zephyr Cove, NV 89448  
Tel: (775) 588-5140

**Walker River Senior Center**

PO Box 220  
Schurz, NV 89427  
Tel: (775) 773-2224

**SOUTHERN NEVADA****Alamo Senior Center**

20 Airport Rd.  
PO Box 316  
Alamo, NV 89001  
Tel: (775) 725-3340

**Washoe County (Reno) Senior Citizens Center**

1155 East 9th St.  
Reno, NV 89512  
Tel: (775) 328-2575

**Washoe Tribe Senior Center**

919 Highway 395 South  
Gardnerville, NV 89410  
Tel: (775) 265-8600  
Tel: (866) 914-3983

**White Pine Senior Center**

1000 Campton St.  
Ely, NV 89301  
Tel: (775) 289-2742

**Winnemucca Senior Center**

1480 Lay St.  
Winnemucca, NV 89445  
Tel: (775) 623-6211

**Yerington Paiute Tribe Elder Center**

171 Campbell Lane  
Yerington, NV 89447  
Tel: (775) 883-8334

**Yomba Tribal Council HC**

61 Box 6275  
Austin, NV 89310  
Tel: (775) 964-2463

**Amargosa Senior Center HCR**

E. Desert Seniors Lane  
Amargosa, NV 89020  
Tel: (775) 372-5413

**Beatty Senior Center**

150 A Avenue South  
PO Box 453  
Beatty, NV 89003  
Tel: (775) 553-2954

**Boulder City Senior Center**

813 Arizona St.  
Boulder City, NV 89005  
Tel: (702) 293-3320

**Catholic Charities Senior Nutrition Program**

531 N. 30th St.  
Las Vegas, NV 89101  
Tel: (702) 385-5284  
Fax: (702) 385-3206

**Cora Coleman Sunrise Senior Center**

2100 Bonnie Ln.  
Las Vegas, NV 89516  
Tel: (702) 455-7617

**Derfelt Senior Center**

3343 W. Washington Ave.  
Las Vegas, NV 89107  
Tel: (702) 229-6601

**Doolittle Senior Center**

1930 N. J St.  
Las Vegas, NV 89106  
Tel: (702) 229-6125

**Heritage Park Senior Center**

300 S. Racetrack Rd.  
Henderson, NV 89105  
Tel: (702) 267-2950

**Jim Boyles Senior (Overton) Center**

325 Cooper St.  
Overton, NV 89040

Tel: (702) 397-8002

**Las Vegas Senior Center**

451 E. Bonanza Rd.  
Las Vegas, NV 89101  
Tel: (702) 229-6454

**Hopelink Family Resource Center**

1975 Arie St.  
Laughlin, NV 89029  
Tel: (702) 298-2592

**Lincoln Senior Center Main and Atkins**

PO Box 508  
Panaca, NV 89042  
Tel: (775) 728-4477

**Mesquite Senior Citizens**

102 W. Old Mill Rd.  
Mesquite, NV 89027  
Tel: (702) 346-5290

**Nye County Senior Nutrition Program**

1120 Globemallow Ln.  
Tonopah, NV 89049  
Tel: (775) 482-7300  
Tel: (775) 482-7341

**Olsen Senior Center**

240 Front St.  
PO Box 322  
Caliente, NV 89008  
Tel: (775) 726-3740

**Pioche Senior Center**

410 Auto Drive  
PO Box 432  
Pioche, NV 89043  
Tel: (775) 962-5378

# HEALTH

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## GENERAL SERVICES

The Office for Consumer Health Assistance is a useful resource for Nevada seniors. The office assists anyone having a problem with their health care provider or health insurance company, as well as with information requests. The office was established to provide a single point of contact for consumers and injured workers. It also was established to assist them in understanding their rights and responsibilities under Nevada law and to help them with health care plans, including industrial insurance policies. The office is dedicated to providing assistance through information, counseling, education, and advocacy.



## Office for Consumer Health Assistance (OCHA)

555 Washington Ave.  
Suite 4800  
Las Vegas, NV 89101  
Tel: 702-486-3587  
Fax: (702) 486-3586  
Toll-free: (888) 333-1597

*The Nevada Department of Health and Human Services' Aging & Disability Division offers many services for seniors. Other services available to assist Nevada seniors with health-related concerns can be found below:*

## NEVADA DEPT. OF HEALTH AND HUMAN SERVICES

### AGING & DISABILITY SERVICES DIVISION ADMINISTRATION

#### Northern Nevada

Carson City  
3416 Goni Rd.  
Suite D-132  
Carson City, NV 89706  
Tel: (775) 687-4210  
Fax: (775) 687-0574

#### Elko

1010 Ruby Vista Dr.  
Suite 104  
Elko, NV 89801  
Tel: (775) 738-1966  
Fax: (775) 753-8543

#### Reno

445 Apple St.  
Suite 104  
Reno, NV 89502  
Tel: (775) 688-2964  
Fax: (775) 688-2969

#### Southern Nevada

Las Vegas  
1860 E. Sahara Ave.  
Las Vegas, NV 89104  
Tel: (702) 486-3545  
Fax: (702) 486-3572  
Email: [adsd@adsd.nv.gov](mailto:adsd@adsd.nv.gov)  
(all offices)

## CAREGIVING

### ADULT DAY CARE

#### NORTHERN NEVADA

##### Brightpath Adult Enrichment Center

577 Walnut St. P.O. Box 279  
Elko, NV 89801  
Tel: (775) 778-0547  
Fax: (775) 738-0541

##### Continuum/ReGenerations

3700 Grant Dr.  
Suite A  
Reno, NV 89509  
Tel: (775) 829-4700

**More To Life Adult Day Health Center**

1963 E. Prater Way  
Suite 103  
Sparks, NV 89434  
Tel : (775) 358-1988

**Mt. Grant General Hospital**

200 S. A St.  
Hawthorne, NV 89415  
Tel: (775) 945-2461  
Fax: (775) 945-0721

**Washoe County Adult Day Care Daybreak Program**

1155 E. 9th St.  
Reno, NV 89512  
Tel: (775) 328-2575  
Southern Nevada

**Adult Day Care Center of Henderson**

1201 Nevada State Dr.  
Henderson, NV 89002  
Tel: (702) 368-2273

**Adult Day Care Center of Las Vegas**

901 N. Jones Blvd.  
Las Vegas, NV 89108  
Tel: (702) 648-3425

**Nevada Adult Day Healthcare Centers**

2008 S. Jones Blvd.  
Las Vegas, NV 89146  
Tel: (702) 319-4600

**The Salvation Army Henderson Adult Day Care**

830 E. Lake Mead Pkwy.  
Henderson, NV 89015  
Tel: (702) 565-8836

## SUPPORT GROUPS

### NORTHERN NEVADA SUPPORT GROUPS

#### AGING AND DISABILITY SERVICES DIVISION OFFICES AND LONG-TERM CARE OMBUDSMAN PROGRAMS

**Carson City Office**

3416 Goni Rd.  
Bldg. D-132  
Carson City, Nevada 89706  
Tel: (775) 687-4210  
Tel: (800) 992-0900, ext. 4210

**Elko Office**

1010 Ruby Vista Dr.  
Suite 104  
Elko, NV 89801  
Tel: (775) 738-1966  
Fax: (775) 753-8543

**Reno Office**

445 Apple St.  
Suite 104  
Reno, NV 89502  
Tel: (775) 688-2964  
Fax: (775) 688-2969

**Alcoholics Anonymous**

436 S. Rock Blvd.  
Sparks, NV 89531  
Tel: (775) 355-1151



**ALS of Nevada**

3191 E. Warm Springs Road  
Las Vegas, NV 89120  
Tel: (702) 777-0500

**Carson City Senior Center**

1535 Medical Pkwy.  
Carson City, NV 89703  
Tel: (775) 883-0703

**Alzheimer's Association  
Northern Nevada Chapter**

1301 Cordone Ave.  
Suite 180  
Reno, NV 89502  
Tel: (775) 786-8061

**American Cancer Society**

691 Sierra Rose Dr.  
Suite A  
Reno, NV 89511  
Tel: (775) 329-0600  
Fax: (775) 329-8592

**American Lung Association  
of Nevada**

10615 Double R Blvd.  
Suite 100  
Reno, NV 89521  
Tel: (775) 829-5864

**American Parkinson Disease  
Assn., Inc.**

1000 Locust St.  
Reno, NV 89502  
Tel: (775) 328-1715

**American Red Cross**

1190 Corporate Blvd.  
Reno, NV 89502  
Tel: (775) 856-1000  
Fax: (775) 856-3030

**Care Chest of Sierra Nevada**

7910 N. Virginia St.  
Reno, NV 89506  
Tel: 775-829-2273

**Carson Tahoe Regional  
Medical Center Behavioral  
Health Services**

1080 N. Minnesota St.  
Carson City, NV 89703  
Tel: (775) 445-7350  
Tel: (800) 283-7671

**Catholic Community Services  
of Northern Nevada  
St. Vincent's Center**

500 E. 4th St.  
Reno, NV 89512  
Tel: (775) 322-7073  
Fax: (775) 322-8197

**The Chateau at Gardnerville  
Senior Living**

1565-A Virginia Ranch Rd.  
Gardnerville, NV 89410  
Tel: (775) 786-8061

**Children of Aging Parents  
Education and Support Group**

3700 Grant Dr.  
Reno, NV 89509  
Tel: (775) 829-4700

**Continuum Caregiver  
Support Group**

3700 Grant Dr.  
Suite A  
Reno, NV 89509  
Tel: (775) 829-4700

**Coping with Caregiving Support Group Sally de Lipkau Renown Institute for Cancer**

115 Mill St.,  
Roseview Tower, Lower Level  
Reno, NV 89502  
Tel: (775) 982-6830

**Diabetes Awareness Support Group Saint Mary's Center for Health**

645 N. Arlington Ave.  
Suite 200  
Reno, NV 89503  
Tel: (775) 770-3600

**Early Alzheimer's Support Group – Carson City Carson City Senior Center**

911 Beverly Dr.  
Carson City, NV 89706  
Tel: (775) 883-0703

**Early Alzheimer's Support Group – Douglas County Merrill Gardens at Gardnerville**

1565-A Virginia Ranch Rd.  
Gardnerville, NV 89410  
Tel: (775) 786-8061

**Early Alzheimer's Support Group – Elko County Griswold Hall Conference Room**

701 Walnut St.  
Elko, NV 89801  
Tel: (775) 738-3828

**Early Alzheimer's Support Group – Humboldt County Humboldt General Hospital Conference Room**

118 E. Haskell St.  
Winnemucca, NV 89445  
Tel: (775) 625-2930

**Early Alzheimer's Support Group – Lyon County Yerington Senior Center**

117 Tilson Way  
Yerington, NV 89447  
775-463-4774

**Early Alzheimer's Support Group – Washoe County Alzheimer's Association**

1301 Cordone Ave.  
Suite 180  
Reno, NV 89502  
Tel: (775) 786-8061

**Fallon Support Group for Caregivers of Persons with Memory Problems**

310 E. Court St.  
Fallon, NV 89406  
Tel: (775) 784-4335

**Fernley Senior Center**

1170 W. Newlands Dr.  
Fernley, NV 89408  
Tel: (775) 575-3370

**Group for Spouses – Carson City Carson City Senior Center**

911 Beverly Dr.  
Carson City, NV 89706  
Tel: (775) 883-0703

**Hemophilia Treatment Center of Nevada**

540 W. Plumb Ln.  
Suite 200  
Reno, NV 89509  
Tel: (775) 657-8981  
Tel: (877) 732-1956

**Lend-A-Hand Senior Services**

145 Mount Rose St.  
Reno, NV 89509  
Tel: (775) 322-8414  
Fax: (775) 322-0789

**Nevada Caregiver Support Center Sanford Center for Aging University of Nevada Reno**

1664 N. Virginia St, M/S 0146  
Reno, NV 89557  
Tel: (775) 354-6855

**Nevada Urban Indians, Inc. Carson City Office**

232 E. Winnie Ln.  
Carson City, NV 89706  
Tel: (775) 354-6855  
Fax: (775) 883-6981

**Reno Office**

6512 S. McCarran Blvd.  
Reno, NV 89509  
Tel: (775) 788-7600  
Tel: (888) 885-8447  
Email: [info@nevadaurbanindians.org](mailto:info@nevadaurbanindians.org)

**Renown Support Groups**

Tel: (775) 982-6830

**Saint Mary's Center for Cancer**

645 N. Arlington  
St. Suite 120  
Reno, NV 89503  
Tel: (775) 770-7410

**Stroke Support Group Renown Rehabilitation Hospital Cafeteria Boardroom**

1495 Mill St.  
Reno, NV 89502  
Tel: (775) 982-3500

**Tears and Rainbows Bereavement Support Group**

2200 E. Long St.  
Carson City, NV 89706  
Tel: (775) 770-6018

**SOUTHERN NEVADA SUPPORT GROUPS**

**Aging and Disability Services Division**

1860 E. Sahara Ave.  
Las Vegas, NV 89104  
Tel: (702) 486-3545  
Fax: (702) 486-3572

**Long-Term Care Ombudsman Program**

Tel: (775) 687-4210

**Adult Diabetes Education Management Support Group (ADEMS)**

6301 W. Charleston Blvd.  
Las Vegas, NV 89146  
Tel: (702) 349-7370

**Aid for AIDS of Nevada (AFAN)**

1830 E. Sahara Ave #210  
Las Vegas, NV 89104  
Tel: (702) 382-2326  
Hotline: (702) 474-2437  
Fax: (702) 366-1609  
Email: [earl@afanlv.org](mailto:earl@afanlv.org)

**Alcoholics Anonymous**

1431 E. Charleston Blvd.  
Suite 15  
Las Vegas, NV 89104  
Tel: (702) 598-1888

**ALS of Nevada**

4220 South Maryland Pkwy  
Bldg. B  
Suite 104  
Las Vegas, NV 89119  
Tel: (702) 777-0500

**Alzheimer's Association  
Desert Southwest Chapter  
(Southern Nevada Region)**

5190 S. Valley View Blvd.  
Suite 101  
Las Vegas, NV 89118  
Tel: (702) 248-2770  
Fax: (702) 248-2771

**American Cancer Society**

6165 S. Rainbow Blvd.  
Las Vegas, NV 89118  
Tel: (702) 798-6877

**American Diabetes  
Association**

5463 S Durango Dr  
Suite 100-A  
Las Vegas, NV 89148  
Tel: (702) 369-9995  
Fax: (702) 260-0579  
[www.diabetes.org](http://www.diabetes.org)

**American Heart and American  
Stroke Association (Clark  
County Division)**

4445 S. Jones Blvd.  
Suite B1  
Las Vegas, NV 89103  
Tel: (702) 367-1366  
Tel: (800) AHA-USA-1  
Tel: (888) 4-STROKE

**American Lung Association**

3552 W. Cheyenne Ave.  
Suite 130  
N. Las Vegas, NV 89032  
Tel: (702) 431-6333  
[www.lung.org](http://www.lung.org)

**American Parkinson's  
Disease Association**

P.O. Box 81884  
Las Vegas, NV 89180  
[www.apdaparkinson.org](http://www.apdaparkinson.org)

**Arthritis Foundation**

1368 Paseo Verde Pkwy.  
Suite 200  
Henderson, NV 89102  
Tel: (702) 367-1626

**Artie J. Cannon Helping Hands of Henderson**

102 E. Lake Mead Pkwy.  
Henderson, NV 89015  
Tel: (702) 616-6554

**Bereavement Support Group  
Nathan Adelson Hospice**

4141 University Center Dr.  
Las Vegas, NV 89119  
Tel: (702) 733-0320

**Blind Center of Nevada**

1001 N. Bruce St.  
Las Vegas, NV 89101  
Tel: (702) 642-6000

**Blindconnect, Inc.**

6375 W. Charleston Blvd.  
WCL 200  
Las Vegas, NV 89146  
Tel: (702) 631-9009  
Email: [contact@  
blindconnect.org](mailto:contact@blindconnect.org)

**Bridge Counseling Associates**

1701 W. Charleston Blvd.  
Suite 400  
Las Vegas, NV 89102  
Tel: (702) 474-6450  
Fax: (702) 474-6463  
Email: [info@bcalv.com](mailto:info@bcalv.com)

**Bureau of Vocational Rehabilitation**

3016 W. Charleston Blvd.  
Suite 200  
Las Vegas, NV 89102  
Tel: (702) 486-5230

**Catholic Charities of Southern Nevada Senior Services**

1501 Las Vegas Blvd. N.  
Las Vegas, NV 89101  
Tel: (702) 385-2662

**Center for Compassionate Care**

4131 Swenson St.  
Las Vegas, NV 89119  
Tel: (702) 796-3167  
\* Meals on Wheels, Respite Care, Senior Companion Program, Retired Senior Volunteers, Senior Employment

**Children of Older Parents Support Group**

6161 W. Charleston Blvd.  
Bldg. 1  
Las Vegas, NV 89146  
Tel: (702) 486-5730  
Tuesdays, 6:30 p.m. to 8:00 p.m. Open to the public.  
Free of charge

**City Mission of Las Vegas**

3983 E. Desert Inn Rd.  
Las Vegas, NV 89121  
Tel: (702) 384-1930

**Clark County Senior Advocate Program Referral Services**

1600 Pinto Ln., 2nd Fl.  
Las Vegas, NV 89106  
Tel: (702) 455-7051

**Clark County Social Service**

3900 Cambridge St.  
Suite 202  
Las Vegas, NV 89119  
Tel: (702) 455-8645  
Tel: (702) 455-8646

**Dignity Health**

100 N. Green Valley Pkwy.  
Suite 330  
Henderson, NV 89074  
Tel: (702) 616-4900

## ALTERNATIVE HEALTH CARE AND HOMEMAKER HOME HEALTH AIDE

**Comprehensive Cancer Center**

3730 S. Eastern Ave.  
Las Vegas, NV 89169  
Tel: (702) 952-3400

**Deaf and Hard of Hearing Advocacy Resource Center**

2575 Westwind Rd.  
Suite C  
Las Vegas, NV 89146  
Tel: (702) 363-3323

**Divorced & Widowed Adjustment, Inc.**

P.O. Box 12042  
Las Vegas, NV 89112  
Tel: (702) 735-5544

**Down Syndrome Organization of Southern Nevada**

5300 Vegas Dr.  
Las Vegas, NV 89108  
Tel: (702) 648-1990  
Fax: (702) 648-2020

**East Central Family Services**

1800 E. Sahara Ave  
Suite 117  
Las Vegas, NV 89119  
Tel: (702) 631-7098



**Easter Seals of  
Southern Nevada**

6200 W. Oakley Blvd.  
Las Vegas, NV 89146  
Tel: (702) 870-7050  
TTY: (702) 870-7050  
Fax: (702) 870- 7616

**East Side Adult Bereavement  
Support Group**

4131 Swenson St.  
Las Vegas, NV 89119  
Tel: (702) 796-3184

**Senior Services**

153 W. Lake Mead  
Suite 3-100  
Henderson, NV 89015  
Tel: (702) 566-0576  
Tel: (702) 486-6770, ext. 243

**HELP of Southern Nevada**

1640 E. Flamingo Rd. #100  
Las Vegas, NV 89119  
Tel: (702) 369-4357  
Fax: (702) 369-4089

**Helping Hands of  
Vegas Valley**

2320 Paseo Del Prado, B-112  
Las Vegas, NV 89102  
Tel: (702) 633-7264  
Fax: (702) 649-6438

**Hemophilia Foundation  
of Nevada**

7473 W. Lake Mead Blvd.,  
Suite 100  
Las Vegas, NV 89128  
Tel: (702) 564-4368  
Fax: (702) 446-8134

**H2U Mountain View Hospital**

8524 Del Web Blvd.  
Suite 314  
Las Vegas, NV 89134  
Tel: (702) 255-5404

**ALZHEIMER'S CARE GIVERS & OXYGEN SUPPORT GIVERS**

**Jewish Family  
Services Agency**

4794 S. Eastern Ave.  
Las Vegas, NV 89119  
Tel: (702) 732-0304  
Fax: (702) 794-2033

**Las Vegas – Clark County  
Urban League**

930 W. Owens Ave.  
Las Vegas, NV 89106  
Tel: (702) 636-3949  
Email: [info@lvccul.org](mailto:info@lvccul.org)

**Las Vegas Senior Lifeline  
Alice and Harry Goldberg  
Senior Center**

2309-B Renaissance Dr.  
Las Vegas, NV 89119  
Tel: (702) 933-1191

**Lend-A-Hand, Inc.**

400 Utah St.  
Boulder City, NV 89005  
Tel: (702) 294-2363  
Fax: (702) 294-3090

**Leukemia and  
Lymphoma Society**

6280 S. Valley View Blvd.  
Suite 342  
Las Vegas, NV 89118  
Tel: (702) 436-4220

**Lupus of Southern  
Nevada, Inc.**

3061 S. Maryland Pkwy.  
Suite 102c  
Las Vegas, NV 89109  
Tel: (702) 892-3635

**Lutheran Social Services**

73 Spectrum Blvd.  
Las Vegas, NV 89101  
Tel: (702) 639-1730  
Fax: (702) 639-1736

**Marian Residence  
(Transitional housing for  
women 60 and over.)**

1521 Las Vegas Blvd.  
Las Vegas, NV 89101  
Tel: (702) 366-2090

**Mesquite Cancer Help  
Society (MCHS)**

150 N. Yucca St.  
Suite 36  
Mesquite, NV 89024  
Tel: (702) 346-0622

**Muscular Dystrophy Assn.**

6320 W. Cheyenne Ave.  
Suite 150  
Las Vegas, NV 89108  
Tel: (702) 822-6920

**National Kidney Foundation**

15490 Ventura Blvd.  
Suite 210  
Sherman Oaks, CA 91403  
Tel: (800) 747-5527

**National Multiple  
Sclerosis Society**

6000 S. Eastern Ave.  
Suite 5C  
Las Vegas, NV 89119  
Tel: (702) 736-7272

**Nevada Alliance  
Against Diabetes**

1440 N. Eastern Ave.  
Las Vegas, NV 89101  
Tel: (702) 876-4976

**Nevada Center for Missing  
Loved Ones**

253 Elliot Rd.  
Suite 16  
Henderson, NV 89011  
Tel: (702) 564-1466

**Nevada Council on  
Problem Gambling**

5552 S. Fort Apache Rd. #100  
Las Vegas, NV 89148  
Tel: (702) 369-9740

**Nevada Parents  
Encouraging Parents**

2101 S. Jones Blvd.  
Suite 120  
Las Vegas, NV 89146  
Tel: (702) 388-8899



**Nevada Tobacco Users**

6375 W. Charleston Blvd.  
Suite A-172  
Las Vegas, NV 89146  
Tel: (702) 564-1466

**No to Abuse**

621 S. Blagg Rd.  
Pahrump, NV 89048  
Tel: (775) 751-1118

**Parkinson's Support Group  
of Southern Nevada**

1707 W. Charleston Blvd.  
Suite 200  
Las Vegas, NV 89102  
Tel: (702) 564-5416

**R.A.G.E. Rebuilding All  
Goals Efficiently**

2901 El Camino Ave.  
Suite 102  
Las Vegas, NV 89102  
Tel: (702) 333-1038

**Southern Nevada  
Senior Mental Health  
Outreach Program**

6161 W. Charleston Blvd.  
Las Vegas, NV 89146  
Tel: (702) 486-5730

**St. Rose Dominican  
Hospital Adult Diabetes  
Support Group**

1125 American Pacific Dr  
Suite E  
Henderson, NV 89074  
Tel: (702) 616-6545

**Susan G. Komen for the Cure,  
Southern Nevada Affiliate**

4850 W. Flamingo Rd.  
Suite 25  
Las Vegas, NV 89103  
Tel: (702) 822-2324

**Us TOO Prostate Cancer  
Support Group**

8280 Warm Spring Rd  
Las Vegas, NV 89113  
Tel: (702) 917-7779

**University Health Services**

1707 W. Charleston Blvd.  
Suite 230  
Las Vegas, NV 89102  
Tel: (702) 671-5070

# HOSPICE AND RESPITE CARE

## NORTHERN NEVADA

### **Barton Memorial Hospital Home Health Hospice of the Valley**

155 Hwy 50  
Stateline, NV 89449  
Tel: (775) 782-1510

### **Circle of Life Hospice**

1575 Delucchi Ln.  
Suite 214  
Reno, NV 89502  
Tel: (775) 827-2298

### **Horizon Hospice**

1250 Lamoille Hwy.  
Elko, NV 89801  
Tel: (775) 778-0612

## SOUTHERN NEVADA

### **Always Better Care Home Health and Hospice**

6950 W. Via Olivero Ave.  
Suite 4  
Las Vegas, NV 89117  
Tel: (702) 364-8006

### **Family Home Hospice**

8655 S. Eastern Ave.  
Las Vegas, NV 89123  
Tel: (702) 671-1111

### **Nathan Adelson Hospice**

4141 University Center Dr.  
Las Vegas, NV 89119  
Tel: (702) 733-0320

### **Northern Nevada Saint Mary's Hospice of Northern Nevada**

690 Sierra Rose Drive  
Reno, NV 89511  
Tel: (775) 770-3081

### **Kindred Hospice**

5345 Reno Corporate Dr  
Reno, NV 89511  
Tel: (775) 825-5008  
Fax: (775) 853-4593

### **Beacon of Hope Hospice**

8 Sunset Way  
Suite 101  
Henderson, NV 89014  
Tel: (702) 736-8180  
Tel: (877) 445-4673

### **Beacon of Hope Hospice**

3650 S. Pointe Circle  
Suite 112  
Laughlin, NV 89029  
Tel: (702) 298-4673

## RESPITE CARE

### NORTHERN NEVADA

#### **Emeritus at the Seasons**

5165 Summit Ridge Ct.  
Reno, NV 89523  
Tel: (775) 787-8200

### SOUTHERN NEVADA

#### **ALS of Nevada**

3191 E. Warm Springs Rd  
Las Vegas, NV 89120  
Tel: (702) 777-0500  
Tel: (702) 777-0500  
Email: [admin@alsofnevada.org](mailto:admin@alsofnevada.org)

#### **Alzheimer's Association Desert Southwest Chapter Southern Nevada Region**

5190 S. Valley View Blvd.  
Suite 104  
Las Vegas, NV 89118  
Tel: (702) 248-2770

#### **Catholic Charities of Southern Nevada**

1501 North Las Vegas Blvd.  
Las Vegas, NV 89101  
Tel: (702) 385-2662

#### **Give Me A Break, Inc.**

P.O. Box 620721  
Las Vegas, NV 89162  
Tel: (702)-219-0394  
Tel: (866) 486-2275  
Email: [gabinc@aol.com](mailto:gabinc@aol.com)

#### **HELP of Southern Nevada**

1640 E. Flamingo Rd., #100  
Las Vegas, NV 89119  
Tel: (702) 369-4357  
Fax: (702) 369-4089  
Email: [info@helpsonv.org](mailto:info@helpsonv.org)

#### **Helping Hands of the Vegas Valley**

3640 N 5th Street, Ste. 130  
North Las Vegas, NV 89032  
Tel: (702) 633-7264  
Email: [info@hhovv.org](mailto:info@hhovv.org)

#### **Lend-A-Hand, Inc.**

400 Utah St.  
Boulder City, NV 89005  
Tel: (702) 294-2363 (Boulder  
City Residents Only)

# LONG-TERM CARE

## LONG-TERM CARE INFORMATION AND OMBUDSMAN PROGRAMS

### NORTHERN NEVADA

#### Northern Nevada Aging and Disability Services Division

3416 Goni Rd.  
Bldg. D-132  
Carson City, NV 89706  
Tel: (775) 687-4210  
Fax: (775) 687-0574

#### Aging and Disability Services Division

9670 Gateway Drive  
Suite 200  
Reno, NV 89521  
Tel: (775) 687-0800  
Fax: (775) 688-2969

### SOUTHERN NEVADA

#### Aging and Disability Services Division

1860 E. Sahara Ave.  
Las Vegas, NV 89104  
Tel: (702) 486-3545  
Fax: (702) 486-3569



#### Aging and Disability Services Division

1010 Ruby Vista Dr.  
Suite 104  
Elko, NV 89801  
Tel: (775) 738-1966  
Fax: (775) 753-8543

#### Clark County Social Service Long-Term Care Unit Cambridge Community Center

3930 Cambridge St.  
Las Vegas, NV 89119  
Tel: (702) 455-7169







# TRANSPORTATION

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Several organizations throughout Nevada provide seniors with transportation for medical appointments, shopping, or recreation for a nominal fee. You can also refer to the Helping Hands organizations listed previously.

## NORTHERN NEVADA

### **Agai Dicutta Elder Center**

1031 Hospital Rd.  
P.O. Box 220  
Schurz, NV 89427  
Tel: (775) 773-2224  
Fax: (775) 773-2585

### **Battle Mountain Band Council**

37 Mountain View Dr.  
Bldg. B  
Battle Mountain, NV 89820  
Tel: (775) 635-2004

### **Lyon County Human Services Transportation Specialist**

620 Lake Avenue  
Silver Springs, NV 89429  
Tel: (775) 577-5009

### **Retired and Senior Volunteer Program (RSVP)**

2621 Northgate Ln.  
Suite 6  
Carson City, NV 89706  
Mailing Address:  
P.O. Box 1708  
Carson City, NV 89702  
Tel: (775) 687-4680  
Fax: (775) 687-4494

**RTC ACCESS**  
(formerly CitiLift)

600 Sutro St.  
Reno NV 89512

**Customer Service:**  
(775) 348-0477

**General Resources:**  
(775) 348-5438

**Senior Companion Program**

1380 Greg St.  
Suite 212  
Sparks, NV 89431  
Tel: (775) 358-2322

**Washoe Senior Ride (WSR)**

200 E. 4th St  
Reno, NV 89501

**Transportation Assistance  
Churchill County Senior  
Center Volunteer Program**

952 S. Main Street  
Fallon, NV 89406  
Tel: (775) 423-7096

**SOUTHERN NEVADA**

**CAT - Citizens Area Transit  
Para-Transit Services**

600 S. Grand Central Pkwy.  
Suite 350  
Las Vegas, NV 89106  
Tel: (702) 228-4800  
Fax: (702) 676-1518

**Helping Hands of  
N. Las Vegas**

3640 N. 5th St.  
Suite 130  
N. Las Vegas, NV 89032  
Tel: (702) 649-7853  
Tel: (702) 649-7864 (Spanish)  
Fax: (702) 649-5149

**HELP of Southern Nevada**

1640 E. Flamingo Rd. #100

Las Vegas, NV 89119

Tel: (702) 369-4357

**Lend-A-Hand of Boulder City**

400 Utah St.

Boulder City, NV 89005

Tel: (702) 294-2363

**Las Vegas Senior Lifeline**

2309 Renaissance Dr.,

Suite B

Las Vegas, NV 89119

Tel: (702) 933-1191

**Lutheran Social Services  
of Nevada**

4323 Boulder Highway

Las Vegas, NV 89121

Tel: (702) 639-1730

Fax: (702) 639-1736

Email: [info@lssnv.org](mailto:info@lssnv.org)

**Taxi Assistance Program  
(Discounted Taxicab  
Coupons)**

1860 E. Sahara Ave.

Las Vegas, NV 89104

Tel: 702-486-3581

**Silver Star Continuous  
Loop Route**

Tel: (702) 228-7433

TDD: (702) 676-1834

**Silver Rider**

797 Hardy Way

Mesquite, NV 89027

Tel: (702) 346-7006

**Southern Nevada  
Transit Coalition**

260 E. Laughlin Civic Dr.

Laughlin, NV 89029

Tel: (702) 298-4435

Fax: (702) 298-7925

**United Seniors, Inc.**

325 Cooper St.

Overton, NV 89040

Tel: (702) 397-8002

**Washoe Senior Ride (WSR)**

1421 Victorian Ave

Sparks, NV 89431

Tel: (775) 348-7433







# RECREATION AND SOCIALIZING

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Seniors frequently seek outlets to have fun, meet people, and put their many skills to good use. Social clubs, advocacy groups, and volunteering opportunities can be excellent resources for making new friends and staying active.

## **America the Beautiful – National Parks and Federal Recreational Lands Annual Pass**

Discounted senior lifetime pass information is available at [www.store.usgs.gov/pass/senior.html](http://www.store.usgs.gov/pass/senior.html). The Forest Service, National Park Service, Fish and Wildlife Service, Bureau of Land Management, and Bureau of Reclamation honor senior passes at sites where entrance or standard amenity fees are charged.

## **SOCIAL NETWORKING AND COMPANION PROGRAMS**

### **NORTHERN NEVADA**

#### **City of Reno Parks, Recreation & Community Senior Services:**

- Senior Connection Newsletter
- Reno Senior Travelers
- Reno Senior Dance Club
- Brunch and Movie Club
- Sierra Nevada Senior Games
- Paradise Park Community Garden

**Tel: (775) 334-2262**

<https://www.reno.gov/government/departments/parks-recreation-community-services>

#### **Continuing Education, UNR**

1041 N. Virginia St.  
Reno, NV 89557  
Tel: (775) 784-4046

#### **Carson City Elks Lodge**

Lodge #2177  
515 N. Nevada St.  
Carson City, NV 89703  
Tel: (775) 882-2177

**Tahoe Douglas  
Elks Lodge**

1227 Kimmerling Rd.  
Gardnerville, NV 89460  
Tel: (775) 265-4523

**Nevada Talking  
Book Services**

100 N. Stewart St  
Carson City, NV 89701  
Tel: (800) 922-9334  
Tel: (775) 684-3354  
Email: [nvtalkingbooks@  
admin.nv.gov](mailto:nvtalkingbooks@admin.nv.gov)

**Osher Lifelong  
Learning Institute**

604 W Moana Ln.  
Reno, NV 89509  
Tel: (775) 784-8053

**Reno Elks Lodge #597**

597 Kumle Ln.  
Reno, NV 89509  
Tel: (775) 825-0597  
Fax: (775) 825-1384

**Senior Companion Program**

1380 Greg St.  
Suite 212  
Sparks, NV 89431  
Tel: (775) 358-2322

**Senior Spectrum Newspaper**

P.O. Box 7124  
Reno, NV 89510  
Tel: (775) 348-0717  
Email: [SeniorSpectrumNV@  
AOL.com](mailto:SeniorSpectrumNV@AOL.com)

**Truckee Meadows Community  
College Continuing Education**

5270 Neil Rd.  
Suite 216  
Reno, NV 89502  
Tel: (775) 829-9010

**Southern Nevada AARP –  
Nevada State Office**

5820 S. Eastern Ave.  
Suite 190  
Las Vegas, NV 89119  
Tel: (866) 389-5652

**American Legion –  
Paradise Post 149**

4360 W. Spring Mountain Rd.  
Las Vegas, NV 89102  
Tel: (702) 606-4633

**Catholic Charities of  
Southern Nevada Senior  
Companion Program**

531 N. 30th St.  
Las Vegas, NV 89101  
Tel: (702) 385-5284

**Doolittle Senior Center**

1950 N J St  
Las Vegas, NV 89106  
Tel: 702-229-6374

**Elks Lodge #1468**

4100 W. Charleston Blvd.  
Las Vegas, NV 89102  
Tel: (702) 258-3557

**Elks Lodge #1682**

1217 Nevada Hwy.  
Boulder City, NV 89005  
Tel: (702) 293-2457

**Fraternal Order of Police  
Nevada State Lodge**

P.O. Box 80205  
Las Vegas, NV 89180  
Tel: (702) 877-6635

**Fraternal Order of Police  
Nevada State Lodge3001**

Cabana Dr.  
Las Vegas, NV 89122  
Tel: (702) 877-6635

**Knights of Columbus**

911 E Ogden Ave. # 1  
Las Vegas, NV 89101  
Tel: (203) 752-4000

**Masonic Temple Vegas Lodge**

632 E. Charleston Blvd.  
Las Vegas, NV 89104  
Tel: (702) 382-3959

**Moose Lodge Red Rock #252**

4970 W. Charleston Blvd.  
Las Vegas, NV 89146  
Tel: (702) 878-9817

**Masonic Lodge**

2700 W. Colton Ave. N.  
Las Vegas, NV 89030  
Tel: (702) 647-2095

**Red Hat Society (ages 50+)**

Tel: (866) 386-2850  
Email: [memberservices@  
redhatsociety.com](mailto:memberservices@redhatsociety.com)

**Red Rock Audubon Society**

P.O. Box 96691  
Las Vegas, NV 89193  
Tel: (702) 390-9890



## SENIOR ADVOCACY

No one knows the kinds of issues seniors face better than seniors themselves. Many local governments in Nevada feature senior advisory boards that provide guidance to local governments. These advisory boards are frequently seeking seniors to join and give their insight into their communities' issues and interests.

### NORTHERN NEVADA

#### City of Reno Senior Citizen Advisory Committee

Contact Information:

Brad Fitch

Tel: (775) 689-8459

#### City of Sparks Senior Citizens Advisory Committee

Contact Information:

Julie Duewel

Tel: (775) 353-7894

Councilman Donald Abbott

Tel: (775) 846-2021

#### Douglas County

Senior Advisory Council

Contact Information:

Tel: (775) 782-5500 ext. 4

#### Washoe County Senior Services Advisory Board

Contact Information:

Tel: (775) 328-2774

### SOUTHERN NEVADA

#### City of Henderson Senior Citizens Advisory Commission

Contact Information:

[srcitizenadvisory@](mailto:srcitizenadvisory@cityofhenderson.com)

[cityofhenderson.com](http://cityofhenderson.com)

Tel: (702) 267-4127

#### City of Las Vegas Senior Citizens Advisory Board

Tel: (702) 229-6011



# SENIOR CENTERS

## SENIOR CITIZENS AND COMMUNITY CENTERS

The senior citizen centers in Nevada offer a full range of social services and programs. The programs at each center are unique and may provide adult day care, educational services, energy assistance programs, food assistance programs, health screening, home care support, income tax preparation, information and referral, library services, social/recreation programs, support groups, transportation, or volunteer opportunities.

### NORTHERN NEVADA

#### **Amargosa Senior Center**

880 E Desert Senior Lane  
Amargosa, NV 89020  
Tel: (775) 372-5413

#### **Beatty Senior Center**

150 A Ave.  
P.O. Box 453  
Beatty, NV 89003  
Tel: (775) 553-2954

#### **Carson City Senior Center**

911 Beverly Dr.  
Carson City, NV 89706  
Tel: (775) 883-0703

#### **William N. Pennington Life Center**

952 S Maine St  
Fallon, NV 89406  
Tel: (775) 423-7096

#### **Douglas County Senior Center**

1329 Waterloo  
LaneGardnerville, NV 89410  
Tel: (775) 783-6455  
Tel: (775) 782-5500

#### **Duck Valley Senior Center**

P.O. Box 145  
Owyhee, NV 89832  
Tel: (775) 757-3174

#### **Duckwater Senior Center**

P.O. Box 140068  
Duckwater, NV 89314  
Tel: (775) 863-0155

#### **Elko Band Senior Center**

Tel: (775)-573-80425

#### **Elko Band Council Shoshone Welcome Center Elder Program**

1543 Silver Eagle Dr  
Elko, NV 89801  
Tel: (775) 738-0425  
Email: [seniors@elkoband.org](mailto:seniors@elkoband.org)

#### **Elko Senior Citizens Center, Inc.**

1795 Ruby View Dr.  
Elko, NV 89801  
Tel: (775) 738-3030

**Elko County Carlin  
Open Door Senior Center**

320 Chestnut St.  
P.O. Box 123  
Carlin, NV 89822  
Tel: (775) 754-6465

**Eureka Senior Center**

20 W. Gold St.  
Eureka, NV 89316  
Tel: (775) 237-5597

**Dayton Senior Center**

320 Dayton Valley Rd.  
Dayton, NV 89043  
Tel: (775) 246-6210

**Fallon Paiute Shoshone  
Senior Center**

1185 Agency Rd.  
Fallon, NV 89406  
Tel: (775) 423-7569

**Fannie Komp Senior Center**

728 7th St.  
Crescent Valley, NV 89821  
Tel: (775) 468-0466

**Ft. McDermitt Paiute  
Shoshone Senior Center**

111 North Reservation Road  
McDermitt, NV 89421  
Tel: (775) 623-6211

**Gerlach Senior Center**

385 E. Sunset Blvd.  
Gerlach, NV 89412  
Tel: (775) 557-2206

**Lander County Austin  
Senior Center**

P.O. Box 211  
Austin, NV 89310  
Tel: (775) 964-2338

**Lander County Senior  
Citizens Center**

365 E. 4th St.  
Battle Mountain, NV 89820  
Tel: (775) 635-5311

**Lincoln Senior Center**

1005 Main St, Ste. 104  
Panaca, NV 89042

**Lyon County Senior Center**

1170 W. Newlands Dr.  
Fernley, NV 89408  
Tel: (775) 575-3370

**Yerington Senior Center**

117 Tilson Way  
Yerington, NV 89447  
Tel: (775) 463-6550

**Agai-Dicutta Elder Center**

1031 Hospital Rd  
P.O. Box 220  
Schurz, NV 89427  
Tel: (775) 773-2224

**Senior Citizens of Humboldt**

1480 Lay St.  
Winnemucca, NV 89445  
Tel: (775) 623-6211

**Shoshone Band Council**

37 Mountain View Dr.  
Suite C  
Battle Mountain, NV 89820  
Tel: (775) 635-2004

**Silver Springs Senior Center**

2945 Ft. Churchill Rd.  
Silver Springs, NV 89429  
Tel: (775) 577-5014



**South Fork Band Council**

21 Lee, Unit 13  
Spring Creek, NV 89815  
Tel: (775) 744-4273

**Sparks Senior Center**

97 Richards Way  
Sparks, NV 89431  
Tel: (775) 353-3110

**Storey County Senior Center**

100 e Mills St.  
P.O. Box 786  
Virginia City, NV 89440  
Tel: (775) 847-0957

**Sun Valley Senior Center**

115 W. 6th Ave.  
Sun Valley, NV 89433  
Tel: (775) 673-9417

**Tahoe Douglas Senior Center**

885 Hwy. 50  
P.O. Box 1771  
Zephyr Cove, NV 89448  
Tel: (775) 588-5140

**SOUTHERN NEVADA****Las Vegas Senior Lifeline**

2309 Renaissance Drive  
Suite B  
Las Vegas, NV 89119  
Tel: (702) 933-1191

**Arturo Cambeiro  
Senior Center**

330 N. 13th St., #4156  
Las Vegas, NV 89101  
Tel: (702) 384-3746

**Tonopah Senior Center**

1 Senior Center Dr.  
Tonopah, NV 89049  
Tel: (775) 482-6450

**Washoe County Senior  
Citizens Center**

1155 E. 9th St.  
Reno, NV 89512  
Tel: (775) 328-2575

**Washoe Tribe Senior Center**

801 Washeshu Way  
Dresslerville, NV 89410  
Tel: (866) 914-3983

**White Pine Senior Center**

1000 Campton St.  
Ely, NV 89301  
Tel: (775) 289-2742

**Yomba Tribal Council**

HC 61, Box 6275  
Austin, NV 89310  
Tel: (775) 964-2463

**Black Mountain  
Recreation Center**

599 Greenway Rd.  
Henderson, NV 89015  
Tel: (702) 267-4070

**Cambridge Recreation Center**

3930 Cambridge St.  
Las Vegas, NV 89119  
Tel: (702) 455-7169

**Centennial Hills Active Adult Center**

6601 N. Buffalo Dr.  
Las Vegas, NV 89131  
Tel: (702) 229-1702

**Cora Coleman Senior Center**

2100 Bonnie Ln.  
Las Vegas, NV 89156  
Tel: (702) 455-7617

**Derfelt Senior Center**

3343 W. Washington Ave.  
Las Vegas, NV 89107  
Tel: (702) 229-6601

**Desert Breeze Community Center**

8275 Spring Mountain Rd.  
Las Vegas, NV 89117  
Tel: (702) 455-8334

**Doolittle Senior Center**

1930 N. J St.  
Las Vegas, NV 89106  
Tel: (702) 229-6125

**Southern Nevada Senior Law Center**

7690 W. Sahara Ave.  
Las Vegas, NV 89117  
Tel: (702) 229-6596

**Dula Gymnasium**

441 E. Bonanza Rd.  
Las Vegas, NV 89101  
Tel: (702) 229-6307

**Durango Hills Community Center/YMCA**

3521 N. Durango Dr.  
Las Vegas, NV 89129  
Tel: (702) 240-9622

**East Las Vegas Community Center**

250 N. Eastern Ave.  
Las Vegas, NV 89101  
Tel: (702) 229-1515

**Heritage Park Senior Center**

300 S. Racetrack Rd.  
Henderson, NV 89015  
Tel: (702) 267-2950

**Helen Meyer Community Center**

4525 New Forest Dr.  
Las Vegas, NV 89147  
Tel: (702) 455-7723

**Howard Lieburn Senior Center**

6230 Garwood Ave  
Las Vegas, NV 89107  
Tel: (702) 229-1600

**Jewish Community Center of Southern Nevada**

8689 West Sahara Ave  
Suite 180  
Las Vegas, NV 89117  
Tel: (702) 794-0090

**Jim Boyles Senior (Overton) Center United Seniors, Inc.**

475 S. Moapa Valley Blvd.  
Overton, NV 89040  
Tel: (702) 397-8002

**Las Vegas Senior Center**

451 E. Bonanza Rd.  
Las Vegas, NV 89101  
Tel: (702) 229-6454

**Martin Luther King  
Senior Center**

2420 N. Martin Luther King  
Blvd., Bldg. B  
N. Las Vegas, NV 89032  
Tel: (702) 636-0064

**Mesquite Senior Center**

102 W. Old Mill Rd.  
Mesquite, NV 89024  
Tel: (702) 346-5290

**Moapa Band of  
Paiute Indians**

P.O. Box 340  
Moapa, NV 89025  
Tel: (702) 865-2787

**Moapa Valley  
Senior Center**

325 Cooper St.  
Overton, NV 89040  
Tel: (702) 397-8002

**Mountain Crest Park  
and Center**

4701 N. Durango Dr.  
Las Vegas, NV 89129  
Tel: (702) 455-1905

**Multi-Generational Center**

250 S. Green Valley Pkwy.  
Henderson, NV 89012  
Tel: (702) 267-5800

**North Las Vegas  
Neighborhood Senior Center**

1638 N. Bruce St. N.  
Las Vegas, NV 89030  
Tel: (702) 633-1600

**Paradise Park and Center**

4775 McCloud Dr.  
Las Vegas, NV 89121  
Tel: (702) 455-7513

**Parkdale Park and Center**

3200 Ferndale St.  
Las Vegas, NV 89121  
Tel: (702) 455-7517

**Robert E. Price Park  
and Center**

2050 Bonnie Ln.  
Las Vegas, NV 89156  
Tel: (702) 455-7600

**Searchlight Senior Center**

555 Veterans Memorial Highway  
Searchlight, NV 89046  
Tel: (702) 297-1614

**Silver Mesa  
Recreation Center**

4025 Allen Ln. N.  
Las Vegas, NV 89032  
Tel: (702) 633-2550

**The Senior Center of  
Boulder City**

813 Arizona St.  
Boulder City, NV 89005  
Tel: (702) 293-3320

**Spirit Mountain  
Activity Center**

1975 Arie St.  
P.O. Box 32055  
Laughlin, NV 89029

**Veterans Memorial Leisure Services Center**

101 N. Pavilion Center  
Las Vegas, NV 89144  
Tel: (702) 229-1100

**Walnut Community Center**

3075 N. Walnut Rd.  
Las Vegas, NV 89115  
Tel: (702) 455-8402

**West Flamingo Senior Center**

6255 W. Flamingo Rd.  
Las Vegas, NV 89103  
Tel: (702) 455-7742

**Whitney Senior Center**

5712 E. Missouri Ave.  
Las Vegas, NV 89122  
Tel: (702) 455-7560

**Winchester Cultural Center & Park**

3130 S. McLeod Dr.  
Las Vegas, NV 89121  
Tel: (702) 455-7340

**YMCA of Southern Nevada**

4141 Meadows Ln.  
Las Vegas, NV 89107  
Tel: (702) 877-9622



# VOLUNTEERING AND EMPLOYMENT OPPORTUNITIES

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## NORTHERN NEVADA

### **FISH Emergency Assistance**

138 E. Long St.  
Carson City, NV 89706  
Tel: (775) 882-3474

### **Job Connect Carson City Office**

1929 N. Carson St.  
Carson City, NV 89701  
Tel: (775) 684-0400  
Fax: (775) 684-0466

### **Job Connect Elko Office**

172 Sixth St.  
Elko, NV 89801  
Tel: 775-753-1900

### **Job Connect Ely Office**

1500 Ave F  
Suite 1  
Ely, NV 89301  
Tel: 775-289-1616

### **Job Connect Fallon Office**

121 Industrial Way  
Fallon, NV 89406  
Tel: 775-423-5115

### **Job Connect Reno Office**

4001 South Virginia St  
Suite 11 and H  
Reno, NV 89502  
Tel: 775-284-9600

### **Job Connect Sparks Office**

2281 Pyramid Way  
Sparks, NV 89431  
Tel: 775-284-9520

### **JOIN, Inc. Carson City Office**

716 N. Carson St.  
Suite #108  
Carson, NV 89701  
Tel: (775) 283-0125

### **Northern Nevada AARP Senior Community Service Employment Program**

1135 Terminal Way  
Suite 102  
Reno, NV 89502  
Tel: (775) 323-2243

### **One Stop Job Link**

4001 S. Virginia St.  
Suite H  
Reno, NV 89502  
Tel: (775) 834-1970

### **Retired and Senior Volunteer Program (RSVP)**

2621 Northgate Ln  
Suite 6  
Carson City, NV 89706  
Tel: (775) 687-4680  
Fax: (775) 687-4494

**Retired and Senior Volunteer Program (RSVP)**

1664 N. Virginia Street

Reno, NV 89509

Tel: (775) 784-1807

**SOUTHERN NEVADA****AARP Foundation Work Search**

5450 W. Sahara Ave.

Suite 340 3rd Floor

Las Vegas, NV 89146

Tel: (702) 648-3356

**Catholic Charities of Southern Nevada Senior Services**

1501 N. Las Vegas Blvd.

Las Vegas, NV 89101

Tel: (702) 385-2662

**City of Las Vegas Park Ambassador Program**

3343 West Washington Ave

Las Vegas, NV 89107

Tel: (702) 229-22384924

**Comprehensive One-Stop Career Center**

6330 West Charleston Blvd

Suite 190

Las Vegas, NV 89146

Tel: (702) 822-4200

**FISH Emergency Assistance**

1600 Cartier St.

Las Vegas, NV 89030

Tel: (702) 649-6522

**Goodwill of Southern Nevada Vocational Services**

1280 W. Cheyenne Ave. N.  
Las Vegas, NV 89030  
Tel: (702) 214-2008

**Helping Hands of Vegas Valley**

2320 Paseo Del Prado  
Bldg. B-112  
Las Vegas, NV 89102  
Tel: (702) 633-7264  
Fax: (702) 649-6438  
Email: [info@hiovv.org](mailto:info@hiovv.org)

**Jewish Family Service Agency**

2309 Renaissance Drive  
Suite B  
Las Vegas, NV 89119  
Tel: (702) 732-0304  
Fax: (702) 794-2033

**Las Vegas Natural History Museum Volunteer Program**

900 N. Las Vegas Blvd.  
Las Vegas, NV 89101  
Tel: (702) 384-3466

**Lend-A-Hand of Boulder City**

400 Utah St.  
Boulder City, NV 89005  
Tel: (702) 294-2363

**Nevada Job Connect**

3405 S. Maryland Pkwy.  
Las Vegas, NV 89169  
Tel: (702) 486-0100  
Fax: (702) 486-0118

**Nevada Senior Care Medicare Patrol**

1860 E. Sahara Ave.,  
Las Vegas, NV 89104  
Tel: (702) 486-3545  
Email: [smpinfo@adسد.nv.gov](mailto:smpinfo@adسد.nv.gov)

**Opportunity Village - ARC**

6300 W. Oakley Blvd.  
Las Vegas, NV 89146  
Tel: (702) 259-3700  
Fax: (702) 259-3735

**Rebuilding Together**

611 S. 9th St.  
Las Vegas, NV 89101  
Tel: (702) 259-4900

**S.A.F.E. House**

921 American Pacific Dr.  
Suite 300  
Henderson, NV 89014  
Tel: (702) 451-4203  
Fax: (702) 451-4302

**SCORE (Counselors to America's Small Business) Las Vegas – City Center Place**

300 S. 4th St.  
Suite 400  
Las Vegas, NV 89101  
Tel: (702) 388-6104



**Downtown Henderson  
– Henderson Business  
Resource Center**

112 Water St.

Henderson, NV 89015

Tel: (702) 992-7200

**Western Henderson –  
Multigenerational Center  
of Henderson**

250 S. Green Valley Pkwy.

Henderson, NV 89012

Tel: (702) 267-5800

**University of Nevada Las  
Vegas – Paradise Campus**

851 E. Tropicana Ave.

Bldg. 700

Las Vegas, NV 89119

Tel: (702) 895-4270

**Downtown Pahrump –  
Nevada State Bank Building**

1301 S. Hwy. 160, 2nd Fl.

Pahrump, NV 89048

Tel: (775) 727-9471

**Mesquite Area – Chamber  
of Commerce**

12 W. Mesquite Blvd.

Suite 107

Mesquite, NV 89027

Tel: (702) 346-2902

**State of Nevada Casual  
Labor Office**

1001 A. St.

Las Vegas, NV 89106

Tel: (702) 486-3441

# NEVADA LIBRARIES

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## NORTHERN NEVADA

### **Amargosa Valley Library District**

1660 E. Amargosa Farm Road  
Amargosa Valley, NV 89020  
Tel: (775) 372-5340

### **Battle Mountain Library**

625 Broad St.  
Battle Mountain, NV 89820  
Tel: (775) 635-2534

### **Beatty Library District**

400 N. 4th St.  
Beatty, NV 89003  
Tel: (775) 553-2257

### **Carlin Branch Library**

330 Memory Ln.  
Carlin, NV 89822  
Tel: (775) 754-6766

### **Carson City Library**

900 N. Roop St.  
Carson City, NV 89701  
Tel: (775) 887-2244

### **Churchill County Library**

553 S. Maine St.  
Fallon, NV 89406  
Tel: (775) 423-7581

### **Dayton Valley Branch Library**

321 Old Dayton Valley Rd.  
Dayton, NV 89403  
Tel: (775) 246-6212

### **Douglas County Library**

1625 Library Ln.  
Minden, NV 89423  
Tel: (775) 782-9841

### **Downtown Reno Library**

301 S. Center St.  
Reno, NV 89501  
Tel: (775) 327-8300

### **Duncan-Traner Community Library**

1650 Carville Dr.  
Reno, NV 89512  
Tel: (775) 333-5134

### **Elko County Library**

720 Court St.  
Elko, NV 89801  
Tel: (775) 738-3066

### **Eureka Library**

80 Monroe St.  
Eureka, NV 89316  
Tel: (775) 237-5139

**Fernley Branch Library**

575 Silver Lace Blvd.

Fernley, NV 89408

Tel: (775) 575-3366

**Fish Lake Library**

264 &amp; Bluebird Ln.

Dyer, NV 89010

Tel: (775) 572-3311

**Goldfield Public Library**

Crook Ave and 4th Street

Goldfield, NV 89013

Tel: (775) 485-3236

**Gerlach Community Library**

555 E. Sunset Blvd.

Gerlach, NV 89412

Tel: (775) 557-2326

**Humboldt County Library**

85 E. 5th St.

Winnemucca, NV 89445

Tel: (775) 623-6388

**Humboldt County  
Bookmobile**

85 E. 5th St.

Winnemucca, NV 89445

Tel: (775) 623-6388

**Incline Village Library**

845 Alder Ave.

Incline Village, NV 89451

Tel: (775) 832-4130

**Jackpot Branch Library**

2301 Progressive Dr.

Jackpot, NV 89825

Tel: (775) 755-2356

**Lake Tahoe Branch**

233 Warrior Way

Zephyr Cove, NV 89448

Tel: (775) 588-6411

**Lincoln County Museum**

63 Main St

Pioche, NV 89043

Tel: (775) 962-5207

**Lyon County Library**

20 Nevin Way

Yerington, NV 89447

Tel: (775) 463-6645

**Manhattan Town Library**

School House Gold

Manhattan, NV 89022

Tel: (775) 487-2326

**McDermitt Branch Library**

10 Olavarria St

McDermitt, NV 89421

Tel: (775) 532-8014

**Mineral County Library**

110 W First St

Hawthorne, NV 89415

Tel: (775) 945-2778

**North Valleys Library**

1075 N. Hills Blvd.

Reno, NV 89506

Tel: (775) 972-0281

**Northwest Library**

2325 Robb Dr.

Reno, NV 89523

Tel: (775) 787-4100



**Pahrump Community Library**

701 East St.  
Pahrump, NV 89048  
Tel: (775) 727-5930

**Pershing County Library**

1125 Central Ave.  
Lovelock, NV 89419  
Tel: (775) 273-2216

**Round Mountain  
Public Library**

73 Hadley Circle  
Round Mountain, NV 89045  
Tel: (775) 377-2215

**Senior Center Library**

1155 E. 9th St.  
Reno, NV 89512  
Tel: (775) 328-2586

**Sierra View Library**

4001 S. Virginia St.  
Reno, NV 89502  
Tel: (775) 827-3232

**Silver Peak Library**

10 Montezuma Dr  
Silverpeak, NV 89047  
Tel: (775) 937-2215

**Silver-Stage Branch Library**

3905 Hwy. 50  
Silver Springs, NV 89429  
Tel: (775) 577-5015

**Smith Valley Library**

22 Day Ln.  
Smith Valley, NV 89430  
Tel: (774) 465-2369

**South Valleys Library**

15650A Wedge Pkwy.  
Reno, NV 89511  
Tel: (775) 851-5190

**Spanish Springs Library**

7100A Pyramid Way  
Sparks, NV 89436  
Tel: (775) 424-1800

**Sparks Library**

1125 12th St.  
Sparks, NV 89431  
Tel: (775) 352-3200

**Storey County Library**

175 Carson St  
Virginia City, NV 89440  
Tel: (775) 847-9311

**Tonopah Library District**

167 S. Central St.  
Tonopah, NV 89049  
Tel: (775) 482-3374

**Tuscarora Branch**

55 Weed St.  
Tuscarora, NV 89834  
Tel: (775) 756-6597

**Verdi Community Library**

270 Bridge St.  
Verdi, NV 89439  
Tel: (775) 345-8104

**Wells Library**

208 Baker St.  
P.O. Box 691  
Wells, NV 89835  
Tel: (775) 752-3856

**West Wendover  
Branch Library**

590 Camper Dr.  
Wendover, NV 89883  
Tel: (775) 664-2510

**White Pine County Library**

950 Campton St.  
Ely, NV 89301  
Tel: (775) 293-6900

**Yerington Central Library**

20 Nevin Way  
Yerington, NV 89447  
Tel: (775) 463-6645

**SOUTHERN NEVADA**

**Alexander Library**

1755 W. Alexander Rd. N.  
Las Vegas, NV 89032  
Tel: (702) 633-2880

**Aliante Library**

2400 W. Deer Spring Way  
North Las Vegas, NV 89084  
Tel: (702) 839-2980

**Blue Diamond Library**

16A Cottonwood Dr.  
Blue Diamond, NV 89004  
Tel: (702) 875-4295

**Boulder City Library District**

701 Adams Blvd.  
Boulder City, NV 89005  
Tel: (702) 293-1281

**Bunkerville Library**

150 W. Virgin St.  
Bunkerville, NV 89007  
Tel: (702) 346-5238

**Centennial Hills Library**

6711 N. Buffalo Dr.  
Las Vegas, NV 89131  
Tel: (702) 507-6100

**Clark County Library**

1401 E. Flamingo Rd.  
Las Vegas, NV 89119  
Tel: (702) 507-3400

**Enterprise Library**

25 E. Shelbourne Ave.  
Las Vegas, NV 89123  
Tel: (702) 507-3760

**Goodsprings Library**

365 W. San Pedro Ave.  
Goodsprings, NV 89019  
Tel: (702) 874-1366

**Green Valley Library**

2797 N. Green Valley Pkwy.  
Henderson, NV 89014  
Tel: (702) 207-4260

**Heritage Park Senior Center Library**

300 S. Racetrack Rd.  
Henderson, NV 89015  
Tel: (702) 207-4258

**Indian Springs Library**

715 Gretta Ln.  
Indian Springs, NV 89018  
Tel: (702) 879-3845

**East Las Vegas Library**

2851 E. Bonanza Road  
Las Vegas, NV 89101  
Tel: (702) 507-3500

**Laughlin Library**

2840 S. Needles Hwy.  
Laughlin, NV 89029  
Tel: (702) 507-4060

**Meadows Library Stupak Community Center**

251 W. Boston Ave.  
Las Vegas, NV 89102  
Tel: (702) 474-0023

**Mesquite Library**

160 W. First North St.  
Mesquite, NV 89027  
Tel: (702) 507-4080

**Moapa Town Library**

1340 E. Hwy. 168  
Moapa, NV 89025  
Tel: (702) 864-2438

**Moapa Valley Library**

350 N. Moapa Valley Blvd.  
Overton, NV 89040  
Tel: (702) 397-2690

**Mount Charleston Library**

75 Ski Chalet Place  
Las Vegas, NV 89124  
Tel: (702) 872-5585

**North Las Vegas Library**

2250 Las Vegas Blvd. N  
North Las Vegas, NV 89030  
Tel: (702) 633-1070

**Paseo Verde Library**

280 S. Green Valley Pkwy.  
Henderson, NV 89012  
Tel: (702) 492-7252

**Rainbow Library**

3150 N. Buffalo Dr.  
Las Vegas, NV 89128  
Tel: (702) 507-3710

**Sandy Valley Library**

650 W. Quartz Ave.  
Sandy Valley, NV 89019  
Tel: (702) 723-5333

**Sahara West Library**

9600 W. Sahara Ave.  
Las Vegas, NV 89117  
Tel: (702) 507-3630

**Searchlight Library**

200 Michael Wendell Way  
Searchlight, NV 89046  
Tel: (702) 297-1442

**Spring Valley Library**

4280 S. Jones Blvd.  
Las Vegas, NV 89103  
Tel: (702) 507-3820



**Summerlin Library**

1771 Inner Circle Dr.  
Las Vegas, NV 89314  
Tel: (702) 507-3860

**Sunrise Library**

5400 Harris Ave.  
Las Vegas, NV 89110  
Tel: (702) 507-3900

**West Charleston Library**

6301 W. Charleston Blvd.  
Las Vegas, NV 89146  
Tel: (702) 507-3940

**West Las Vegas Library**

951 W. Lake Mead Blvd.  
Las Vegas, NV 89106  
Tel: (702) 507-3980

**Whitney Library**

5175 E. Tropicana Ave.  
Las Vegas, NV 89122  
Tel: (702) 507-4010

**Windmill Library**

7060 Windmill Ln.  
Las Vegas, NV 89113  
Tel: (702) 507-6030



# ID CARDS

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## NEVADA IDENTIFICATION CARD

The Nevada Department of Motor Vehicles (DMV) issues a Nevada Identification Card (ID) for people who do not have a valid Nevada driver's license. This card may be obtained by those who have never had a driver's license, or by those who have been asked to surrender their driver's license and need an original ID Card. To apply for an original Nevada ID Card, you must:

- Be a resident of Nevada and provide a Nevada street address.
- Provide acceptable proof of your identity (name and date of birth) and separate proof of your Social Security Number if one has been issued to you.
- Apply in person at your nearest DMV full-service office.
- Complete a driver's license/ID card application.
- Pay the required fee.
- Surrender your existing U.S. driver's license, permit, or ID card, if you have one.

At the time of application, the examiner will take your picture, and you will be issued a temporary paper document, valid for up to 30 days, to use until your permanent ID card is mailed to you within ten business days.

The DMV does not accept other states' driver's licenses, instruction permits, or ID cards as proof of identity. Below is a list of documents that the DMV will accept as valid. These documents must be valid originals or certified copies that were issued in the United States (except for foreign passports). The office does not accept photocopies.

## PROOF OF IDENTITY

- Certified U.S.-issued Birth Certificate or Certified Abstract (hospital copies are not accepted)
- U.S. Passport (valid or expired less than one year)
- U.S. Military Identification or DD-214 Report of Separation Certificate of Citizenship or Naturalization
- Certificate of Degree of Indian Blood
- Consular Report of Birth Abroad
- Valid Foreign Passport stamped “Processed for I-551”
- Arrival-Departure Record (I-94) with Visa or Passport
- Valid Employment Authorization Card
- Permit to Reenter the U.S.
- Refugee Travel Documents
- Permanent Resident Card

## PROOF OF SOCIAL SECURITY NUMBER

- Social Security Card
- W-2, 1099, 1099A, professionally-prepared federal income tax return or IRS correspondence with number listed
- Pay stub with number listed or other employment records
- U.S. Military Identification with full number listed
- U.S. Military DD-214 Report of Separation
- U.S Veteran Identification card with full number listed

For additional information on obtaining or renewing a Nevada ID card, visit the State of Nevada Department of Motor Vehicles website at [www.dmvnv.com](http://www.dmvnv.com), or call the office closest to you.

Las Vegas.....Tel: (702) 486-4368

Reno/Carson City/Sparks.....Tel: (775) 684-4368

Rural Nevada (Toll-free).....Tel: (877) 368-7828

TDD for the hearing impaired.....Tel: (775) 684-4904



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# VOTER REGISTRATION

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## WHO CAN REGISTER TO VOTE?

Nevada law provides that to vote, you must be 18 years of age or older, a U.S. citizen, and a resident of Nevada for 30 days preceding any election. Any person who has been declared by a court to be mentally incompetent is not eligible to register and vote. Felons who have not been restored their civil rights are not eligible to register and vote; however, recent legislation has provided for automatic restoration of the right to vote for those who have been honorably discharged from prison, probation, or parole, with certain exceptions related to the seriousness of the crime committed.

### ONLINE VOTER REGISTRATION

The Nevada Secretary of State's online voter registration program can only be used by those who are in possession of a Nevada Department of Motor Vehicles photo ID card or driver's license. This system will allow you to register for the first time in a new county or update an existing registration with your current county. To complete the online voter registration form go to <https://nvsos.gov/sosvoterservices/Registration/step1.aspx>.

### VOTER REGISTRATION FORM

If you do not reside in an online voter registration eligible county, you may access the Secretary of State's online voter registration form at: [www.nvsos.gov/SOSVoterRegForm/VoterForm.aspx](http://www.nvsos.gov/SOSVoterRegForm/VoterForm.aspx).

You must PRINT, SIGN, and MAIL or DELIVER IN PERSON the completed form to the County Clerk/Registrar of Voters in the county where you reside.

### OTHER OPTIONS FOR REGISTERING TO VOTE

Residents of Nevada can register to vote at any Nevada Department of Motor Vehicles office, at their County Clerk/Registrar of Voters' office, at various social service agencies,

and on college campuses. Please see the following list for information on the County Clerk and Voter Registrar Offices in Nevada.

## CHANGES TO CURRENT REGISTRATION

You will need to submit another voter registration form indicating your current information if you have changed your physical address, name, party affiliation, or otherwise have to update your voter registration status. For more information on registering to vote, visit <http://nvsos.gov>.

## COUNTY CLERKS AND VOTER REGISTRARS

### NORTHERN NEVADA

#### **Carson City County Clerk**

885 E. Musser St., Ste. 1025  
Carson City, NV 89701  
Tel: (775) 887-2087  
Fax: (775) 887-2146  
Email: [elections@ci.carson-city.nv.us](mailto:elections@ci.carson-city.nv.us)

#### **Churchill County Clerk**

155 N. Taylor St., Ste. 110  
Fallon, NV 89406  
Tel: (775) 423-6028  
Fax: (775) 423-7069  
Email: [lrothery@churchillcounty.org](mailto:lrothery@churchillcounty.org)

#### **Douglas County Clerk**

1616 8th St., 2nd Fl.  
Minden, NV 89423  
Tel: (775) 782-9014

#### **Elko County Clerk**

550 Court St., 3rd Fl.  
Elko, NV 89801  
Tel: (775) 753-4600  
Fax: (775) 753-4610

#### **Esmeralda County Clerk**

P.O. Box 547  
Goldfield, NV 89013  
Tel: (775) 485-6309  
Fax: (775) 485-6376



**Eureka County Clerk****Eureka Courthouse**

Eureka, NV 89316 P.O. Box.  
694

Tel: (775) 237-5263

Fax: (775) 237-5614

**Lander County Clerk**

50 NV-305

Battle Mountain, NV 89820

Tel: (775) 635-5738

**Lincoln County Clerk**

181 N. Main St., Ste. 201 P.O.  
Box 90

Pioche, NV 89043

Tel: (775) 962-8077

Fax: (775) 962-5180

**Lyon County Clerk**

27 S. Main St.

Yerington, NV 89447

Tel: (775) 463-6501

Fax: (775) 463-5305

**Mineral County Clerk**

105 S. A St.

Suite 1 P.O. Box 1450

Hawthorne, NV 89415

Tel: (775) 945-2446

Fax: (775) 945-0706

**Nye County Clerk**

101 Radar Rd. P.O. Box 1031

Tonopah, NV 89049

Tel: (775) 482-8127

Fax: (775) 482-8133

**Pershing County Clerk**

398 Main St. P.O. Box 820

Lovelock, NV 89419

Tel: (775) 273-2208

Fax: (775) 273-3015

**Storey County Clerk**

26 S. B St.,

Virginia City, NV 89440

Tel: (775) 847-0969

Fax: (775) 847-0921

**Washoe County****Registrar of Voters**

1001 E. Ninth St.

Reno, NV 89520

Tel: (775) 328-3670

Fax: (775) 328-3747

**White Pine County Clerk**

801 Clark St, Ste. 4

Ely, NV 89301

Tel: (775) 293-6905

Fax: (775) 289-2544



**SOUTHERN NEVADA****Clark County  
Registrar of Voters**

965 Trade Dr., Ste. A N.  
North Las Vegas, NV 89030  
Tel: (702) 455-2784

**Clark County Elections  
Department**

965 Trade Dr. Ste. A  
North Las Vegas, NV 89030  
Tel: (702) 455-VOTE (8683)  
Fax: (702) 455-2793



# STATE OFFICES

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## NORTHERN NEVADA

Aging and Disabilities Services.....	Tel: (775) 687-4210
Attorney General's Office Carson City.....	Tel: (775) 684-1100
Attorney General's Office Reno.....	Tel: (775) 688-1818
Bureau of Consumer Protection Carson City....	Tel: (775) 684-1180
Child and Family Services.....	Tel: (775) 684-4400
Consumer Protection.....	Tel: (775) 688-1818
Department of Education.....	Tel: (775) 687-9200
Department of Motor Vehicles.....	Tel: (775) 684-4368
Governor's Office.....	Tel: (775) 684-5670
Lieutenant Governor's Office.....	Tel: (775) 684-7111
NV Division of Forestry.....	Tel: (775) 684-2500
Public Works Board.....	Tel: (775) 684-4141
State Parks.....	Tel: (775) 684-2770
Veteran's Services.....	Tel: (775) 688-1653
Victims of Crime.....	Tel: (775) 687-8428

**SOUTHERN NEVADA**

Aging Services Division.....	Tel: (702) 486-3545
Attorney General's Office Las Vegas.....	Tel: (702) 486-3420
Bureau of Consumer Protection Las Vegas..	Tel: (702) 486-3786
Consumer Health Assistance.....	Tel: (702) 486-3587
Department of Education.....	Tel: (702) 486-6458
Department of Motor Vehicles.....	Tel: (702) 486-4368
Forestry Division.....	Tel: (702) 486-5123
Governor's Office.....	Tel: (702) 486-2500
Lieutenant Governor's Office.....	Tel: (702) 486-2400
Public Works Board.....	Tel: (702) 486-5115
State Parks.....	Tel: (702) 486-5125
Veterans Services.....	Tel: (702) 224-6025
Victims of Crime.....	Tel: (702) 486-2740
Voter Registration.....	Tel: (702) 455-8683

# POLICE DEPARTMENTS

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## (NON-EMERGENCY)

Non-Emergency Business.....	Line: 311
Douglas County.....	Tel: (775) 782-5126
Las Vegas.....	Tel: (702) 229-3111
North Las Vegas.....	Tel: (702) 633-9111
Henderson.....	Tel: (702) 565-8933
Boulder City.....	Tel: (702) 293-9224
Laughlin.....	Tel: (702) 828-3111
Carson City.....	Tel: (775) 887-2011
Reno.....	Tel: (775) 334-2121
Sparks.....	Tel: (775) 353-2231



## HOTLINES

24-Hour Crisis Line.....	Tel: (775) 784-8090
24-Hour Nurse Advice Line.....	Tel: (702) 242-7330
.....	Tel: (800) 288-2264
Alcoholics Anonymous (AA).....	Tel: (702) 598-1888
Alcohol-Drug Treatment Referral.....	Tel: (800) 454-8966
AIDS Hotline.....	Tel: (800) 232-4636
Clark County Child Abuse & Neglect Hotline...Tel:	(702) 399-0081
Clark County Poison Control.....	Tel: (800) 446-6179
.....	Tel: (800) 222-1222
.....	Tel: (702) 732-4989
Veterans Affairs Crisis Call Center.....	Tel: (800) 273-8255

### **Sexual Assault Support Services, Suicide Prevention, Child/ Elder Abuse and Neglect Reporting, Telephone Support for People in Crisis, Information and Referral**

Domestic Violence.....	Tel: 1-800-799-7233
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## ADULT PROTECTIVE SERVICES

Las Vegas/Clark County.....	Tel: (702) 486-6930
Statewide/All Other Areas.....	Tel: (888) 729-0571
Fraud Reporting.....	Tel: (800) 266-8688
Gambling Hotline.....	Tel: (800) 522-4700
Identity Theft Passport.....	Tel: (877) 213-5227
Information & Referral HELP of Southern Nevada .....	Tel: (702) 369-4357

Medicare Fraud Patrol Project.....Tel: (888) 838-7305  
National Hotline for  
Missing and Exploited Children.....Tel: 1 (800) 843-5678  
Nevada 2-1-1.....Line: 211

## **OTHER RESOURCES:**

Nevada Hwy. Patrol.....Tel: (702) 486-4100  
Rape Crisis Hotline.....Tel: (702) 366-1640  
.....Tel: (888) 366-1640  
Safe Nest Domestic Violence.....Tel: (702) 646-4981  
Suicide Prevention Center of Las Vegas .....Tel: (702) 486-8225  
Nevada Suicide Hotline.....Tel: (800) 273-8255  
Local Crisis Line for Reno-Sparks.....Tel: (877) 885-4673  
WestCare Detoxification Center.....Tel: (702) 383-4044  
USA National Suicide Hotlines.....Tel: (800) 784-2433  
.....Tel: (800) 273-8255



# LEGAL HELP AND ADVOCACY

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## SENIOR PROTECTIVE SERVICES AND EMERGENCY HELP

Elder Protective Services provides crisis and emergency social work services to seniors who are reported to be victims of abuse, neglect, isolation, or exploitation.

Use the following numbers to report elder abuse to the Aging and Disability Services Division.

### **Las Vegas/Clark County**

Tel: (702) 486-6930

### **Statewide/All Other Areas**

Tel: (888) 729-0571

After hours, contact local law enforcement, or call the Crisis Call Center at (800) 992-5757.

## NEVADA AGING AND DISABILITY SERVICES DIVISION REGIONAL OFFICES

### **NORTHERN NEVADA**

#### **Administration – Carson City**

3416 Goni Rd.  
Suite 132  
Carson City, NV 89706  
Tel: (775) 687-4210

#### **Reno Regional Office**

9670 Gateway Drive, Ste. 200  
Reno, NV 89521  
Tel: (775) 687-0800

#### **Elko Regional Office**

1010 Ruby Vista Dr.  
Suite 104  
Elko, NV 89801  
Tel: (775) 738-1966



## SOUTHERN NEVADA

### **Las Vegas Regional Office**

1860 E. Sahara Ave.

Las Vegas, NV 89104

Tel: (702) 486-3545

Email: [adsd@adsd.nv.gov](mailto:adsd@adsd.nv.gov)

(All Offices)

## EMERGENCY SHELTERS AND ASSISTANCE

### NORTHERN NEVADA

#### **Friends in Service Helping (FISH)**

138 E. Long St.

Carson City, NV 89706

Tel: (775) 882-3474

#### **Northern Nevada Catholic Community Services**

500 E. 4th St.

Reno, NV 89512

Tel: (775) 322-7073

#### **Office of Suicide Prevention- Northern Office**

4600 Kietzke Lane, B-114

Reno, NV 89502

Tel: (775) 684-2240

#### **Salvation Army Reno**

1931 Sutro St.

Reno, NV 89512

Tel: (775) 688-4555

#### **Volunteers of America Shelter**

315 Record St., Ste. 200

Reno, NV 89512

Tel: (775) 329-4141

### SOUTHERN NEVADA

#### **Boulder City Welfare Services, Inc. Emergency Aid of Boulder City**

600 Nevada Hwy.

P.O. Box 60673

Boulder City, NV 89006

Tel: (702) 293-0332

#### **Catholic Community Services**

1501 N. Las Vegas Blvd.

Las Vegas, NV 89101

Tel: (702) 385-2662

#### **Office of Suicide Prevention- Southern Office**

3811 W. Charleston Blvd

Suite 210

Las Vegas, NV 89102

Tel: (702) 486-8225

**HELP of Southern Nevada**

1640 E. Flamingo Rd.  
Suite 100  
Las Vegas, NV 89119  
Tel: (702) 369-4357 (HELP)

**HopeLink**

178 Westminster Way  
Henderson, NV 89015  
Tel: (702) 566-0576

**Jewish Family Services**

2309 Renaissance Dr.  
Suite B  
Las Vegas, NV 89119  
Tel: (702) 732-0304

**Las Vegas Rescue Mission  
and Shelter for Hope**

480 W. Bonanza Rd.  
Las Vegas, NV 89106  
Tel: (702) 382-1766

**Lutheran Social Services  
of Nevada**

4323 Boulder Hwy  
Las Vegas, NV 89121  
Tel: (702) 639-1730

**Safe House**

921 American Pacific Dr.  
Suite 300  
Henderson, NV 89014  
Tel: (702) 451-4203

**Salvation Army**

35 W. Owens Ave.  
Las Vegas, NV 89030  
Tel: (702) 399-4403

**The Shade Tree Shelter**

1 W. Owens Ave.  
Las Vegas, NV 89030  
Tel: (702) 385-0072

**WEEKEND EMERGENCY ASSISTANCE PROGRAM****University United Methodist Church**

4412 S. Maryland Parkway  
Las Vegas, Nevada 89119  
Tel: (702) 733-7155

# PROGRAMS TO COMPENSATE VICTIMS OF VIOLENT CRIME

Nevada's Victims of Crime Program is designed to fund crucial financial reimbursement for crime victims and certain family members for out-of-pocket expenses incurred as a direct result of a crime. Some examples of expenses that can be reimbursed are medical expenses, doctor's appointments, and prescription drugs. Some victims might also be eligible for a wider range of compensation by filing a personal injury lawsuit.

## VICTIMS OF CRIME PROGRAM

### **Northern Nevada**

1050 E. William St.  
Suite 400  
Carson City, NV 89701  
Tel: (775) 687-8428  
Email: [gcrown@voc.nv.gov](mailto:gcrown@voc.nv.gov)

### **Southern Nevada**

2200 S. Rancho Dr.  
Suite 130  
Las Vegas, NV 89102  
Tel: (702) 486-2740  
Fax: (702) 486-2825

### **Clark County District Attorney's Victim Witness Assistance Center**

200 Lewis, Third Floor  
Las Vegas, NV 89101  
Tel: (702) 671-2525  
Fax: (702) 455-5101

## WHERE TO TURN WITH LEGAL PROBLEMS

### **NORTHERN NEVADA**

#### **Carson and Rural Elder Law Program (through the RSVP program)**

2621 Northgate Ln.  
Suite 6  
Carson City, NV 89706  
Tel: (775) 687-4680  
Fax: (775) 687-4494  
Email: [elko@ndalc.org](mailto:elko@ndalc.org)

**Nevada Disability Advocacy  
and Law Center Elko Office**

905 Railroad St.

Suite104B

Elko, NV 89801

Tel: (775) 777-1590

Tel: (800) 992-5715

Fax: (775) 753-1690

**Nevada Disability  
Advocacy and Law Center  
Northern Office**

1865 Plumas St

Suite 1

Reno, NV 89509

Tel: (775) 333-7878

Tel: (800) 992-5715

Fax: (775) 786-2520



**Nevada Equal Rights  
Commission Northern  
Nevada**

1325 Corporate Blvd  
Room 115  
Reno, NV 89502  
Tel: (775) 823-6690  
Fax: (775) 688-1292

**Nevada Legal Services  
Carson City**

209 W. Pratt Avenue  
Carson City, NV 89701  
Tel: (775) 883-0404  
Tel: (800) 323-8666

**Nevada Legal Services Reno**

204 Marsh Ave.  
Suite 101  
Reno, NV 89509  
Tel: (775) 284-3491  
Tel: (800) 323-8666  
Fax: (775) 284-3497

**Nevada Legal Services Elko**

285 10th Street  
Elko, NV 89801  
Tel: (775) 753-5880  
Fax: (775) 753-5890

**Special Advocates for Elders  
(SAFE) of Washoe County**

P.O. Box 30083  
Reno, NV 89520  
Tel: (775) 325-6761

**Washoe Legal Services**

204 Marsh Ave  
Reno, NV 89509  
Tel: (775) 284-3491

**Victims of Crime Program  
Northern Nevada**

1050 E. William St.  
Carson City, NV 89701  
Tel: (775) 687-8428

**Victim Witness Division of  
District Attorney**

Office 1 S. Sierra St.  
P.O. Box 30083  
Reno, NV 89501  
Tel: (775) 328-3210

**Volunteer Attorneys for  
Rural Nevadans**

904 N. Nevada St.  
Suite B  
Carson City, NV 89703  
Tel: (775) 883-8278  
Tel: (866) 448-8276

## SOUTHERN NEVADA

### **Adult Care Connections**

3021 Ocean Port Drive  
Las Vegas, NV 89117  
Tel: (702) 474-7171

### **Clark County District Attorney Victim Witness Assistance Center**

200 Lewis Ave., 3rd Fl.  
Las Vegas, NV 89155  
Tel: (702) 671-2525  
Fax: (702) 455-5101

### **Legal Aid Center of Southern Nevada**

725 E. Charleston Blvd  
Las Vegas, NV 89104  
Tel: (702) 386-1070  
Fax: (702) 386-0569

### **Nevada Disability Advocacy and Law Center Southern Office**

2820 West Charleston Blvd,  
Ste. 11  
Las Vegas, NV 89102  
Tel: (702) 257-8150  
Tel: (888) 349-3843

### **Nevada Equal Rights Commission Las Vegas**

1820 E. Sahara Ave.  
Suite 314  
Las Vegas, NV 89104  
Tel: (702) 486-7161  
Fax: (702) 486-7054

### **Nevada Legal Services Las Vegas**

530 S. 6th St.  
Las Vegas, NV 89101  
Tel: (702) 386-0404  
Tel: (866) 432-0404  
Fax: (702) 388-1641

### **Senior Citizens Law Project**

7690 West Sahara Ave  
Las Vegas, NV 89117  
Tel: (702) 229-6596

### **Senior Helpline Statewide**

Tel: (877) 693-2163

### **Victims of Crime Program Southern Nevada**

6171 W Charleston Boulevard  
Bld. 9  
Las Vegas, NV 89102  
Tel: (775) 688-2410

# ADVOCATES FOR ELDERS

## NEVADA AGING AND DISABILITY SERVICES DIVISION REGIONAL OFFICES

### NORTHERN NEVADA

9670 Gateway Drive, Ste 200  
Reno, NV 89521  
Tel: 775-688-2964  
Fax: 775-688-2969

1010 Ruby Vista Dr, Ste. 104  
Elko, NV 89801  
Tel: 775-738-1966  
Fax: 775-753-8543

### SOUTHERN NEVADA

1860 E. Sahara Ave.  
Las Vegas, NV 89104  
Tel: 702-486-3545  
Fax: 702-486-3569

## PUBLIC ADMINISTRATORS

### NORTHERN NEVADA

#### **Carson City**

885 E. Musser St.  
Suite 1028  
Carson City, NV 89701  
Tel: (775) 887-2260  
Fax: (775) 887-2146

#### **Churchill County**

P.O. Box 63  
310 W Williams Avenue Ste. C  
Fallon, NV 89406  
Tel: (775) 217-4777  
Fax: (775) 423-8057



**Douglas County**

P.O. Box 1683  
 Minden, NV 89423  
 Tel: (775) 267-4321  
 Fax: (775) 782-9031

**Elko County**

P.O. Box 25  
 540 Court Street, Ste. 104  
 Elko, NV 89803  
 Tel: (775) 738-4375  
 Fax: (775) 753-9860

**Esmeralda County**

P.O. Box 339  
 Goldfield, NV 89013  
 Tel: (775) 485-6352  
 Fax: (775) 485-6356

**Eureka County**

10 S. Main Street  
 P.O. Box 556 694  
 Eureka, NV 89316  
 Tel: (775) 237-5664  
 Fax: (775) 237-6015

**Humboldt County**

501 S. Bridge St  
 P.O. Box 909  
 Winnemucca, NV 894456  
 Tel: (775) 623-6370  
 Fax: (775) 623-6365

**Lander County**

P.O. Box 187  
 Battle Mountain, NV 89820  
 Tel: (775) 635-5195  
 Fax: (775) 635-8209

**Lincoln County**

181 N. Main Street, Ste 205  
 P.O. Box 60  
 Pioche, NV 89043  
 Tel: (775) 962-8073  
 Fax: (775) 962-5582

**Lyon County**

310 W. Williams Avenue, C  
 Fallon, NV 89406  
 Tel: (775) 204-0250

**Mineral County**

P.O. Box 865  
 Hawthorne, NV 89415  
 Tel: (775) 945-4758  
 Fax: (775) 945-4654

**Nye County - Tonopah Office**

250 Highway 160, Ste. 7  
 Pahrump, NV 89060  
 Tel: (775) 751-4250  
 Fax: (775) 751-4329

**Pershing County**

400 Main Street  
 Lovelock, NV 89419  
 Tel: (775) 273-2613  
 Fax: (775) 273-7058

**Storey County**

P.O. Box 496  
 Virginia City, NV 89440  
 Tel: (775) 847-0964  
 Fax: (775) 847-1007

**Washoe County**

P.O. Box 7360  
Reno, NV 89510  
Tel: (775) 861-4000  
Fax: (775) 861-4041

**White Pine County**

801 Clark St, Ste. 3  
Ely, NV 89301  
Tel: (775) 293-6565  
Fax: (775) 289-1559  
Email: [kbrown@mwpower.net](mailto:kbrown@mwpower.net)

**SOUTHERN NEVADA****Clark County**

515 Shadow Ln.  
Las Vegas, NV 89106  
Tel: (702) 455-4332  
Fax: (702) 455-4717



# SCAMS

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## LOOK FOR THE WARNING SIGNS OF A SCAM

- You are asked to pay shipping and handling fees in order to get a “free” prize. You should never have to pay to receive a prize or enter a sweepstakes contest. If you do, it is illegal.
- You are asked to give confidential information such as a bank account number, a Social Security number, a date of birth, or a credit card number. Do not give your financial information to callers you do not know. A reputable group will not request this information.
- The call happens outside of normal business hours, before 8 a.m. or after 9 p.m.
- If it sounds too good to be true, then it probably is.

With so many kinds of scams and fraud, it's hard to figure out where to report each type. First, file a report with your local police department. You may also contact your state consumer protection office. **In the State of Nevada, the consumer protection office is the Attorney General's office. They can be reached at 775-648-1100 for Carson City, 702-486-3420 for Las Vegas, and 775-687-2100 for Reno.** You can also report certain types of scams and fraud to federal enforcement agencies. Federal agencies usually can't act on your behalf, but they can use complaints to record patterns of abuse. This helps them take action against a company or industry. Contact these federal agencies based on the type of fraud:

**Common scams and fraud** - Contact the Federal Trade Commission (FTC) or use the Online Complaint Assistant to report various types of fraud, including counterfeit checks, lottery or sweepstakes scams, and more.

**Census fraud** - Contact your regional office of the Census Bureau about scammers who pretend to collect your personal information for the government.

**Food stamp (SNAP) fraud** - File a report with the USDA's Office of Inspector General about individuals or retailers committing fraud in using, selling, or accepting SNAP benefits.

Financial fraud including credit, loans, and mortgages - Contact the Consumer Financial Protection Bureau about problems with mortgages, credit and loan-related fraud including money transfers, student loans, credit reports, and other financial services.

**Identity theft or data breaches** - Identity theft is when someone steals your personal information to apply for credit, file taxes, and commit other fraudulent acts. Report it to [IdentityTheft.gov](http://IdentityTheft.gov). This service can also help you develop a recovery plan.

**International scams** - File a complaint about e-commerce (business or trade that takes place on the internet) or travel scams to [econsumer.gov](http://econsumer.gov).

**Internet fraud** - Submit a complaint to the Internet Crime Complaint Center (IC3) about phishing or spoofing, when a scammer uses fake email, text messages, or copycat websites to try to steal your identity or personal information. You can also report malware, dangerous software designed to disable computers and computer systems, and other related issues to the IC3.

**Investment fraud** - Contact the Securities and Exchange Commission or your state's securities regulator about scams related to offers using fake claims to get someone to invest.

**IRS and other government imposter scams** - Report someone pretending to be from the IRS to the Treasury Inspector General for Tax Administration (TIGTA) or by calling 1-800-366-4484. File a complaint about other government imposter scams with the Federal Trade Commission.

**Mail fraud** - Contact the U.S. Postal Inspection Service about scams or deceptive ads delivered through postal mail, stolen mail, and other related fraud.

**Medicaid fraud** - File a Medicaid fraud complaint with your state's Medicaid program office. Use the Fraud and Abuse Reporting Directory (PDF, Download Adobe Reader) to find the contact information for your office.

**Medicare fraud** - File a report with the Department of Health and Human Services' (HHS) Inspector General about scammers who try to get your personal information or Medicare number to steal your identity and commit Medicare fraud.

**Misuse of federal funds** - Contact the Government Accountability Office through their FraudNet form.

**Moving fraud** - To report a dishonest moving company within the same state, file a complaint with your state utility commission. For complaints about interstate moving services, file a report with the Federal Motor Carrier Safety Administration.

**Social Security fraud** - File a complaint with the Social Security Administration's Inspector General about alleged fraud, waste, or abuse.

**Telephone scams** - Submit a complaint to the Federal Communications Commission about mysterious charges on your bill (cramming), an illegal switch of your service (slamming), or other unwanted calls, including telemarketing.

**Welfare (TANF) fraud** - Contact your nearest welfare agency or call the HHS Inspector General at 1-800-HHS-TIPS (1-800-447-8477) to report program fraud or abuse.

Reporting fraud may not recover everything you lost, but it does improve your chances of getting some of it back and avoiding future losses. It also helps law enforcement authorities stop scams before other people become victims. Learn the

warning signs of common scams and fraud to protect your personal and financial information.

### Report Suspected Tax Fraud

Report suspected tax fraud to the Internal Revenue Service (IRS). You may be eligible to claim a Whistleblower Informant Award for reporting the fraud. Report state tax fraud to your state's department of revenue or other tax authority.

Tax-related identity (ID) theft is another form of tax fraud. It happens when someone steals your Social Security number to get a tax refund or a job. Report this type of fraud using IRS form 14039 (PDF, Download Adobe Reader). If you receive threatening calls or emails claiming to be from the IRS, report the fraud to the IRS online or by calling 1-800-366-4484. Forward any website links that claim to be the IRS but that don't start with "[www.irs.gov](http://www.irs.gov)" to [phishing@irs.gov](mailto:phishing@irs.gov). (Information provided by [usa.gov](http://usa.gov))

### Suspect a Scam? Help Is Available

Call the Nevada Attorney General Las Vegas office at (702) 486-3420; Carson City office at (775) 684-1100; or Reno office at (775) 688-1818. You can also call the National Consumer League's National Fraud Information Center at (202) 835-3323, ext. 815, or visit their website at [www.fraud.org](http://www.fraud.org).

### National Do-Not-Call Registry

The Do-Not-Call Implementation Act and the Do-Not-Call Improvement Act help Nevadans put an end to telemarketing





calls. If you register with the National Do-Not-Call Registry, you will substantially limit the number of telemarketing calls you receive. After you register, your number will stay on the “do not call” list permanently unless you request to have it removed. Most telemarketers are required to remove numbers on the registry from their call lists or face a fine. You should note that calls from political organizations are exempt from the requirements of the Do-Not-Call registry. Also, calls by or on behalf of tax-exempt, non-profit organizations and calls which are not commercials or do not include unsolicited advertisements are also exempt. This can include calls from charities, telephone surveyors, etc. Call (888) 382-1222, or go to [www.donotcall.gov](http://www.donotcall.gov) to register for the Do-Not-Call Registry.

## TELEMARKETING

Americans are being cheated out of close to \$60 billion annually through “electronic muggings” over the phone. Many Nevada seniors have lost their life savings to phony telemarketers. Even worse, after they have been cheated, they are targeted again by phony “reclamation” groups who promise to help them get their money back.

Nevada has the highest rate of telemarketing scams in the nation. Here are some things you should know about how to avoid being scammed over the phone:

- It is illegal for a telemarketer to call you if you have asked not to be called. Calling times are restricted to between 8:00 a.m. and 9:00 p.m.
- Telemarketers must tell you they are making a sales call, the name of the seller, and what they are selling BEFORE they make a pitch. If it is a prize promotion, they must tell you that no purchase or payment is necessary to enter or win.
- It is illegal for telemarketers to lie or misrepresent any information about their goods and services.
- Before you pay, telemarketers must tell you the total cost of goods; any restrictions for getting or using them; and

that a sale is final or non-refundable. In a prize promotion, they must tell you the odds of winning; that no purchase is necessary to win; and any restrictions or conditions related to receiving the prize.

- It is illegal for a telemarketer to withdraw money from your checking account without your express, verifiable authorization.
- Telemarketers cannot lie to get you to pay, no matter what method of payment you use. You do not have to pay for credit repair, recovery room, or advance fee loan/credit services until these services have been delivered. Your state law enforcement professionals now have the power to prosecute fraudulent telemarketers across state lines.

## HELPFUL HINTS TO REMEMBER

If someone contacts you or a loved one with an unsolicited offer:

- Do not be afraid to hang up. It is okay to be rude!
- Do not give your financial information to callers you do not know.
- Do not be pressured into making an immediate decision.
- Get all information in writing before you agree to a purchase.
- If you are not sure, do not hesitate to ask someone else. Tell your friends, your neighbors, or your family about an offer or business you are considering. Ask them for feedback.

## USING THE INTERNET AND INTERNET FRAUD

### NAVIGATING THE INTERNET'S RESOURCES

New technology has opened a world of information to explore and discover. Seniors can send electronic mail anywhere in the world or chat with others who are on the Internet at the same time. Here are websites of particular interest to seniors.

- SeniorNet, [www.seniornet.org](http://www.seniornet.org), provides older adults access to computer technologies to enhance their lives and enable them to share their knowledge online.

- For information on Medicare, visit [www.medicare.gov](http://www.medicare.gov).
- For updated information on Social Security or to file a claim online, visit [www.ssa.gov](http://www.ssa.gov).
- For information on Senior Services in the State of Nevada, visit <http://adsd.nv.gov/>.
- For information on my work for Nevada, visit [www.cortezmasto.senate.gov](http://www.cortezmasto.senate.gov). To send me an email, visit [www.cortezmasto.senate.gov/contact](http://www.cortezmasto.senate.gov/contact).
- For people age 55 and older who may need programs to assist them with prescription drugs, health care, utilities, and other items or services, visit [www.benefitscheckup.com](http://www.benefitscheckup.com).
- For an up-to-date resource guide and information for caregivers, visit [www.nevadaadrc.com/](http://www.nevadaadrc.com/).
- The Alzheimer's Association CareFinder website has a special feature that allows families and individuals to receive a customized summary report with care recommendations and answers to specific questions. Visit [www.alz.org/carefinder](http://www.alz.org/carefinder).

## INTERNET FRAUD

Not having a computer should not discourage you from logging on and surfing the web. Most senior and community centers throughout the Silver State have computers with Internet access available.

However, you should be careful when it comes to your privacy online. Here are some tips:

- Create passwords that are not easy to guess, and do not use the same password for all of your accounts. You can add numbers and special characters to your password to make it more secure. Do not share your passwords with others. You can write passwords down on a piece of paper and keep it in a safe place.
- Do not give your online service account password to anyone, even someone claiming to be from your online service. Your account can be hijacked, and you can find unexpected charges on your bill.

- Most people have trouble remembering all of their different passwords. Consider storing your passwords in a reputable password manager, an application used to store all of your password information.
- People are not always who they seem to be in cyberspace. Be careful about giving out your credit card number. The same applies to your Social Security number, phone number, and home address.
- Check with your online service or email provider for ways to reduce unsolicited commercial email. Learn to recognize junk email and delete it. Do not even read it first. Never download an email attachment or click on a link from an unknown source. Opening a file could expose your system to a virus.
- You can be defrauded online. If an offer is too good to believe, do not believe it. You can learn more about internet fraud at these two government websites:
  - <http://www.fbi.gov/scams-safety/fraud/internet-fraud>
  - <http://www.usa.gov/Citizen/Topics/Internet-Fraud.shtml>
- Credit rights and other consumer protection laws apply to Internet transactions. If you have a problem, tell a law enforcement agency.



# THE 10 MOST COMMON TYPES OF SCAMS

## 1. IRS Impersonation Scams

The Internal Revenue Service (IRS) impersonation scam is the largest and most pervasive scam in the history of the IRS. Over 2.1 million Americans have been targeted with this type of scam and there are on average 150 to 200 victims a week. There are multiple variations of the IRS impersonation scam, but criminals will usually accuse their victims of owing back taxes and penalties. They will then threaten retaliation such as home foreclosure, arrest, etc. if immediate payment is not made. In order to help combat this issue, the IRS has released tips to help taxpayers recognize scam calls. The IRS will never call a taxpayer to demand immediate payment or taxes owed without first having mailed a bill. The IRS will never demand that a taxpayer pay taxes without giving the opportunity to appeal or question the amount owed. They will never ask for a credit card or debit card number over the phone. They will never threaten to send any form of law enforcement to have a taxpayer arrested and will never request a specific form of payment for taxes, such as an iTunes gift card.

## 2. Robocalls and Unsolicited Calls

Robocalling is the process of using equipment to mechanically dial phone numbers in sequence. Robocalls often originate overseas—to mask their identities, scammers spoof numbers to appear as if they are calling from local area codes. The Federal Communications Commission has published the following tips to help consumers avoid being scammed by robocalls and caller ID spoofing. Don't give out personal information in response to a call. Identity thieves often pose as representatives of banks, credit card companies,



or government agencies. Commonly stolen information includes Social Security numbers, mothers' maiden names, and passwords. If you receive an inquiry from a company or government agency seeking personal information, hang up and call the phone number on your account statement.

### **3. Sweepstakes Scams/Jamaican Lottery Scams**

Sweepstakes scams claim their victims have won a lottery and only need to take a few actions to obtain their winnings. In this scam, the criminals usually contact victims by phone or mail. Sweepstakes scams start with a simple phone call, usually from a number beginning with "876", the country code for Jamaica. Scammers will then tell their victims not to share the good news, so that it will be a "surprise" once their families find out. Victims are then instructed to send money in a variety of ways, including prepaid debit cards, wire transfers, money orders, or cash. Of course no winnings are ever delivered.

### **4. "Can You Hear Me?" Scams**

In 2017 consumers began receiving calls that would simply ask "Can you hear me?" or "Are you there?". The recipient would then answer "yes", and the call would drop immediately. This was the result of scammers recording the consumer's voice to obtain a voice signature. This voice signature could be used to authorize unwanted charges on items like utility bills, phone bills, or even stolen credit cards. In order to protect seniors from robocalls like these, the FTC published tips for consumers who receive a "can you hear me" call. First, don't respond—just hang up. If you respond in any way, you may experience more robocalls. Second, contact your phone provider and ask to block unwanted calls. Lastly, put your phone number on the Do Not Call registry by calling 1-888-382-1222. Callers who don't respect the Do Not Call rules are more than likely to be scammers.

## 5. Grandparent Scams

A common scam targeted at older Americans is the “grandparents scam”. Scammers pose as the victim’s grandchild or claim to be holding the victim’s grandchild. The criminals then claim the grandchild is in trouble and needs emergency money to get out of jail, pay a hospital bill, or leave a foreign country. Scammers play on victims’ emotions and trick concerned grandparents into wiring money to them. Scammers are likely to call back multiple times, claiming there were additional unexpected fines. One way to avoid the scam is to ask a question only your grandchild would know the answer to.

## 6. Computer Tech Support Scams

In this scam, con artists gain victims’ trust by claiming to be associated with well-known technology companies like Microsoft, Apple, and Dell. They falsely claim the victim’s computer is infected with a virus and convince their victims to give them remote access to their computers, personal information, or bank account numbers. In a similar scam, consumers may see pop-up windows on their computers instructing them to contact a tech-support agent. Scammers can also use these pop-ups to hack victims’ computers, locking them out so that the scammers can demand ransom to restore computer. In order to avoid scams like this it is best to call your security software companies directly if you are in need of computer tech support. Do not give control of your computer to third parties that call out of the blue, and do not buy computer security products that say there are subscription fees. Updating your computer’s anti-virus software, firewalls, and popup blockers is a good way to protect yourself against internet-based scams.



## 7. Romance Scams

As more Americans turn toward online dating, scams reflecting this trend have become prevalent. Often con artists gain their victims' trust by posing as a U.S soldier overseas in need of financial assistance. Scammers will use the name and rank of a real U.S soldier, including pictures of that veteran to give their profile even more credibility. Typically victims are then contacted through chatrooms, dating sites, and other social media sites. These type of scammers go to great lengths to cultivate trust in their relationships with victims and even promise marriage in some cases. Once they have built a relationship, these con artists will then claim they are in need of money for emergency medical bills, visas, etc. To help prevent consumers from falling for these types of scams, it is important to be cautious of individuals online who claim it is fate that you are meant to be together. Of course, also be wary of individuals who claim they love you but ask you to send them money.

## 8. Elder Financial Abuse

Financial exploitation of older Americans is the illegal or improper use of a person's funds, property, or assets. In 2018, seniors lost \$2.9 billion due to financial exploitation. Seniors are particularly vulnerable to this type of exploitation because financial decision making can become more challenging with age. Perpetrators are typically family members or paid home care workers who handle expenses. According to the Government Accountability Office (GAO), guardianship abuse is widespread. Because most elder abuse involves a family member, abuse is often unreported and therefore hard to combat. Courts should make sure guardians are screened for criminal backgrounds and are properly educated on their roles and responsibilities. If you suspect you are the victim of elder financial abuse, report it to the Fraud Hotline at 1-855-303-9470.

## 9. Identity Theft

Identity theft is a disruption for individuals as well as the government. Identity thieves drain bank accounts, make unauthorized credit card charges, and damage credit reports, but they also defraud the government by using stolen information to submit bills to Medicare and Medicaid or apply for Social Security benefits. As this is a concern for consumers and the government, it is important to understand how to protect yourself from being a victim of identity theft. Neither Medicare nor Social Security will ever call asking for your bank information or SSN. There will never be a fee charged to obtain a Social Security or Medicare card. Never give out personal information over the phone to someone you don't know, and review all medical bills to spot any services that you didn't receive.

If you are the victim of identity theft, immediately report the theft to your local police department, call the companies where the fraud occurred, place a fraud alert with your credit card company, and report the theft to the FTC. Close any new accounts in your name, remove fake charges, correct your credit report, and consider adding an extended fraud freeze.

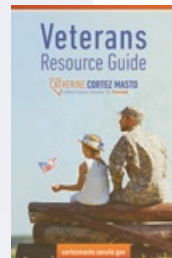
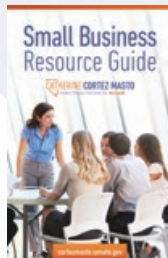
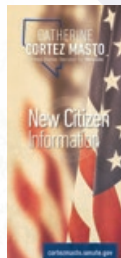
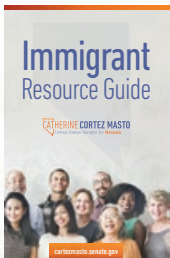
## 10. Government Grant Scams

Grant scams can have multiple variations, but generally come in the form of an unsolicited phone call claiming to be the “Federal Grants Administration” or “Federal Grants Department”, neither of which exists. Another version of this scam comes when scammers place advertisements in the classified section of the newspaper advertising “free grants”. Scammers will then request that their victims wire money for processing fees or taxes before the victims can receive the grant. In 2016, the Federal Trade Commission received 4,969 complaints about this type of scam. It is important to remember that government grants are made for specific purposes. They require an application and are not given over the phone. Additionally, government grants never require fees of any kind.

# Senior Resource Guide

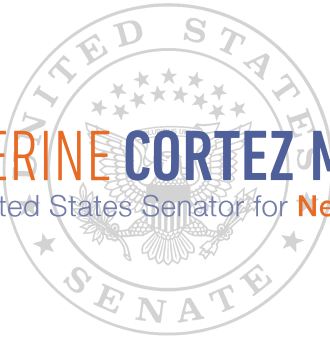
## Other Guides Available

- College Guide
- Constituent Service Brochure
- Immigrant Resource Guide
- New Citizen Brochure
- Small Business Guide
- Veterans Resource Guide



The most updated versions are online:  
<https://www.cortezmasto.senate.gov/resource-guides>

CATHERINE CORTEZ MASTO  
United States Senator for Nevada





# Senior Resource Guide

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**Las Vegas**  
333 Las Vegas Boulevard South  
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