Age-Friendly Reno Action Plan
2020-2023

– April 2020 –

Drafted by the Age-Friendly Reno Action Planning Team:

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Separate documents included in Action Plan Report
Age-Friendly Reno Action Plan Strategy Charts - 8 pages
Age-Friendly Reno Media Plan - 2 pages
City of Reno Resolution 8538 – 3 pages
April 24, 2020

To Whom It May Concern:

Re: Age-Friendly Action Plan for 2020-2023

It is my pleasure to introduce you to our Age-Friendly Reno Action Plan for 2020-2023 — the first plan of its kind created for the City of Reno by volunteer members of our senior-serving community. In this ambitious community-driven action plan, you will read about our community’s continued commitment to engage necessary resources to facilitate active and healthy aging here.

Today, Nevada is one of the fastest growing states for seniors, and Reno is one of the fastest aging communities in the nation. People over 50 number about 168,000, or over 35% of Washoe County’s population. Growth will remain steady for the next 25 years as more seniors are attracted by our outstanding opportunities for employment and retirement.

When our council passed our resolution in June 2018 to support initiatives and opportunities to engage in the World Health Organization (WHO) Age-Friendly Cities and Communities Network, we wanted our city to encourage and promote public policies supporting healthy aging. We support the concept that active aging is a life-long process, so that an age-friendly community is not just “elder-friendly” but friendly for all ages. We want our plan to serve the needs of our large, growing, and important older population. These same domains are important for all ages, and by improving our city for our elders, we also improve our city for residents of all ages.
This plan has been a long time in the making and represents a ton of hard work from people across our Reno community. I was lucky enough to attend a planning session in October 2018. The community raised major issues that came as no surprise: more affordable housing, improved transportation and increased access to information for services, resources, and social connections.

The Action Planning Team spent many months reviewing the data, meeting with experts, studying various housing, transportation, health and planning studies, and brainstorming with seniors about actions they, as a community planning group, believed were most important and reasonably attainable in a 3-year action plan. Rather than take on all eight domains, they determined to focus on the top three: housing, access to community and healthcare services, and transportation.

This document reflects great work from a large group of people. Its priorities range from housing, to access to healthcare, even to transit. Each plan has a set of specific recommended actions, timelines and metrics that I believe would be important for any major city to embrace.

The City of Reno is proud to be among the over 450 US cities and communities working to become more age-friendly. I hope you will join me in making the Biggest Little City in the World an Age-friendly destination in the West.

Sincerely,

Hillary L. Schieve
Mayor

One East First Street, 15th Floor, P.O. Box 1900, Reno, NV 89505
EXECUTIVE SUMMARY OF THE AGE-FRIENDLY RENO ACTION PLAN

The AARP Network of Age-Friendly States and Communities is an affiliate of the World Health Organization’s Age-Friendly Cities and Communities Program, an international effort launched in 2006 to help cities prepare for rapid population aging and increased urbanization. Today, one in three Americans is age 50 and older. By 2030, one out of every five people in the US will be 65 or older. By 2035, the US will be—for the first time ever—a country comprised of more older adults than children. And, for the last 70 years, the dominant community development focus was on perceived needs of families with children. Such a change in demographics also demands necessary changes to infrastructure, housing and transportation preferences, and social, health and communication needs.

AARP created a national age-friendly planning process to inspire and assist local leaders to get ready for this growth and these changes. The Reno City Council passed a resolution in 2018 to join the AARP Age-Friendly Network to encourage and promote public policies supporting healthy aging in Reno. A dedicated team of Reno community members began using AARP’s materials to create the Age-Friendly Reno Action Plan contained in this document.

The World Health Organization (WHO) did extensive research on what makes all communities livable for its citizens as they grow older. WHO identified eight domains of livability, that if implemented, not only improve the lives of older adults, but those of the entire community as well. These domains are:

- **Outdoor Spaces & Buildings**: People have many public places to gather—green spaces, safe streets, sidewalks, trails, and accessible buildings for all ages.
- **Transportation**: In addition to driving, we have public transit options like trains, trams, buses, and shared ride options that are accessible and affordable.
- **Housing**: We have housing that is affordable and designed or modified so you can stay in your home as you get older.
- **Social Participation**: Loneliness is as harmful as chronic illness or disease. Sadness and isolation are combatted with accessible, affordable and fun social activities.
- **Respect & Inclusion**: The community values everyone. Young and old learn from one another and honor what each has to offer.
- **Work & Civic Engagement**: Older people can (if they choose) continue to work for pay, volunteer their skills and be actively engaged in community life.
- **Communication & Info**: Information is disseminated through a variety of means, because not everyone has a smartphone or Internet access.
- **Community & Health Services**: Everyone who becomes ill or simply needs some help can access and afford the services required.

AARP used these domains to define an age-friendly and livable community as one that is safe and secure, has affordable and appropriate housing and transportation options, and offers supportive community features and services. Once in place, those resources enhance personal independence, allow residents to age in place, and foster their engagement in the community’s civic, economic and social life.
The Reno Age-Friendly Action Planning Team was formed of community stakeholders such as senior advisory board members, senior advocates, business and nonprofit service providers, experts in housing, transportation and regional planning, and interested Reno elders. With the assistance of the Truckee Meadows Regional Planning Agency (TMRPA), we designed and distributed a community survey and collected nearly 500 responses on what would make our community more age-friendly. We also hosted a day-long town hall that involved a broad spectrum of nearly 100 community members who identified community assets, defined driving and inhibiting forces, and set goals and action steps. Both the survey and the town hall showed that the top three priorities of the community that would make Reno more age-friendly are: more affordable housing, improved transportation and increased access to information for services, resources and social connections.

For the next few months, the Action Planning Team reviewed data, met with experts, studied housing, transportation, health and planning studies, and brainstormed with seniors to agree on the most important and reasonably attainable goals. Rather than take on all eight domains, we determined to focus on the top three: housing, access to community and healthcare services, and transportation. We created our mission, vision and values statements as follows:

**Our Mission:** Age-Friendly Reno will advocate for and support the increase of affordable and appropriate housing and transportation options for our elders, improved connections to in-home and community services they need to remain safely and securely at home, and increased opportunities for enriching their personal connections to others.

**Our Vision:** Our community is a place that all of us are proud to call home because we provide a safe and secure place for all with affordable and appropriate housing, transportation, services and opportunities to be involved and valued in our civic, economic and social life.

**Our Values:**
- Age-friendly communities benefit all age groups.
- Age-friendly communities utilize and build on existing resources to expand their capacity.
- Age-friendly communities include and respect others of all backgrounds, beliefs, and abilities.
- Age-friendly communities partner with government, business, private enterprise, and all residents to gather the skills and resources they need to accomplish their goals.
- Age-friendly communities engage with all interested residents to plan, set goals, and accomplish those goals on behalf of the entire community.

The three priorities and major goals of the Age Friendly Reno Action Plan for 2020-2023 are summarized below. Each has detailed recommended actions, timelines and metrics in the Action Plan Strategy Charts and Media Plan.

**Priority Area #1 – Housing**
- Housing Goal #1: Advocate to incorporate affordable, age-friendly housing policy into master plans, legislation, and regulations.
- Housing Goal #2: Advocate and support developing more shared, intergenerational, and “missing middle” housing to the local housing market.
• Housing Goal #3: Work with partners to create a program of privately funded rent support vouchers to bridge the rent gap for elders and disabled tenants.
• Housing Goal #4: Advocate and support the lead agencies working to reduce Washoe County homelessness and to support persons in transition to housing.
• Housing #5: Create an age-friendly media campaign.

Priority Area #2: Access to Community and Healthcare Services
• Services Goal #1 Increase the number of Reno seniors aged 50+ who report knowledge and/or receipt of more in-home/community support services to enable them to remain at home.
• Services Goal #2: Increase meaningful social interaction and social opportunities for elders.
• Services Goal # 3: Advocate for service coordination in senior housing developments.
• Services Goal #4: Improve current print and social media to increase elders’ knowledge and access to health and community service.

Priority #3: Transportation
• Transportation Goal #1: Advocate for more transportation services for elders.
• Transportation Goal #2: Increase the number of seniors who can find transportation and other resource information online and via other means.
• Transportation Goal #3: Investigate and advocate to remedy the expressed barriers and challenges to seniors accessing transportation.
• Transportation Goal #4: Leverage idle buses/vans to create a new transport system for elders.
• Transportation Goal #5: Advocate for a regional transportation ombudsman or statewide transit association.

These age-friendly priorities and goals reinforce several of the citywide guiding principles contained in our Reimagine Reno Master Plan: responsible and well-managed growth to include a variety of housing options with supportive services and infrastructure, vibrant neighborhoods and centers, a well-connected transportation system, a safe, healthy and inclusive community, and an effective government that encourages meaningful citizen engagement.

The City of Reno is proud be among the over 450 US cities and communities working to become more age-friendly. Echoing what Mayor Schieve said in her opening letter, we hope you will join us in making the Biggest Little City in the World an Age-Friendly destination in the West.
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<thead>
<tr>
<th>Acronym</th>
<th>Full Form</th>
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<tbody>
<tr>
<td>ADL</td>
<td>activities of daily living</td>
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<td>ADSD</td>
<td>Aging and Disability Services Division</td>
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<td>ADU</td>
<td>accessory dwelling unit aka ‘granny flats’</td>
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<td>AF</td>
<td>Age Friendly</td>
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<td>CAB</td>
<td>County Advisory Board</td>
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<td>Neighborhood Network of Northern Nevada</td>
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<td>Osher Lifelong Learning Center</td>
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<td>Police Department</td>
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<td>Public Service Announcement</td>
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Community Profile

Washoe County, which includes the cities of Reno and Sparks, is one of the fastest aging communities in the nation. Reno is the county seat for Washoe County, and is the third largest city in Nevada (the second fastest aging state in the US per 2018 US News & World Report) and covers nearly 109 square miles. It is located in northern Nevada, about 400 miles northwest of Las Vegas, 200 miles northeast of San Francisco and about 25 miles north of Lake Tahoe.

The region was the home of the prehistoric Martis people and has a rich Native American culture. It was later settled in the mid-1800s by ranchers, farmers and gold and silver seekers. Mining is still a major industry in the Silver State. The city of Reno was developed by the railroad industry that built the first transcontinental railroad across America and has grown to a population in 2020 of almost 251,000 residents. In the early to mid-20th century, Reno’s economy was boosted by gambling, tourism and the divorce trade. In the early 21st century, Reno was hard-hit by the Great Recession, with some of the highest jobless and foreclosure rates in the country. But after the economy bounced back, thanks to large-scale investments from companies such as Amazon, Tesla, Panasonic, Microsoft, Apple and Google, Reno has become a new major technology hub in the United States. In February 2020, the Milken Institute ranked Reno as #4 best-performing cities out of 200 large metro areas for economic vitality using job creation, wage growth and innovation industry metrics.

Reno is nicknamed "The Biggest Little City in the World" and sits in a high desert river valley known as the Truckee Meadows at the foot of the Sierra Nevada mountains. The valley is drained by the Truckee River which flows from Lake Tahoe to Pyramid Lake. It is a region of immense outdoor beauty and vast year-round recreation opportunities such as skiing, hiking, boating, white-water sports, biking, fishing, hunting, camping and more in its nearby mountains, lakes, and rivers.

There is a lively arts and culture scene in Reno with many museums, orchestras, theaters, eating and drinking venues, annual festivals such as July's Artown, Hot August Nights, Street Vibrations, National Air Races, The Great Reno Balloon Race, Cinco de Mayo, multiple wine walks, crawls, and other fun events. Reno hosts professional baseball and soccer at its downtown ballpark, Greater Nevada Field, and kayaking events at the Truckee River Whitewater Park. Bowlers come every three
years for the US Congress of Bowlers National Championships at the National Bowling Stadium.
UNR’s Wolf Pack sports teams offers a full range of college sporting events.

The City of Reno’s Senior Recreation Division provides a monthly menu of music, arts, lifelong
learning, trips and outings, social activities, fitness classes and community resources to several
thousand people aged 50+ in our area. They also produce the Senior Summer and Winter Games
with sports and games where folks aged 50+ compete for gold, silver and bronze medals in their age
brackets. Please see www.reno.gov/seniors for more information. The University of Nevada Reno
also hosts a thriving branch of OLLI, Osher Lifelong Learning Institute and Truckee Meadows
Community College offers seniors many community learning options in its Silver College.

Washoe County Human Services Agency Senior Services helps those 60+ and who are at risk of
losing their independence by providing many types of services. In 2019, they worked with over 5,000
seniors needing support, resources and referrals for services and case management. They served
nearly 466,000 meals to seniors at congregate meal sites and home deliveries. For more information,
please see www.washoecounty.us/seniorsrv.

Washoe County is served by several healthcare systems with hospitals — Renown Health, St. Mary’s
In addition, there are also several community health centers: Community Health Alliance, Access to
Healthcare Network and Nevada HOPES. Over 88% of Reno residents are covered by some form of
health insurance. The University of Nevada Reno (UNR) has its School of Medicine and University
Health programs for students and community patients.

The median age for Reno residents is 36.7. People aged 50 and over currently make up about 35% of
the Washoe County population (over 170,600 in 2020) and it is projected to maintain that
percentage through 2035. According to the Washoe County Consensus Forecast 2018-2038, over
the next two decades, the continued aging of the baby boomers, a decrease in the working-age group
age 20-64 (from 59% to 55%) and a marked increase in the retired age group (65 and older) from
16% to over 20%, is expected.

According to latest statistics in the 2018 American Community Survey, the racial composition of Reno
is: 62% White, 24% Hispanic, 6% Asian, 4% two or more races, 3% Black or African American, 1%
Native American, 1% Native Hawaiian or Pacific Islander. About 75% of households speak only
English, while 25% speak other languages, with Spanish being the predominant other language
spoken in 18% of homes.

In 2018, median Reno household income was $56,087, while mean income was $75,128. There were
106,970 households in Reno with an average household size of 2.3; average family size was 3.16.
48% of households were married couples and 30% were non-family groups. More people rent (53%)
than own a home (47%). Single unit housing makes up 55% of Reno housing, with multi-units at 41%,
and mobile homes at 4%. Median value of owner-occupied housing units was $354,500 in 2018
however recent realtor reports show the price of the average single-family home in the area at
$400,000.

High school graduates number 22.4%, while those with some college and higher degrees make up
65.4% of the population. Reno is home to the Tier 1-ranked University of Nevada Reno and Truckee
Meadows Community College, which offers associate degrees. Washoe County School District's
high school graduation rate is at 86% and steadily improving. Over 90% of households have a computer and over 80% have broadband internet service.

In 2018, the federal poverty level was $25,465 for a family of four with two children, and $17,308 for a single parent of one child. In 2018, 11.7% of Reno’s population lived below the poverty line. Children under 18 in poverty ranks at 15% and seniors 65 and over was 10%. The poverty rate among those that worked full-time for the past 12 months was 2.58%. Among those working part-time, 21.52% live in poverty, and for those that did not work, the poverty rate was 22.97%. Labor force participation was 67.7% for nearly 170,000 employed people; the unemployment rate was 5.9%.

The Regional Transportation Commission (RTC) of Washoe County provides public transportation for the area, covers an area of 60 square miles with a fleet of 75 buses, commuter vanpools, and RTC ACCESS paratransit, and counts annual ridership in 2019 at about 8 million. Average daily ridership in 2020 is a little over 20,000 riders. RTC is now piloting a microtransit service called FlexRIDE that allows riders to use an internet application or call dispatch to receive door-to-door van service within a defined service area. RTC is also responsible for maintaining regional and high-traffic roads and for regional transportation planning. Adult single fares are $2, reduced single fares are $1 and a variety of discounted passes are available. Current RTC routes do not serve large developed areas north and south of the central county area (outside the McCarran ring road), so those residents are unable to use the system. Uber and Lyft ride-sharing companies began operating in Reno in 2015 and are used by many residents instead of public transit. In addition, the Neighbor Network of Northern Nevada (N4) now offers a program of discounted Lyft rides and training in using smartphones or their operators to access this service. The average Reno household owns two cars. In 2018, most workers (75%) drove to work alone, 13% carpooled, 2% used public transportation, 1% walked, 3% biked, 4% worked at home.

**Our Senior Community Advisory Boards**

The Reno City Council, Sparks City Council and Washoe County Commission support their large senior communities with appointed senior advisory boards in each jurisdiction who advocate on behalf of elders in the community. These senior boards host regular public meetings which seniors can attend, raise issues and make public comments. Members from all three boards also participate in the Washoe County Senior Coalition, a nonprofit advocacy organization of seniors and senior service providers that meets monthly to learn about senior programs and issues and to advocate for solutions. The three boards meet together every quarter to work on joint activities for elders in the area. They host a month-long county-wide Older Americans Month in May every year with over 100 activities and events to do outreach, provide service information and introduce seniors and their family members to fun, healthy and helpful programs and service providers for older adults. They also support the annual September Senior Fest produced by Senior Spectrum Newspapers that is the largest information and health fair for seniors in the region. Senior Spectrum publishes its monthly *Senior Spectrum* magazine, its quarterly *Generation Boomer* magazine, and an annual *Golden Pages* resource guide which reaches over 25,000 readers in Northern Nevada with up-to-date information and advocacy that enhances the lives of elders, their caregivers and their community.
Recently, Truckee Meadows Healthy Communities, Renown Health and the Washoe County Health District received a Robert Wood Johnson Foundation BUILD Health Challenge Award which totals over $600,000 to create a program to address the root causes of senior loneliness and the health problems it creates. Over the next three years, the project leaders and over 30 community partner organizations will focus on the Reno zip code with the highest density of senior residents (89512) to enhance life quality and reduce social isolation and loneliness of those residents. Their successes will be expanded to all seniors in the region.

The highest needs voiced by our senior community, and detailed in the 2019-2022 Reno Senior Citizen Advisory Committee’s (SCAC) Strategic Plan [www.reno.gov/seniors](http://www.reno.gov/seniors) are:

**GOAL 1**: Enhance communication methods for resources for seniors. Make more seniors and their caregivers aware of the many available City of Reno and local community resources to help them live healthy, independent, active and safer lives.

**GOAL 2**: By June 2022, reduce food insecurity and increase access to healthy food for 500 Reno seniors. Around 20% of our seniors do not get enough food for a healthy active life.

**GOAL 3**: SCAC will continue to advocate for more affordable housing and services to eliminate homelessness for local seniors.

**GOAL 4**: Increase programs and activities that increase social interaction and reduce isolation among Reno seniors. Many seniors don’t leave their house or apartment due to living alone, mobility challenges or lack of transportation. Isolation leads to illness, early death, and suicide.

**GOAL 5**: SCAC will stay informed on transportation issues and advocate for seniors’ needs.

**GOAL 6**: By December 2022, make more seniors aware of legal resources and opportunities for advocacy with their elected representatives.

**GOAL 7**: By May 2022, support the need to expand resources for seniors as the senior population in Reno continues to grow.

SCAC’s community partners include:

- AARP Nevada
- Age-Friendly Reno Team
- Ageless Aviation Dreams Foundation
- Alzheimer's Association of Northern Nevada
- BUILD/CARE/HELLO program
- Caregivers Coalition of Washoe County
- Center for Healthy Aging
- Community Foundation of Western Nevada
- Friends of the Washoe County Library
- Local media – TV, radio, print, social media
- N4 – Northern Nevada Neighbor Network
- NAMI - National Alliance for Mental Illness
- Nevada Aging and Disability Services
- Nevada Congressional Delegation
- Nevada State Legislature
- Northern Nevada Food Bank
- OLLI – Osher Lifelong Learning Institute
- Regional Transportation Commission
- Reno City Council
- Reno Housing Authority
- Reno Parks, Recreation and Community Services
- Reno Senior Discovery TV Project
- Renown/Hometown Health/Senior Care Plus
- RSVP – Retired Senior Volunteer Program
- St. Mary’s Hospital & its senior programs
- Senior Coalition of Washoe County
- Senior Discovery TV
- Senior Spectrum Publishing
- Seniors in Service
- SHIP - State Health Insurance Assistance Program
- Sparks City Council
- Sparks Senior Citizen Advisory Committee
- Truckee Meadows Community College–Silver College
- Truckee Meadows Parks Foundation
- Truckee Meadows Pickleball Club
- Truckee Meadows Regional Planning Agency
- UNR Sanford Center for Aging
- Washoe County Commission
- Washoe County Senior Services
- Washoe County Senior Services Advisory Board
Important Washoe County Senior Facts

• Our rapidly aging population will need more services as it ages, and community leaders must prioritize those needs and plan and budget to meet them.

• At age 65 and above, many elders experience increased difficulty walking and climbing stairs, more hearing and vision loss and increased need for caregiving assistance. Finding information about those needed resources is a pervasive problem.

• The estimated number of people aged 55 and over living below poverty in Washoe County is over 7500 which equates to 13% of that elder population. Housing and medical costs continue to rise while incomes remain relatively constant for those already retired, so many elders are worried about being able to afford to remain in their homes.

• As more people move to the area to retire or to work for the growing tech industry, housing is becoming scarcer and more expensive. There is a lack of affordable housing especially for lower- and middle-income people in Washoe County. The city, county, state agencies and several developers are working to address this, but it will take time to meet the demand.

• About 25% of seniors in Washoe County are moderately to highly isolated. Isolation is as much a predictor of early death as is living in poverty.

• Washoe County has a suicide rate that is twice the national average for people 65 and older and four times the national average for those 85 and older. People who are lonely have a higher rate of depression, suicide, chronic disease, and their lifespan is shortened, so it is increasingly important to focus resources on elders who are isolated and alone.

• In 2019, Washoe County Senior Services served over 5000 senior clients and nearly 466,000 meals at congregate meal sites and with home deliveries. About 20% of those eating lunch at Washoe County Senior Center report that it is the only meal they have that day. The Food Bank of Northern Nevada estimates about 15% of county older adults are food insecure.

• Washoe County seniors over age 65 have higher education levels than younger groups. This is a benefit to employers seeking qualified employees and for groups seeking to involve seniors as skilled volunteers. In 2018, over 90% of residents have a computer and 93% of those have internet service.

• In 2018, there were 17,475 veterans in Reno, 67% aged 55 and over. They are served by the Reno Vet Center, the Veterans Resource Center, and the VA Sierra Nevada Health Care System which provides inpatient and outpatient care to a large geographical area that includes 20 counties in northern Nevada and northeastern California. There are many active veterans service organizations in the area and a new Nevada State Veterans Home in Sparks offering long term care and rehabilitation services.
Reno Age-Friendly Action Plan Development

In Fall of 2017, the Reno and Washoe senior advisory boards began studying and discussing the worldwide Age-Friendly movement, and both voted to pursue them with their respective governments. Leaders of both groups worked with AARP Nevada staff to present the concept to members of the Reno City Council and the Washoe County Board of Commissioners. Though there was interest from many of these elected representatives, only Reno Mayor Hillary Schieve decided to take action and present the idea to the Reno City Council.

On June 6, 2018 the Reno council voted unanimously to pass a resolution to support initiatives and opportunities to engage in the World Health Organization’s Global Network of Age-Friendly Cities and Communities to encourage and promote public policies to support healthy aging. Reno’s application was accepted by the AARP Network of Age-Friendly States & Communities, an institutional affiliate of the World Health Organization’s Global Network of Age-Friendly Cities & Communities, and Reno was certified for two years, through July 11, 2020 to create and submit its action plan.

The work by the senior boards’ members on the annual Older Americans Month, Stuff A Bus fundraiser for seniors each year, the senior-focused candidate forums and advocacy training hosted by the Senior Coalition of Washoe County developed a great deal of collaborative planning and implementation experience for senior leaders. The City of Reno, City of Sparks, Washoe County, State of Nevada Aging and Disability Services Division, Regional Transportation Commission, Truckee Meadows Regional Planning Agency, University of Nevada Reno Sanford Center for Aging, Washoe County Library System, and many private service providers are supportive of and participating in our Age-Friendly initiative.

As the first step in the action-planning process, representatives of the senior advisory boards, the Senior Coalition and the Center for Healthy Aging met with staff of the Truckee Meadows Regional Planning Agency (TMRPA) to create an Age-Friendly community survey based on AARP’s 8 Domains of Livability. The group met several times to design both the online and hard-copy survey. TMRPA agreed to host the online senior survey using their Metroquest software for a year, beginning in May 2018, at www.tmrpa.org/seniorsurvey to gather opinions about how to make the community more age-friendly. Hundreds of hard copies were also distributed throughout the community. Completed written surveys were widely distributed throughout the community, collected, and results input into the Metroquest database as well. The group also met with Reno’s Sustainability Manager to discuss ways the Age-Friendly effort could improve Reno’s ranking as a certified 3-STAR Community and to meet goals in the Reimagine Reno Master Plan. (See https://www.reimaginereno.us/). Becoming a member of the WHO global Network of Age-Friendly Cities and Communities was a recommendation of the Reno Resilience, 2017 Sustainability Report (see https://www.reno.gov/community/sustainability) and would help improve Reno’s STAR rating. The
2017 AARP Livability Index score for Reno was 49 and is now 52 for the city center zip code 89501. In examining the details of how the scoring was done, there are many newer data points that would improve that rating if updated information is added.

The next step for the planning group was to host a community-wide Age-Friendly/Livable town hall on October 2, 2018 in Reno. Nearly 100 persons attended the 5-hour planning session---a broad spectrum of community stakeholders including age 50+ residents, non-profit organizations, businesses, educators, planners, government agencies, healthcare and senior service providers, elected officials, and local media. The meeting was facilitated by Michael Marcus, noted Asset-Based Community Development (ABCD) expert with the Asset-Based Community Development Institute at DePaul University, and Consultants for Community Resources. ABCD planning requires a mind shift to think about and identify community assets—what you already have—rather than needs—what you want, but do not have. The agenda included small and large group brainstorming sessions to identify community assets, define driving and inhibiting forces, set goals, create action analysis charts and set community priorities by consensus that participants committed to work on to make Reno a more Age-Friendly/Livable Community. Here are the goals, driving and restraining forces, assets and action steps that were reported out by each of the small groups (made up of 7 to 10 people):
<table>
<thead>
<tr>
<th>Goal</th>
<th>How to have accessible, affordable housing for elderly/low income/fixed income?</th>
</tr>
</thead>
</table>
| **Driving Forces** | Hard for seniors to compete for housing; getting priced out of housing  
Homelessness increasing with personal impacts, criminal justice impacts, medical/ER impacts  
Shortage of space in shelters and transitional housing  
Growing aging population needs more service/support to stay in their homes or to find appropriate different housing as their needs change  
New employers/employees coming in large numbers & all need housing  
Community compassion for those in need  
Not enough affordable housing; increased demand for it; prices going up  
Developers want to develop projects  
Zoning restrictions and increasing density  
Medicare/Medicaid now allow housing as part of behavioral health treatment  
Housing is a core need for everyone |
| **Restraining Forces** | Lack of incentives to build affordable housing for elderly/low/fixed income  
Lack of consensus of elected officials for need for affordable housing for these groups and lack of willingness to require/convince developers/builders to build it  
Lack of policies to address impact of new industries coming in with workforce housing needs; could require contributions to housing/education needs/costs  
Zoning restrictions and increasing density  
Building higher end/larger single-family homes rather than the “missing middle” housing of duplexes, triplexes, etc. that is needed/affordable to seniors/millennials/ workforce/low/fixed income groups  
Existing tax incentives for developers/builders  
Non-low income/poverty level person need financial assistance for into housing  
Limited transitional housing |
| **Assets required** | Tax incentives for types of housing that’s needed  
Zoning changes  
Buy-in from neighbors & community  
Sustainable housing regulations  
Create transitional housing using existing public space  
City council/county commission requirement for developers to have 10-20% affordable housing in all new projects  
Have special health equipment available in shelters for those who need it there  
EDAWN/business support  
Chambers’ support |
| **Steps to Take** | Educate the public on affordable housing—need media campaign  
Break up silos of all housing/homeless committees and merge into ONE  
Turn restraining forces into driving forces  
Tackle zone restriction issues  
Develop intergenerational communities  
Prioritize affordable housing programs and community collaboration  
Listen to stakeholders/get input from people who are going to live in the affordable housing before it’s built  
Testify need for/support of affordable housing to local govt officials; planning commissions; city councils, county commission,  
Testify before state legislature, Reno, Sparks, Washoe County on need & potential solutions for overcoming housing dilemma; petitions to govt forces  
Get NABs/CABs/HOAs to take a stand |
<table>
<thead>
<tr>
<th>Goal</th>
<th>How to increase and create social opportunities for intergenerational activities/housing?</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Driving Forces</strong></td>
<td>Growing population of seniors and millennials</td>
</tr>
<tr>
<td><strong>Restraining Forces</strong></td>
<td>Different lifestyles</td>
</tr>
<tr>
<td><strong>Assets Required</strong></td>
<td>Homes, condos, apartments with room enough for youth/families/seniors to share space &amp; services</td>
</tr>
<tr>
<td><strong>Steps to Take</strong></td>
<td>Research programs like this in other places See if there are local businesses that could implement; ex: rental agencies, property management companies, etc.</td>
</tr>
</tbody>
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<table>
<thead>
<tr>
<th>Goal</th>
<th>How to help homeless with food, shelter, affordable housing?</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Driving Forces</strong></td>
<td>High rents Low inventory Seniors becoming homeless due to increases in rent/motel fees Economic growth Business issue for downtown businesses Railroad near shelter, more accidents Mental health/drug issues Criminal justice system overburdened</td>
</tr>
<tr>
<td><strong>Restraining Forces</strong></td>
<td>Lack of public pressure to solve Lack of joint efforts for all involved governments</td>
</tr>
<tr>
<td><strong>Assets Required</strong></td>
<td>More affordable housing/rooms Municipal policies for more developers to provide affordable housing/funding for affordable housing Right kind of medical equipment in shelters for those with medical needs</td>
</tr>
<tr>
<td><strong>Steps to Take</strong></td>
<td>Research best practices in other similar cities Look at housing in a different way- build dorms?</td>
</tr>
</tbody>
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<thead>
<tr>
<th>Goal</th>
<th>How to determine and affect city/county policies to prevent or mitigate the harm that occurs when people are displaced by new development?</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Driving Forces</strong></td>
<td>Compassion Basic economy – supply &amp; demand</td>
</tr>
<tr>
<td><strong>Restraining Forces</strong></td>
<td>Private property owners business decisions Legislative inaction</td>
</tr>
<tr>
<td><strong>Assets Required</strong></td>
<td>Legislative action Public opinion Create buy-in for better policies Involve low income/affordable housing developers who won’t displace</td>
</tr>
<tr>
<td><strong>Steps to Take</strong></td>
<td>Vote for candidates who promise to work to solve this problem Join the action group; identify influencers and connectors Speak at meetings when these developments are on the agenda Assess what is in place Research best practices</td>
</tr>
<tr>
<td>Goal</td>
<td>How to integrate services into affordable housing?</td>
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<td>----------------------------------------------------------------------</td>
<td>--------------------------------------------------</td>
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</tbody>
</table>
| **Driving Forces**                                                   | Increased population drives demand for more housing  
Research shows more success when services wrap around client  
New Medicaid waiver for housing for behavior health clients could be used in NV if legislature approves at next session |
| **Restraining Forces**                                               | Costs? Not included in current public budgets  
Zoning restrictions and current density  
Transportation not nearby much of newer housing in region  
For intergenerational/shared housing - different lifestyles; night owls vs early birds, etc. |
| **Assets Required**                                                  | Budget to pay service coordinators in affordable housing complexes  
Support of policymakers |
| **Steps to Take**                                                    | Crossroads as example/model for integrated housing & cohousing How was it built, funded?  
Build new housing w/ services accessible/near transportation to grocery/medical services; bring transportation resources where it’s needed  
Create intergenerational housing: age groups provide services to each other; ex: Boomers & millennials/families with kids help each other with services |

<table>
<thead>
<tr>
<th>Goal</th>
<th>How to get HOAs/NABs/CABs to embrace community-supported living &amp; affordable housing?</th>
</tr>
</thead>
</table>
| **Driving Forces**                                                   | We have personal stake as we know people in need of affordable housing in HOAs/NABs/CABs  
Want to protect elders & other vulnerable populations  
Want to minimize homelessness, crime, negative health impacts |
| **Restraining Forces**                                               | Need to change public opinion/perceptions about homeless population  
Zoning restrictions  
Need to show benefits to HOAs & NABs; cost benefit analysis? |
| **Assets Required**                                                  | HOA, NAB, CAB board leaders  
Plan for these boards to provide resource information to their residents  
Presentations on value of having more affordable housing in the community |
| **Steps to Take**                                                    | Educate ourselves about HOAs, NABs, CABs – how do they work, what do they need to support affordable housing in the community?  
Prepare presentation and attend HOAs/NABs/CABs to gain their support on affordable housing and addressing social isolation of seniors in their community  
Change labelling and perception of “low income” |
<table>
<thead>
<tr>
<th>Goal</th>
<th>How to increase responsive/affordable/available/accessible transportation?</th>
</tr>
</thead>
</table>
| **Driving Forces** | People live outside the main roads/bus routes  
Riders’ and advocates’ demands; many people in need  
Uber/Lyft/taxis competition  
Senior rates affordable  
Doctors work with RTC to coordinate free days |
| **Restraining Forces** | Lack of funding for more RTC vehicles/drivers for new route  
Lack of cohesive transportation plan for unserved/under-served areas  
Bad sidewalks and road conditions, bad weather  
Lack of smartphones for riders  
Need better weekend, Sunday schedules; lots of holes in schedules  
Customer service issues |
| **Assets Required** | Vehicles of providers-RTC, ACCESS, Access to Healthcare vans, city & county vans, RHA Lyft, Uber, taxis, health care/hospital, casino vans, Faith-based community vans, senior living facilities vans  
WCSD/UNR/TMCC buses. How can school vehicles be used in off-hours to transport seniors/others?  
Private vans, buses, cars - volunteer drivers of their own private vehicles  
Smartphones; training for use with Uber/Lyft/RTC |
| **Steps to Take** | Find out if there is software/system for dispatch  
Contact transportation providers to see how they schedule/dispatch  
ID partners  
Research liability issues  
What are other cities doing about this?  
Start with one provider and test system, then recruit others |

<table>
<thead>
<tr>
<th>Goal</th>
<th>How to create a regional transportation dispatch/scheduler?</th>
</tr>
</thead>
</table>
| **Driving Forces** | Ability to match senior patients/riders to appointments (coordinate free rides)  
Need to get seniors where they need to go; meet personal schedules  
Growth of senior population who don’t/can’t drive  
Quality of life issue for everyone |
| **Restraining Forces** | Financial constraints  
Liability issues and cost share  
Require a lot of cooperation on everyone’s part  
Finding a common starting point  
Getting folks to change their established operational patterns |
| **Assets Required** | Engaged community; overall attitude of cooperation  
Organizations that own buses & vans that would help with network  
Local taxi companies  
Possible Lyft & Uber involvement  
Logistical dispatch framework - could be software or phone dispatch center |
| **Steps to Take** | Research if ombudsman already exists  
Contact hospitals & physicians’ groups re: available transportation opportunities  
Outreach to identify potential partners  
Research if any other cities have one—get their feedback  
Recruit individuals from prospective providers and let them get buy-in  
Design overview function |
<table>
<thead>
<tr>
<th>Goal</th>
<th>How to better coordinate and communicate information about community assets/resources/services &amp; make them more accessible?</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Driving Forces</strong></td>
<td>People aren’t aware of the resources, but they want to know what’s there. Resources/services not used because people don’t know about them; leads to frustration</td>
</tr>
<tr>
<td><strong>Restraining Forces</strong></td>
<td>Lack of access to technology. Technology is not intuitive/user friendly/not geared toward seniors. No one-stop-shop for information</td>
</tr>
<tr>
<td><strong>Steps to Take</strong></td>
<td>Identify what information older adults want to access; do needs assessment. Research who does tech upcycling - Linda Burge. Identify content developers for 1 stop shop website for senior resources; list 8 domains.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Goal</th>
<th>How to teach technology to everyone—smartphones, computers, cars.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Driving Forces</strong></td>
<td>New technology is always being created and introduced to us.</td>
</tr>
<tr>
<td><strong>Restraining Forces</strong></td>
<td>Seniors are unfamiliar with new technology. Need trainers. Need equipment to learn with.</td>
</tr>
<tr>
<td><strong>Assets Required</strong></td>
<td>People to teach seniors how to use smartphones, computers, etc. County libraries with computers and trainers. High school, college students, others to volunteer to teach seniors.</td>
</tr>
<tr>
<td><strong>Steps to Take</strong></td>
<td>Contact county library to find out about their programs. Help spread the word to seniors about places to learn technology.</td>
</tr>
</tbody>
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<thead>
<tr>
<th>Goal</th>
<th>How to improve safety and accessibility of outdoor spaces?</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Driving Forces</strong></td>
<td>To promote enjoyment, health and connection to nature. To prevent crime. To prevent bad pet management and litter.</td>
</tr>
<tr>
<td><strong>Restraining Forces</strong></td>
<td>Lack of respect for others. Lack of enforcement of rules/regs. Lack of funding/staffing. Lack of transportation or ADA accessibility.</td>
</tr>
<tr>
<td><strong>Assets Required</strong></td>
<td>Transportation to parks and other outdoor spaces. Leaders for walks in parks and other outdoor spaces. Talk with recreation commissions and Access Advisory Committee. Program to educate, incentivize picking up litter and pet waste.</td>
</tr>
<tr>
<td><strong>Steps to Take</strong></td>
<td>Organize transportation on regular basis to parks and outdoor spaces. Organize walks on regular basis to parks and outdoor venues. Identify and improve ADA deficiencies in parks and outdoor venues. Organize/join park cleanup campaigns.</td>
</tr>
<tr>
<td>Goal</td>
<td>How to reduce aging-related stigma and increase visibility and inclusion of elders in civic and community life?</td>
</tr>
<tr>
<td>------</td>
<td>-------------------------------------------------------------------------------------------------------</td>
</tr>
</tbody>
</table>
| **Driving Forces** | Ageism  
Feelings of invisibility  
Social isolation  
Assumptions about what elders can & can’t do |
| **Restraining Forces** | Myths of aging  
Workplace discrimination  
Lack of transportation so elders stay in their homes |
| **Assets Required** | Public forum at meetings and events, tv, radio on seniors  
Special events created for seniors to include and showcase seniors – ex: Senior Games, Older Americans Month, Senior Fest, etc. |
| **Steps to Take** | Offer advocacy classes to teach seniors how to engage in civic meetings  
Write articles in local publications about achievements of seniors  
Support Senior Spectrum and Senior Discovery TV  
Support programs on radio, tv, press that show achievements/abilities of seniors  
Senior groups inviting senior community to participate in meetings, events  
Support and publicize Senior Games, Older Americans Month, Senior Fest |
<table>
<thead>
<tr>
<th>ASSOCIATIONS</th>
<th>ASSOCIATIONS cont’d</th>
<th>PHYSICAL SPACE</th>
</tr>
</thead>
<tbody>
<tr>
<td>AARP</td>
<td>Eddy House</td>
<td>Parks</td>
</tr>
<tr>
<td>NAACP</td>
<td>Community Foundation</td>
<td>Rivers</td>
</tr>
<tr>
<td>Dementia Friendly groups</td>
<td>Girl Scouts/Boy Scouts</td>
<td>Lakes</td>
</tr>
<tr>
<td>Ronald McDonald House</td>
<td>Senior advisory boards</td>
<td>Evelyn Mt Community Center</td>
</tr>
<tr>
<td>Veterans Guest House</td>
<td>PTAs</td>
<td>Neil Rd Recreation Center</td>
</tr>
<tr>
<td>Reno Area Association for Homeless</td>
<td>Catholic Charities</td>
<td>Sparks Senior Center</td>
</tr>
<tr>
<td>Dental association</td>
<td>Historical societies, museums</td>
<td>Washoe County 9th St. Senior</td>
</tr>
<tr>
<td>Medical association</td>
<td>Boys &amp; Girls Clubs</td>
<td>Center</td>
</tr>
<tr>
<td>Nurses association</td>
<td>HOAs</td>
<td>Teqlia’s Paradise Park Activity Center</td>
</tr>
<tr>
<td>Personal care association</td>
<td>Ask SARA</td>
<td>Alf Sorensen Community Center</td>
</tr>
<tr>
<td>Other health providers associations</td>
<td>NABs/CABs</td>
<td>Larry D Johnson Community Center</td>
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<tr>
<td></td>
<td>N4 (NNV Neighbor Network</td>
<td>Regional park centers</td>
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<tr>
<td></td>
<td></td>
<td>Malls, shopping centers,</td>
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<tr>
<td></td>
<td></td>
<td>businesses</td>
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<tr>
<td></td>
<td></td>
<td>Silverada Community Center</td>
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<tr>
<td></td>
<td></td>
<td>Vacant business buildings</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Vacant hotels/motels</td>
</tr>
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<tr>
<th>INSTITUTIONS</th>
<th>INDIVIDUALS</th>
<th>LOCAL ECONOMY</th>
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<tbody>
<tr>
<td>Housing Authority</td>
<td>Community volunteers</td>
<td>Investors with resources</td>
</tr>
<tr>
<td>City Councils</td>
<td>Community seniors</td>
<td>Chambers of commerce</td>
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<tr>
<td>City employees</td>
<td>Youth</td>
<td>For profit businesses</td>
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<tr>
<td>County Commission</td>
<td>Millennials</td>
<td>Nonprofit businesses</td>
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<tr>
<td>County employees</td>
<td>Gen Xers</td>
<td>Banks</td>
</tr>
<tr>
<td>State legislature</td>
<td>Baby Boomers</td>
<td>Credit unions</td>
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<tr>
<td>State employees</td>
<td>Caregivers</td>
<td>Retired Living Truth series</td>
</tr>
<tr>
<td>Center for Healthy Aging</td>
<td>Connie McMullen, Sr Spectrum</td>
<td>Reno Board of Realty</td>
</tr>
<tr>
<td>Sanford Center at UNR</td>
<td>Larry Weiss, Ctr for Healthy Aging</td>
<td>Senior residences</td>
</tr>
<tr>
<td>RSVP</td>
<td>Peter Reed, Sanford Center</td>
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<tr>
<td>TMCC, UNR</td>
<td>Mayor Hillary Schieve</td>
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<tr>
<td>UNR dental schools</td>
<td>Donald Abbott, Sparks City Council</td>
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<tr>
<td>Museums – Art, Auto, Sparks Schools</td>
<td>Amber Howell, Washoe County</td>
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<tr>
<td>School Police</td>
<td>Julia Ratti, State Senator</td>
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<tr>
<td>Crosswalk guards</td>
<td>Sheriff Dennis Balaam</td>
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<td>City Police/Washoe Sheriffs</td>
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<td>HUD</td>
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<td>OLLI</td>
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<tr>
<td>Libraries</td>
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<td>Hospitals</td>
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<tr>
<td>Churches/Synagogues/mosques</td>
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<tr>
<td>Food Bank</td>
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<td>Community Health Alliance</td>
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<td>NNV Hopes</td>
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<td>NV Energy</td>
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<tr>
<td>NV Aging &amp; Disability Serv Division</td>
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<td>NV Division of Housing</td>
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<td>RTC Regional Transportation</td>
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<td>Commission</td>
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At the end of the town hall meeting, participants volunteered to join a new Age-Friendly Action Planning Team that would be completely community-member-driven, and not an official Reno city government committee. It was decided that the process of creating the Age Friendly action plan should be more inclusive and easily allow any interested member of the community who wanted to devote their time and skills to the process to be actively involved in the planning meetings. The Action Planning Team now works alongside the senior advisory boards, reports its activities and progress and seeks input from the entire community. If state legislation is needed for any part of the initiative, Team members have great working relationships with Nevada state representatives and regularly attend hearings and testify in Carson City on senior issues.

The community Action Planning Team accepted the charge to meet on a regular basis to create and submit the required Reno Age-Friendly Action Plan to AARP and the World Health Organization before July 2020. All meetings were open to the public and held at senior centers, senior living communities and senior meal sites throughout the city to encourage participation by as many seniors as possible. Members often did community updates about Age-Friendly/Livable Reno with city and county staff members and at meetings of elected officials. Our Reno Senior Discovery TV group also created some PSAs which were broadcast on the Reno website, local TV channels and YouTube to keep the community posted on efforts so far and continue to solicit their input and ideas.

In addition to our community stakeholder older adults who attended and offered their opinions and expertise for decisions-making, representatives from these community agencies and nonprofits were involved in the planning meetings:

AARP Nevada staff and Northern Nevada volunteers  
Alzheimer’s Association  
Catholic Charities  
Center for Healthy Aging  
Community Foundation of Western Nevada  
Neighbor Network of Northern Nevada (N4)  
Regional Transportation Commission  
Reno Housing Authority  
Reno Senior Citizen Advisory Committee  
Reno Senior Discovery TV volunteers  
Reno-Sparks Chamber of Commerce  
Renown Regional Medical Center & Renown Institute  
Sparks Senior Citizens Advisory Committee  
Truckee Meadows Community College  
Truckee Meadows Healthy Communities  
Truckee Meadows Regional Planning  
Truckee Meadows Tomorrow  
The Continuum  
UNR Osher Lifelong Learning Institute  
UNR Sanford Center for Aging  
Washoe County Senior Services Advisory Board  
Washoe Legal Services, Senior Law Project

The Team studied AARP’s Age Friendly/Livable Network tools---resource guides, toolkits, books and workbooks, websites, newsletters and advice from AARP staff or other members of the network—as
we worked to make age-friendliness part of everything we do. The group researched local studies on affordable housing, transportation, senior health issues, and invited experts on these topics to join their meetings. We worked for several sessions to create and submit an application for the AARP Challenge Grant in 2019 but were unsuccessful in obtaining funds. We discussed several ideas: creating ways to deliver more healthy food to seniors and teaching seniors to use smartphones to obtain transportation and other needed resources. Though we did not receive funding for our Challenge Grant application, both ideas were later used by members of the group to apply for and receive funding for both projects from other sources. Northern Nevada Neighbor Network (N4) received a $75,000 grant from the National Center for Mobility Management to fund “Ride On Time” to teach low-income people with disabilities and older adults in Reno how to use smartphones to access shared rides, make and keep healthcare appointments, and access other services. The Reno Senior Citizen Advisory Committee donated $10,000 to the Food Bank of Northern Nevada to deliver more healthy food and nutrition education to low income seniors in Reno. The Team unanimously agreed to the following mission, vision and value statements:

**Our Age Friendly Reno Mission, Vision and Values**

**Our Mission**: Age Friendly Reno will advocate for and support the increase of affordable and appropriate housing and transportation options for our elders, improved connections to in-home and community services they need to remain safely and securely at home, and increased opportunities for enriching their personal connections to others.

**Our Vision**: Our community is a place that all of us are proud to call home because we provide a safe and secure place for all with affordable and appropriate housing, transportation, services and opportunities to be involved and valued in our civic, economic and social life.

**Our Values:**

- Age-friendly communities benefit all age groups.
- Age-friendly communities utilize and build on existing resources to expand their capacity.
- Age-friendly communities include and respect others of all backgrounds, beliefs and abilities.
- Age-friendly communities partner with government, business, private enterprise, and all residents to gather the skills and resources they need to accomplish their goals.
- Age-friendly communities engage with all interested residents to plan, set goals and accomplish those goals on behalf of the entire community.
**TMRPA Age-Friendly Survey Results**

The results of the survey cover areas of interest such as priority ranking of the AARP Domains of Livability, the perception of senior needs, budget allocation for senior service programs, and demographic information. The survey also asked the simple question – “Is the community meeting your needs as you age?”

The survey used an online survey tool called MetroQuest (MQ). The MQ tool was licensed initially to support outreach for TMRPA’s Regional Plan Update but was leveraged to assist with the senior advisory boards’ efforts. In addition, a paper copy was used at senior-oriented events. Many seniors were more comfortable filling out the paper copy in lieu of using the online interface. All submitted paper copies were collected and entered into the online survey interface by staff.

The survey launched on May 1, 2018 to coincide with the start of Older Americans Month and remained open until May of the following year. Survey participation rose steadily over the year, with spikes in October of 2018 and January of 2019, likely in conjunction with senior-oriented events where the paper survey was available. In the end, 496 respondents participated in the survey. Of these, 400 identified as over 50 and 294 identified as over 65 years of age. Sixty-six respondents did not indicate an age. According to the US Census Bureau, the population of Washoe County in July of 2018 was 465,735 people. Of those, about 76,380 people (16.4%) were residents aged 65 or over. These sample sizes in comparison to total population and senior population are important considerations when analyzing how representative the results from any survey are – in other words how reliable is the survey?

To analyze confidence and sample size considerations, TMRPA used the sample size calculator tools available online from Creative Research Systems (https://www.surveysystem.com/sscalc.htm#two). To achieve a 95% confidence level and a confidence interval of ±5 when compared with total population the number of respondents needed is 384. This is easily satisfied given our sample size of 496 respondents. However, some respondents were not seniors (30 participants indicated they were under 50 years old) or opted not to give an age. Given our population of roughly 76,380 residents aged 65 or over, we would still need about 382 samples to achieve a 95% confidence with a confidence interval of ±5. Since we only have definite confirmation of 294 respondents indicating they were aged 65 or over, we must accept a confidence interval of ±5.7 (but still at the 95% confidence interval). Also, it’s likely the interval is more accurate than reported since the survey targeted participation by seniors and many of those that did not indicate an age were likely in an age group above 50 years old. Further, the total number of respondents that indicated an age of 50 or older was 400, well within the sample size requirements for a traditional, target confidence level of 95% (±5 confidence interval). Given this analysis of survey sample size, we believe with high confidence that these results are reliable and representative of the population of older Americans living here in the Truckee Meadows.
Participant Demographics

**Age**

<table>
<thead>
<tr>
<th>Classes</th>
<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Under 50</td>
<td>30</td>
</tr>
<tr>
<td>50 to 59</td>
<td>45</td>
</tr>
<tr>
<td>60 to 64</td>
<td>61</td>
</tr>
<tr>
<td>65 to 84</td>
<td>272</td>
</tr>
<tr>
<td>85 and Older</td>
<td>22</td>
</tr>
<tr>
<td>No Response</td>
<td>66</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>496</strong></td>
</tr>
</tbody>
</table>

**Income**

<table>
<thead>
<tr>
<th>Classes</th>
<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Under 20000</td>
<td>92</td>
</tr>
<tr>
<td>20000 to 39000</td>
<td>87</td>
</tr>
<tr>
<td>40000 to 59000</td>
<td>68</td>
</tr>
<tr>
<td>60000 to 99000</td>
<td>58</td>
</tr>
<tr>
<td>100000 or more</td>
<td>43</td>
</tr>
<tr>
<td>No Response</td>
<td>148</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>496</strong></td>
</tr>
</tbody>
</table>

**Do You Live Alone?**

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>240</td>
</tr>
<tr>
<td>No</td>
<td>176</td>
</tr>
<tr>
<td>No Response</td>
<td>80</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>496</strong></td>
</tr>
</tbody>
</table>

**Is the Community Meeting Your Needs As You Age?**

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>236</td>
</tr>
<tr>
<td>No</td>
<td>149</td>
</tr>
<tr>
<td>No Response</td>
<td>111</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>496</strong></td>
</tr>
</tbody>
</table>
Priority Ranking of AARP 8 Domains of Livability (MQ Screen 2)

We asked participants to rank their top 5 AARP Domains of Livability in order of importance to them and the senior community. The 8 Domains listed included (for more information visit www.aarp.org):

- Outdoor Spaces and Buildings
- Transportation
- Housing
- Social Participation
- Respect and Social Inclusion
- Civic Participation and Employment
- Communication and Information
- Community and Health Services

The tables and graphics below first present an overall ranking of each domain – that is, how well each domain performed versus the others in terms of the count of times a domain was included in the top five ranks for any participant. Following that, the distribution of how each domain was ranked is included (total of eight tables). To interpret these results, one should keep in mind that while the overall number of rankings is important, it’s also important to understand how a domain was ranked. For example, if a given domain had a high count of being ranked but it was consistently ranked #5 that could be less impactful than a domain that was ranked overall slightly less but was consistently placed as the #1 or #2 priority. Interpretation can be further clarified by looking at a domain’s average rank.

Overall Count of Times Ranked by Domain

<table>
<thead>
<tr>
<th>Domains</th>
<th>Times Ranked</th>
<th>Average Rank</th>
</tr>
</thead>
<tbody>
<tr>
<td>Housing</td>
<td>340</td>
<td>1.97</td>
</tr>
<tr>
<td>Community and Health Services</td>
<td>328</td>
<td>2.73</td>
</tr>
<tr>
<td>Transportation</td>
<td>313</td>
<td>2.79</td>
</tr>
<tr>
<td>Outdoor Spaces and Buildings</td>
<td>172</td>
<td>3.14</td>
</tr>
<tr>
<td>Respect and Social Inclusion</td>
<td>194</td>
<td>3.31</td>
</tr>
<tr>
<td>Social Participation</td>
<td>257</td>
<td>3.36</td>
</tr>
<tr>
<td>Communication and Information</td>
<td>224</td>
<td>3.59</td>
</tr>
<tr>
<td>Participation and Employment</td>
<td>145</td>
<td>3.72</td>
</tr>
</tbody>
</table>

Individual Domains- Distribution of Total Ranks

<table>
<thead>
<tr>
<th>Housing</th>
<th>Count By Rank</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rank</td>
<td>180</td>
</tr>
<tr>
<td>1</td>
<td>180</td>
</tr>
<tr>
<td>2</td>
<td>72</td>
</tr>
<tr>
<td>3</td>
<td>33</td>
</tr>
<tr>
<td>4</td>
<td>27</td>
</tr>
<tr>
<td>5</td>
<td>28</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Community and Health</th>
<th>Count By Rank</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rank</td>
<td>76</td>
</tr>
<tr>
<td>1</td>
<td>76</td>
</tr>
<tr>
<td>2</td>
<td>85</td>
</tr>
<tr>
<td>3</td>
<td>69</td>
</tr>
<tr>
<td>4</td>
<td>46</td>
</tr>
<tr>
<td>5</td>
<td>52</td>
</tr>
</tbody>
</table>
Rating Senior Needs (MQ Screen 3)
The MQ survey also asked participants to rate senior needs on a scale of 1 to 5 stars in terms of importance to seniors’ quality of life – where 5 stars indicated the most importance and 1 star the least importance. This rating was done in conjunction with a picture that helped participants visualize the particular senior need in question. Senior needs were grouped into four categories, with several needs in each category as follows (listed below).

Quality of Life
- Independent Living
- Healthcare and Wellness
- Healthy Foods
- Activities
- Engagement and Employment

Senior Housing Needs
- Affordable Rents
- In Home Caregivers
- 55+ Communities
- Group Care Housing
- Shared Housing Options

Transportation Needs
- Improved Transit Routes
- Paratransit Accessibility
- Walkability / Bikeability
- Carpool Options
- Ride Share

Access to Information
- Internet
- Senior Centers
- TV / Radio
- Public Library
- Newspaper / Magazine
The table and charts below indicate how each senior need was rated by participants and provides the average star ranking for that senior need. Senior needs with higher averages indicate that need as more important to participants than other senior needs with lower average ratings (5 stars = best).

<table>
<thead>
<tr>
<th>Quality of Life</th>
<th>Total - Count of Stars</th>
<th>Average Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>Independent Living</td>
<td>46</td>
<td>24</td>
</tr>
<tr>
<td>Healthcare and Wellness</td>
<td>44</td>
<td>28</td>
</tr>
<tr>
<td>Healthy Foods</td>
<td>35</td>
<td>45</td>
</tr>
<tr>
<td>Activities</td>
<td>34</td>
<td>44</td>
</tr>
<tr>
<td>Engagement &amp; Employment</td>
<td>52</td>
<td>44</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Senior Housing Needs</th>
<th>Total - Count of Stars</th>
<th>Average Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>Affordable Rents</td>
<td>49</td>
<td>53</td>
</tr>
<tr>
<td>In Home Caregivers</td>
<td>48</td>
<td>36</td>
</tr>
<tr>
<td>55+ Communities</td>
<td>38</td>
<td>41</td>
</tr>
<tr>
<td>Group Care Housing</td>
<td>61</td>
<td>70</td>
</tr>
<tr>
<td>Shared Housing Options</td>
<td>55</td>
<td>81</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Transportation Needs</th>
<th>Total - Count of Stars</th>
<th>Average Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>Improved Transit Routes</td>
<td>32</td>
<td>36</td>
</tr>
<tr>
<td>Paratransit Accessibility</td>
<td>25</td>
<td>36</td>
</tr>
<tr>
<td>Walkability / Bikeability</td>
<td>56</td>
<td>47</td>
</tr>
<tr>
<td>Carpool Options</td>
<td>37</td>
<td>70</td>
</tr>
<tr>
<td>Ride Share</td>
<td>62</td>
<td>57</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Access to Information</th>
<th>Total - Count of Stars</th>
<th>Average Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>Internet</td>
<td>47</td>
<td>36</td>
</tr>
<tr>
<td>Senior Centers</td>
<td>48</td>
<td>48</td>
</tr>
<tr>
<td>TV / Radio</td>
<td>45</td>
<td>49</td>
</tr>
<tr>
<td>Public Library</td>
<td>75</td>
<td>48</td>
</tr>
<tr>
<td>Newspaper / Magazine</td>
<td>46</td>
<td>60</td>
</tr>
</tbody>
</table>
Transportation Needs

Access to Information

**Budget Allocation for Senior Needs (MQ Screen 4)**
Survey participants were asked to allocate a finite amount of coins across eight topic areas to indicate those areas where they would like to see spending by local governments and other entities in support of senior needs. Participants started with twenty coins – each worth five points. Coins could be dragged to one or more of the eight topic areas for senior needs as listed below. The graphic below shows how the total number of coins was spent - where more coins spent indicates a greater desire to fund associated programs to benefit seniors.
In all three of the substantive survey screens, concerns about housing and housing affordability rise to the top as the most important identified needs. This is clear when looking at the results of MQ Screen 2, where the housing domain showed the lowest average ranking (1.97). This basically means that the housing domain was ranked number one or number two more often than any of the other domains. Further, when rating senior needs (MQ Screen 3), affordable rents were rated higher than any other need on average (4.09 out of 5). Budget allocation also showed that housing was of great concern to participants with 22% (the highest of any category) of total coins targeted to support improvements to housing for seniors.

The majority of respondents indicated that they lived alone, highlighting the importance of keeping housing costs down and the need to support programs and services that help seniors age in place. This is bolstered by the perceived importance of in-home care givers and the availability of residential options for folks aged 55 and older when compared to lower ratings for group care housing and other shared housing options.

Concern for housing was followed closely by concern for and recognition of the importance of healthcare. Spending in the budget allocation screen was at 21% for healthcare, nearly matching the proposed spending for housing. Plus, community and health services were ranked second highest on average across the eight AARP Domains of Livability. The high ratings for independent living, healthcare and wellness, and healthy foods in the screen 3 results further support the notion that healthy living is a very important aspect for seniors.

How seniors get around town was also of great importance to survey participants. Transportation was the third highest ranked AARP Domain and received the third highest share of proposed budget
allocation. Notably, there was more support for improving transit routes and paratransit accessibility than there was for carpool or ride share options.

The role of the internet in providing access to information for seniors seems to have eclipsed more traditional sources like newspapers or TV/Radio. Senior centers remain an important location for seniors and a good source for information. Additionally, the need to have a job appears to be of less concern to seniors as evidenced by the low overall ranking of the civic participation and employment domain and moderate rating of engagement and employment for quality of life.

Finally, a majority of survey participants (48%) indicated that our community is meeting their needs as they age. That said, 30% of respondents noted that our community could do a better job of meeting their needs. The results of this survey suggest that the topic areas of housing, healthcare, and transportation are of greatest concern and emphasis ought to be afforded to programs and services that can help bolster those domains.

The image below shows the five MetroQuest survey screens (with screen 2 – Ranking of AARP Domains as the active screen). Participants moved through the screens starting with the Welcome screen that indicates the purpose of the survey and provides other contextual information. Screens 2, 3 and 4 represent the main substantive portion of the survey, where most participant information is gathered. Screen 5 thanks participants for taking the survey and collects demographic information and whether the community was meeting senior needs.

Example of Survey Interface

The print version of the survey follows on the next two pages:
TMRPA Age-Friendly Survey (print version)

HOW AGE FRIENDLY IS OUR COMMUNITY? We want your perspective about how to make our community better for everyone as we age.

CHOOSE YOUR TOP 5 AARP DOMAINS OF LIVABILITY FROM 1 TO 5 (1 is your top choice.)

___ Outdoor Spaces & Buildings People have many public places to gather — green spaces, safe streets, sidewalks, trails, and accessible buildings for people of all ages.
___ Transportation In addition to driving, we have public transit options like trains, trams, buses, and shared ride options that are accessible and affordable.
___ Housing We have housing that is affordable and designed or modified so you can stay in your home as you get older.
___ Social Participation Loneliness is as harmful as chronic illness or disease. Sadness and isolation are combated with accessible, affordable and fun social activities.
___ Respect & Inclusion The community values everyone. Young and old learn from one another and honor what each has to offer.
___ Work & Civic Engagement Older people can (if they choose) continue to work for pay, volunteer their skills and be actively engaged in community life.
___ Communication & Info Information is disseminated through a variety of means, because not everyone has a smartphone or Internet access.
___ Community & Health Services Everyone who becomes ill or simply needs some help can access and afford the services required.

RATE EACH FROM 1 TO 5 (5 IS THE MOST IMPORTANT TO YOU AND SENIORS IN THE COMMUNITY)

<table>
<thead>
<tr>
<th>Quality of Life</th>
<th>What do you think is necessary to meet your needs and to improve your quality of life?</th>
<th>Please circle</th>
</tr>
</thead>
<tbody>
<tr>
<td>Healthcare &amp; Wellness</td>
<td>More choices for healthcare providers and wellness activities.</td>
<td>1 2 3 4 5</td>
</tr>
<tr>
<td>Independent Living</td>
<td>More support services to let seniors continue living on their own.</td>
<td>1 2 3 4 5</td>
</tr>
<tr>
<td>Activities</td>
<td>More entertainment, social and recreational opportunities.</td>
<td>1 2 3 4 5</td>
</tr>
<tr>
<td>Healthy Foods</td>
<td>Improved access to food programs for seniors.</td>
<td>1 2 3 4 5</td>
</tr>
<tr>
<td>Engagement &amp; Employment</td>
<td>More chances for seniors to work for pay, volunteer, or actively engage with their families, friends and community</td>
<td>1 2 3 4 5</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Senior Housing Needs</th>
<th>Most seniors want to live at home as they age. If that is not possible, what sorts of housing arrangements do you prefer?</th>
<th>Please circle</th>
</tr>
</thead>
<tbody>
<tr>
<td>In Home Caregivers</td>
<td>More affordable providers of personal in-home services.</td>
<td>1 2 3 4 5</td>
</tr>
<tr>
<td>Affordable Rents</td>
<td>Housing costs that can be handled on a fixed or declining income.</td>
<td>1 2 3 4 5</td>
</tr>
<tr>
<td>55+ Communities</td>
<td>More housing of all types specifically built for seniors.</td>
<td>1 2 3 4 5</td>
</tr>
<tr>
<td>Shared Housing</td>
<td>More opportunities to share housing costs with others.</td>
<td>1 2 3 4 5</td>
</tr>
<tr>
<td>Group Care Housing</td>
<td>More group housing with assistance with tasks of daily living</td>
<td>1 2 3 4 5</td>
</tr>
</tbody>
</table>
Most seniors would prefer to drive their own vehicles as they age. If that is not possible, what types of transportation options would you prefer?

Please circle

| Transportation Needs | | |
|----------------------|------------------|
| Ride Share           | Using taxis or smartphone apps like Uber and Lyft |
| Improved Transit     | Expand transit routes where seniors live |
| Paratransit Access   | More paratransit routes and vehicles for disabled senior. |
| Carpool Options      | Partnering up with friends, family and neighbors to ride together |
| Walking/Biking       | Better connected bike paths and sidewalks/trails to get around town |

We really appreciate your feedback! We have just a few more questions that will help us analyze and share these results. Thanks!

Zip Code _________________ Age _______ Live alone? Yes No

Annual income Under $20,000 $20,000-39,000 $40,000-59,000 $60,000-99,999 $100,000 or more

The community meets my needs as I age. Yes No

Email or phone ________________________________________________________________________

Rev 5/1/18 – Reno & Washoe County Senior Advisory Boards & Truckee Meadows Regional Planning Agency. Take survey online at www.tmrpa.org/seniorsurvey
Other Important Studies Used to Create the Action Plan

**Truckee Meadows Regional Planning Agency (TRMPA) 2019 Regional Plan, “Mapping Our Future”** See [https://tmrpa.org/regional-plan/](https://tmrpa.org/regional-plan/)

Nevada State law tasks TRMPA with creating a comprehensive regional plan and with determining whether local master plans and facilities conform to it. It fosters planning coordination among the governments of Reno, Sparks and Washoe County. Here are some important insights for our age-friendly action planning:

The region’s housing market is tightening, with low vacancy rates and rising costs. As a result, housing is more difficult to access. Various factors are responsible for the growing housing issues in the Truckee Meadows, including:

- An increase in home (+11.8%) and rental (+9.6%) values, reduces what is affordable;
- A decrease in vacancy in apartments (less than 2% in 2018), which means fewer options for renters;
- A mismatch of housing types, with more “missing middle” housing needed to accommodate shifting age, family and residential demographics; and
- Incomes not keeping pace with the rising costs of housing in the region. According to the 2016 American Community Survey data, the median household income in the region was $60,042. The median income needed to rent in the area was $59,200 and to buy was $75,640.

The 2019 plan laid out four unique scenarios with interactive maps of a future 20 years away based on different location priorities for development and different mixes of housing products. It allowed a look at what would happen if housing development used the same policies now in effect—mostly single-family on vacant land adjacent to existing developments (Classic); targeted and denser housing development inside the McCarran ring road (McCarran); development targeted on larger, vacant tracts of undeveloped land near current infrastructure with denser housing (Smart Greenfield); and use of small lots in already developed areas, promoting mixed use, denser housing types (Infill).

**Regional Strategy for Housing Affordability: Community Profile in 2018 and Housing Our Future in 2019**, created in partnership with TRMPA, Truckee Meadows Healthy Communities and Enterprise Community Partners; View both reports at [https://www.tmaffordablehousing.org/](https://www.tmaffordablehousing.org/)

These two comprehensive studies propose a 10-year strategy containing a community profile, a strategy roadmap and implementation timeline with 35 concrete actions to keep pace with changing housing needs and demands in the future. It was jointly prepared by Enterprise Community Partners, on behalf of Truckee Meadows Healthy Communities, Truckee Meadows Regional Planning Agency and many community partners.

Key regional housing issues are:

- Increased competition for affordable rental housing and slower rates of production have created a shortage of affordable homes, causing some households to pursue lower quality housing options, including weekly motels.

- The region’s population is changing, and housing options have not kept up. The lack of diverse housing options at different price points is a barrier to the region’s future growth and prosperity.
• Low- and moderate-income households seeking homeownership opportunities are often priced out due to rising home sale prices, placing further pressure on an already tight rental market.

• As the region’s housing ages, there is increasing need for maintenance and rehabilitation to ensure units are not only affordable but also livable.

• Sixteen percent of residents in the Truckee Meadows are both low-income and pay more than half their income on housing costs, making them particularly susceptible to housing displacement. Meanwhile, some of the region’s existing affordable housing may lose income restrictions in the next five to ten years, which would only deepen the supply gap for the region’s lowest income residents.

Through using the recommendations in the report, the region will
• Produce more rental housing that is affordable and accessible to low-income households, particularly those earning less than half of the area median income;
• Diversify housing options for renters and homeowners throughout the region;
• Expand access to homeownership opportunities;
• Preserve the affordability, while improving the quality, of existing affordable rental and homeownership options; and
• Protect residents from housing displacement.

Within these focus areas, regional stakeholders have prioritized the following actions to move the region closer to its vision:
• Identify a lead entity responsible for implementing Housing our Future.
• Dedicate funding for the Regional Housing Trust Fund.
• Establish a preservation early warning system.
• Apply for additional federal funding through the Section 108 Loan Guarantee Program to support more mixed-income and mixed-use development.
• Establish stronger incentives for inclusion of affordable units in market-rate development through permitting processes and development fee structures

Included in these studies is a helpful description of the role of public and private entities in providing or supporting housing that is affordable.

The federal government shapes housing affordability and availability primarily through financial support for strategies, programs, or projects that are then implemented locally. Across all jurisdictions in the region, the Truckee Meadows received a total of $7.1 million in revenues for housing-related purposes in 2017—with a majority coming from the federal government. Federal funding can support a variety of activities including housing development, direct financial assistance to low-income homeowners and renters, land assembly and acquisition (including remediation of contaminated sites), and technical assistance. The priorities associated with this funding (e.g., supporting economic mobility or housing investments near transit) can also shape state and local priorities.

The State of Nevada provides key services, infrastructure, and funding that support housing throughout the Truckee Meadows region. The State is a source of important data on a variety of housing issues, including the locations of existing subsidized housing properties and general housing
need throughout the region and other parts of the state. The State also creates laws that can directly affect development, often by authorizing or limiting localities’ powers to provide or support housing (e.g., limiting the types of taxes localities can impose to fund housing efforts or granting localities’ the authority to exempt developers from certain restrictions).

The State (through the Nevada Housing Division) administers one of the strongest financing tools for producing and preserving affordable homes—the federal Low-Income Housing Tax Credit (LIHTC). The State allocates these credits through a competitive process each year, and the priorities they set through that application process impact the types of housing projects that are realized throughout the state. The State also offers a Low-Income Housing Trust Fund and Multi-Family Bond Financing programs, which provide financing for the development and preservation of homes affordable to low-income households. Beyond development financing, the State offers several key programs that provide direct assistance to residents, including homebuyer programs, foreclosure mitigation funds, and a weatherization assistance program.

The State Legislature in 2019, convened an Interim Committee to Study Issues Regarding Affordable Housing, which is charged with assessing need for affordable housing across the State, as well as potential actions that would address barriers to affordable housing development. The State Legislature streamlined definitions of affordability in State statutes, made it easier for local governments to assist affordable housing developments by reducing or subsidizing development fees, created a Nevada affordable housing tax credit program modeled after the federal LIHTC program, and supported stronger consumer protections for tenants. They also expanded access to Medicaid funds for mentally ill tenants.

The Truckee Meadows region is served by several public or quasi-public regional authorities that play a major role in providing services and planning for the future of the region, including the Truckee Meadows Regional Planning Agency (TMRPA), the Reno Housing Authority (RHA), the Regional Transportation Commission of Washoe County (RTC), the Washoe County HOME Consortium (WCHC), and the Economic Development Authority of Western Nevada (EDAWN). These agencies all shape and are directly impacted by the region’s housing supply, particularly the location of the region’s housing relative to other investments and services. For instance, as more housing is built farther from the region’s core, these agencies’ resources must be stretched to offer the same level of services across much larger distances. On the other hand, the level and price of services that these agencies can provide in different locations directly impacts what residents can afford to pay on other items, including housing. Recognizing the many ways in which they shape and are impacted by housing affordability, these agencies have come together to participate in this process.

Truckee Meadows Regional Planning Agency (TMRPA), coordinates regional data, economic development, and community planning for Reno, Sparks, and Washoe County. In conjunction with the Regional Strategy for Housing Affordability, TMRPA is preparing the Regional Plan Update, which is scheduled for final delivery in March 2019. The Regional Plan governs the physical development and growth of the region, including housing development patterns, over a 20-year period. TMRPA is charged with updating the plan every five years. The forthcoming update has identified housing affordability and access to opportunity as top priorities. Housing affordability is an important issue in the region currently, and is impacting conversations on land use pattern, development, and future growth for the area. Policy recommendations related to housing will be jointly developed and aligned with the Regional Strategy for Housing Affordability. After the Regional Plan Update is adopted by the Regional Planning Governing Board and Regional Planning Commission, which include elected
officials and other representatives from across the region, each of the three jurisdictions will implement the plan through their own planning and regulatory efforts, capital improvement, housing and other programs.

The Regional Transportation Commission of Washoe County (RTC), serves three key roles in the Truckee Meadows region: 1) conducting long-range transportation planning for the region, 2) providing public transit service, and 3) building the regional roadway network.

The Economic Development Authority of Western Nevada (EDAWN), is a public-private partnership focused on business attraction and retention in the region. Through this work, EDAWN directly impacts the type and amount of available jobs in the region, which in turn drives housing demand. Recognizing the cross-jurisdictional nature of many of the region’s most pressing challenges, the three jurisdictions continue to collaborate and identify new opportunities for coordination and collaboration. The three jurisdictions are actively involved in a single regional entity focused on addressing homelessness, the Community Homelessness Advisory Board (CHAB). The CHAB’s work will directly complement the region’s efforts on housing affordability by tackling the needs of those who are currently unhoused and further the region’s infrastructure for long-term coordination.

Washoe County conducts its own land use planning, in accordance with the parameters set through the regional plan and establishes zoning and development codes that govern unincorporated land within the county. These codes are implemented in a variety of ways that directly impact the current and future housing stock, including project permitting, infrastructure services, and code enforcement. The County also impacts residents’ housing costs through property assessments and property tax collection, as well as direct services and subsidies that support residents experiencing homelessness. As a participating member of the WCHC, the County pools its federal resources with Sparks and Reno to support coordinated investment in affordable housing throughout the region.

The cities of Reno and Sparks are also charged with land use planning and implementation within their own boundaries, in accordance with regional plan parameters. Like county governments, the municipalities also handle their own project permitting, infrastructure services, and code enforcement. Local ordinances and regulatory processes around zoning and development shape the types of housing that are built and where they would be located within the municipality. Local governments may also invest financial resources in the development of housing at different price points or may provide programs that reduce residents’ housing costs.

While governmental organizations shape the environment in which development occurs throughout the region, private enterprises drive housing development on a project-by-project basis. The development and homebuilding community—architects, builders, developers, building trades, realtors, and others—is responsible for identifying and acquiring sites, creating plans and proposals for development, securing financing, managing pre-development processes like permitting, overseeing construction, and marketing and selling the final product. Each of these actions directly affects the cost of housing production and the ultimate viability of providing that housing product at more affordable prices. Financial institutions—regional and community banks, Community Development Financial Institutions (CDFIs), and others —also support development by providing tailored financial products, making Community Reinvestment Act (CRA) investments, identifying partners, and supporting planning efforts and other functions to address affordable housing needs, particularly in low- to moderate-income communities.
The Truckee Meadows region is also home to a variety of philanthropic organizations, nonprofits, civic organizations, and employers whose work shapes the overall growth and quality-of-life in the region. These groups can serve as vital partners by providing funding for affordable housing, operating programs that support residents (e.g., employer-assisted housing programs), and leading community advocacy and education on issues of affordable housing. In fact, a variety of these groups have already identified specific roles for themselves in supporting housing affordability throughout the region.

The community stakeholders involved in the Regional Strategy for Housing Affordability noted the following initiatives that are supportive of this work:

Community Health Improvement Plan (CHIP), Washoe County Health District, Truckee Meadows Healthy Communities, Renown Health, and other organizations in the region are leading an ongoing planning process to identify and address local conditions that are contributing to or causing poor health outcomes in Washoe County. Housing has been identified as one of the three focus areas of the 2018-2020 CHIP. The recommendations of the Regional Strategy for Housing Affordability will be adopted as part of the CHIP’s housing framework.

Acting in Community Together in Organizing Northern Nevada (ACTIONN): A faith-based, grassroots advocacy group currently working on two key initiatives related to the region’s affordable housing need: 1) the Weeklies Organizing Initiative and 2) the Home Means Nevada campaign. The first initiative has been organizing and advocating for low-income residents of the region’s weekly motels, including collecting data on who is using weekly motels for long-term housing and working to prevent displacement of those residents. The second initiative (Home Means Nevada) is a coalition of residents, service providers, business leaders, labor unions, and faith communities advocating for policy changes that can address homelessness and housing, while expanding economic opportunity. Home Means Nevada is currently advocating for Washoe County to fund an affordable housing trust fund that was created last year, primarily due to their intensive advocacy.

The Community Housing Land Trust: The Community Foundation of Western Nevada established the Community Housing Land Trust in April 2018 to develop for-sale and rental housing for qualified low-income residents. Their model uses a land-lease arrangement, by which the Trust retains ownership of the land and low-income residents own and build wealth from the value of the improvements on top of that land. In 2019, the Trust created the Village at Sage Street, a 200-unit affordable dorm-style project on land provided by the City of Reno.

Downtown Reno Partnership/Business Improvement District (BID): The 2017 Reno Downtown Action Plan recognized housing as a key element of a thriving downtown and developed the BID as a designated area of Downtown Reno, in which property owners pay a special assessment based on the value of their property to support additional services like enhanced safety, maintenance, and marketing. The BID is managed by the nonprofit Downtown Reno Partnership and provides marketing, outreach to residents and businesses, enhanced police services, trained Ambassadors who do homeless outreach, code enforcement support, hospitality services, and more.
Population & Demographics: Reno’s population in 2015 was estimated to be 236,883 and is expected to reach 309,583 by 2034. The timing of this growth is uncertain, as recent economic development efforts could mean the region will see a much larger influx of new residents in the next five years than previously expected. In addition, the population of the City is changing; while Reno’s median age is becoming younger, the percentage of Reno residents over the age of 65 is expected to grow at more than twice the rate of the population as a whole, and the City is also becoming more ethnically diverse.

Housing: The housing and real estate markets were particularly hard hit in the aftermath of the Great Recession. New housing starts dropped sharply, approved projects remained unbuilt, and the values of existing homes decreased from a peak in 2006. However, there are signs of recovery. Recent years have seen an increase in building permits, home values appear to be stabilizing, and employment in construction has increased faster than any other industry. While housing remains relatively affordable in Reno, it is a growing concern for many residents experiencing increasingly unsustainable portions of their income going towards housing.

Economy & Employment: Following job losses over the past 10 years and a high unemployment rate, Reno is now experiencing a period of sustained job growth. Unemployment is down, although not quite to levels seen prior to the Great Recession. Large firms, such as Tesla, Switch, and eBay have already announced their relocation to the Reno area, with more expected. Despite a push to attract more technology and manufacturing jobs to the City, most are in service sector industries, especially those related to gaming and casinos. Other major employers include the Washoe County School District, University of Nevada-Reno (UNR), and Renown Regional Medical Center.

Transportation: The automobile is the predominant mode of transportation in the City of Reno, and residents value the ease with which they can travel around the City. However, as the region’s roadways reach and exceed their designed-for capacities, traffic and congestion are becoming larger issues. In addition, population growth and changing commuting patterns could exacerbate these trends—already workers in the City have seen their average commute times increase over the past 15 years. In response, the Regional Transportation Commission (RTC) has shifted a focus to providing more public transit service in the region, and both RTC and the City of Reno have invested in new bike lanes and sidewalks in order to promote greater use of alternative modes of transportation. However, funding for transportation projects are limited, and will not be enough to address all of the region’s needs.

Education & Schools: Residents of Reno generally have higher levels of educational attainment than their peers elsewhere in Nevada or the United States, thanks in large part to the presence of UNR and Truckee Meadows Community College. However, the Washoe County School District is facing a series of challenges related to a lack of funding for the construction of new facilities to accommodate the region’s growing population, as well as funding for completing needed repairs, maintenance, and upgrades in its existing facilities. While not something that the City of Reno has direct influence over, schools and concerns about school quality are important values held by the community.

Health: While the population of Washoe County is generally in good health, over half the region is considered overweight or obese, and the majority of residents do not engage in the recommended amount of physical activity. Access to health providers and services is also a growing concern. Over 30 percent of the region lives in a designated health professional shortage area, and all of Washoe County is considered to have a shortage of mental health professionals. In addition, Reno suffers
periods of impaired air quality, and is considered to be a non-attainment area for air quality standards set for coarse particulate matter (PM10), creating health risks for residents.

Hazards & Public Safety: In recent years, the City of Reno has seen a decrease in crimes and an increase in public perceptions of safety. However, concerns remain about drugs, gangs, and theft, as well as panhandling and graffiti in certain areas of the City. The Reno Fire Department has seen a decrease in the number of calls for service between 2013 and 2014 and had an average response time of seven minutes and 18 seconds in 2014, on par with national averages. While Reno is at risk from a variety of natural and man-made hazards, the City, in collaboration with partners in the region, has recently updated its hazard mitigation plan, and is involved in a number of mitigation projects, such as its Virginia Street Bridge project.


Following are some excerpts important to our Age-Friendly Reno action planning:

The goals of the Regional Transportation Plan include the following:

• Improve safety
• Integrate land-use and economic development
• Promote healthy communities and sustainability
• Manage existing systems efficiently
• Integrate all types of transportation
• Focus on regional connectivity
• Promote equity and environmental justice
• Improve freight and goods movement, and
• Invest strategically

Transit Investments - Transit is recognized as an essential part of the local economy that helps thousands of Washoe County residents get to work and access essential services each day. Transit helps shape development patterns and is an economic development tool that supports a higher-density, mixed-use urban form. The Virginia Street RTC RAPID project is an example where a transit investment is helping spur new and revitalized investments from Downtown to Midtown and Meadowood Mall. The environmental benefits of transit are also well recognized: reducing the number of cars on the road reduces traffic congestion and air pollution.

With the segment of the population over 75 years old being the fastest-growing demographic in the region, the importance of accessible pedestrian facilities will continue to grow. Annual funding will be programmed for spot improvements throughout the region to upgrade sidewalks, crosswalks, and curb ramps. The public is also concerned with mobility issues that will face many residents over the next 20 years. A clear message expressed during the community outreach process is the need to plan, build, and operate services such as accessible bus stops and sidewalks, transit lines, and roadways that support an aging population.

Complete Streets Investments - This plan includes a package of roadway investments that promote livability and regional connectivity. All of these projects incorporate a Complete Streets design concept, which addresses the needs of all roadway users in a way that is sensitive to the local land-use context. The primary purpose of Complete Streets projects is to provide safe access and travel
for pedestrians, bicyclists, motorists and transit users of all ages and abilities. Safety is an important aspect of all project planning, with high-crash locations being improved through many of the recommended projects. Complete Streets designs have reduced crashes up to 46% on regional roads in Washoe County.

Neighborhood Livability - Other projects focus primarily on neighborhood livability and economic development. While these projects may not add new lanes for autos, they do improve ADA accessibility, connectivity of the regional bicycle network, facilitate safety through traffic calming, and improve the streetscape appearance through landscaping and unified design.

**2014 Washoe County Senior Services Master Plan for Aging Services**

See [https://www.washoecounty.us/seniorsrv/master_plan.php](https://www.washoecounty.us/seniorsrv/master_plan.php) The plan includes 12 goals with objectives, strategies and action plans for each:

Goal 1: Increase participation of seniors in volunteerism. Enrich the lives of seniors through volunteerism and improve the programs and services that help people of all ages.

Goal 2: Engage volunteers from the entire community in the “Master Plan for Aging Services”. Ensure that older persons have an active role in planning and managing senior services.

Goal 3: Food Insecurity. Expand seniors’ access to food and nutrition services.

Goal 4: Home and Community-based Services. Ensure the availability of a continuum of care that supports "aging in place."

Goal 5: Social Engagement. Promote events and activities that support active lifestyles.

Goal 6: Reduce Social Isolation. Enrich the lives of isolated seniors and those who live in group homes.

Goal 7: Affordable and Accessible Housing. Expand housing options to help seniors “age in place.”

Goal 8: Neighborhood Supports. Strengthen neighborhood supports that encourage seniors to “age in place.”

Goal 9: Aging and Disability Resource Center. Assure that all seniors have access to the information and services that enable them to live healthy, safe, and productive lives.

Goal 10: Public Outreach. Assure that seniors are aware of the resources and services that can support healthy, safe, and productive lifestyles.

Goal 11: Legal Services. Provide legal advice and representation to protect the rights of seniors, and to eliminate fraud and abuse perpetrated against them.

Goal 12: Transportation. Expand public and private transportation options that allow seniors to live independently.
A community health needs assessment is conducted every three years by evaluating information gathered from first-hand sources and county, state and national health data. Truckee Meadows Healthy Communities, a cross-sectorial coalition representing stakeholders in Washoe County, selected three focus areas that were most critical to improving our community’s health: The plan was then developed by committees made up of community partners, to address the selected focus areas. Community engagement is key to the CHIP process so that the resulting plan reflects not only the shared commitment to focus areas, but also considers the full community’s assets, strengths, resources and needs for bringing about positive change. In order to maximize health impact and gain widespread support for improvement, the CHIP provides action plans, goals, objectives and strategies that can be used to reach identified targets.

Priority 1: Housing and Homelessness
- Goal 1. To stabilize and improve housing security for people spending more than 30% of their income on housing.
- Goal 2. To stabilize and improve housing security for people spending more than 50% of their income on housing.

Priority 2: Behavioral Health
- Goal 1. To stabilize and improve housing security for the severely mentally ill (SMI).
- Goal 2. Assess and address current status and need for behavioral health services in Washoe County.
- Goal 3. Reduce depression and suicidal behaviors in adolescents and seniors age 65+.

Priority 3: Nutrition and Physical Activity
- Goal 1. To increase physical activity and nutrition among adults and youth using the 5210 Let’s Go Framework.

The biggest accomplishment for Priority 1 was the completion of the Regional Strategy for Housing Affordability led by Truckee Meadows Healthy Communities, which is a comprehensive analysis of housing needs in the region and identified strategies to meet the needs. The Reno Housing Authority was proposed as the lead agency to implement the strategy. For Priority 2, Good Grid, a case management system for partners that provide behavioral health services for those receiving housing assistance, is being implemented. For Priority 3, the 5210 Healthy Washoe committee offered a training series to the 12 pilot sites that have been implemented within this program, including school, health care offices, and chamber members. Family Health Festivals have provided resources and/or services to just under 2,000 residents. The program has furthered their partnerships, so services now include dental screenings and fluoride varnish, resulting in 70 clients receiving those services. The Health District is also a partner in implementing the new BUILD Health Challenge grant working to reduce isolation, suicide and depression among seniors.
Following are excerpts useful to our age-friendly planning:

The Washoe Regional Behavioral Health Policy Board addresses the importance and necessity of substance use, mental health, and behavioral health services for Washoe County residents. This profile outlines key indicators associated with Washoe County residents and identifies trends in available data. By using a wide range of data sources, key problem areas within Washoe County can be identified, and this information used to focus on the areas deemed to be the most at-risk. The report contains detailed information about recent mental health legislation in Nevada to improve local mental health care. There is also current information on the services provided by the regional Mobile Outreach Safety Team (MOST) created to divert individuals with behavioral health issues away from criminal justice systems and emergency rooms, and into appropriate community-based services and supports. Significant findings are outlined below.

Demographics
• The Washoe County population has grown approximately 10.5% since 2010.
• In 2017, Washoe County’s inflation-adjusted household income level was 5.7% higher than Nevada and 1.6% higher than the United States.
• In 2017, the total percent of individuals experiencing poverty in Washoe County was 0.9% lower than Nevada and 1.3% lower than the United States.
• From 2015 to 2017, the percent of persons under the age of 65 years without health insurance in Washoe County has increased 3.9%.

Substance Use
• From 2008 to 2017, the average rate of alcohol-induced deaths in Washoe County (16.7 persons per 100,000 population) was higher than Nevada (11.5) and the United States (7.7).
• From 2008 to 2017, the average rate of drug-induced deaths in Washoe County (22.6 persons per 100,000 population) was higher than Nevada (20.7) and the United States (14.9).

Mental Illness
• Both Washoe County and the United States have experienced their largest spikes in depression diagnoses from 2016 to 2018. Washoe County has increased 4.9%, while the United States has increased 4.2%.
• Between 2016 and 2017, Washoe County showed a dramatic change in deaths due to suicide, decreasing by 5.9 deaths per 100,000 population.
• The rate of death due to suicide among those aged 85+ in Washoe County was more than three times the rate for the United States (71.1% vs. 19.3%).
• In 2016, Nevada had a veteran suicide rate of 48.2 (per 100,000 population), while the Western Region had a rate of 35.0 and the United States a rate of 30.1.
Lessons from Community Assessment – Three Top Domains
Since 2012 and until the present day, access to information and services in the community, affordable housing and transportation were identified as the elder community’s top priorities in the Reno Senior Citizen Advisory Committee’s strategic plans. Since 2014, and to the present day, these same priorities were listed in the Washoe County Master Plan for Aging Services and in the activities of the Washoe County Senior Advisory Board. Specific data and strategies to address Washoe County housing, services and transportation are contained in the other plans and studies done by the various regional planning boards at city, county and statewide levels.

Using the results from our TMRPA survey and distilling the asset-mapping and goal identification process done at the October 2018 Town Hall gave us the best direction from our community for creation of our action planning goals. In order to maximize our energy and our resources and focus on what a community-driven group could actually accomplish, we decided to focus on these top three priorities and develop our 3-year action plan on these three domains only. Although other domains are also important, the Team agreed that choosing the three most important would give us a more realistic opportunity to achieve our goals in the 3-year timeframe. We began to draft the action plan, sent out numerous updates and revisions to the community and completed the plan in April 2020 to submit to AARP and to the World Health Organization. Following is a summary of our priorities and goals for housing, access to community and healthcare services and transportation. The action plan strategy charts detail the goals, actions, lead person or agency, partners, target date, resources, outreach and media and metrics.

Summary of the Age-Friendly Reno Action Plan Priorities and Goals

Priority Area #1 – Housing

Housing Goal #1: Advocate with policymakers to incorporate affordable and appropriate age-friendly housing policy into master plans, legislation and regulations& for more such housing projects; support affordable housing developers, and stakeholders. Many groups are currently working together to increase the number of affordable housing units available in our area, and our Age-Friendly Reno Team participates with them. In 2018, the Community Foundation of Western Nevada created the first local community land trust and organized an effort to transport portable housing units to Reno and create the Village at Sage Street which is now has 210 dorm-sized rooms occupied by low-income seniors and workers in the area. ACTIONN, a large faith-based organization made up of over 30 local religious communities, led the way for Washoe County to create an Affordable Housing Trust Fund and is currently working to get it funded.

Housing Goal #2: Advocate and support developing more shared, intergenerational, and “missing middle” housing. Support tiny homes and accessory dwelling units (ADUs) in neighborhoods able and willing to accommodate them. The need for more shared, duplex, condo, and small apartment complexes has been advocated for by Reno affordable housing groups and individuals for many years. It is called “missing middle housing” because it is hard to find, often not zoned in city plans. Some are working with the Truckee Meadows Regional Planning Agency and real estate experts to determine the best parcels for building the first 10,000 units of new homes on in-fill lots, including the needed missing middle housing. Last summer, Reno Mayor Schieve put forward an initiative that would create “1000 homes in 120 days” to defer several fees for developers who would build 1000 townhouse, apartment, or condo units within Opportunity Zones in Reno. The
city got more than 2000 proposals proving such incentives work. A tiny homes project is being planned by Northern Nevada HOPES, a Reno healthcare nonprofit serving many low-income clients, to house homeless individuals while they are treated for behavioral health issues. Zoning for Accessory Dwelling Units (ADUs) was recently voted down by the Reno City Council in an older historic neighborhood where homeowners came out in fierce opposition. The topic could come back for consideration in the future in Reno neighborhoods that want to accommodate ADUs. Several churches in the nation have supported placing tiny homes on their property and several on our committee are exploring that idea in Reno.

**Housing Goal #3: Work with partners to support creating a program of privately funded rent support vouchers to bridge the gap for available affordable and workforce housing for elders/disabled patterned on the federal Section 8 (subsidized/income-based) program.**  
Reno Housing Authority said that many local people qualify for Section 8 vouchers, but current rent in the area has risen so high that even with the maximum federal subsidy, it is not enough to pay the local rents set by participating landlords. Voucher-holders cannot find places they can afford to rent. Reno Housing Authority suggested an idea that follows current public housing principles to create a fund, not for renters, but for landlords— incentive money to keep rent low for qualifying seniors. Qualifications could follow HUD guidelines for eligibility, perhaps starting at 30% of area median income (AMI). This program could help seniors who are not currently receiving federal assistance. It could attract more seniors because of not carrying the stigma of public assistance. We could measure success by assessing the number of senior/disabled residents (RHA figures do not separate the categories) currently receiving Section 8 housing assistance and compare the number of new units furnished at reasonable rates through our privately funded program. This would expand existing Section 8 federal assistance with local funding sources, specifically for seniors, at a time when federal funding is dwindling. If handled by a 501(c)(3) organization, contributions could come from individuals, businesses, foundations or governments. It could be administered by the Reno Housing Authority if the RHA were to receive an administration fee, which is the same way Section 8 is administered. RHA would be best suited because it already has the tools and the framework to determine eligibility and the expertise in dealing with both renters and landlords. Creating a local subsidy to be used in Section 8-fashion would create more affordable living spaces for seniors far more quickly than investment in new properties. While not providing needed housing for the region, it would make a greater percentage of existing housing affordable to seniors.

**Housing Goal #4: Advocate and support the lead agencies working to reduce Washoe County homelessness and to support persons in transition to housing.**  
The Community Homeless Advisory Board (CHAB) is made up of elected representatives from Reno, Sparks and Washoe County. It is making progress to find regional and cooperative solutions to assist the homeless to obtain housing and services needed. The CHAB has taken action to assign needed staff and funding from their three governments to work together to clean up unsafe encampments, support the Community Assistance Center (the main emergency homeless shelter operated by Volunteers of America), and provide needed services to help get people back on their feet and into more permanent housing. For the past two years, Washoe County Human Services Agency Director, Amber Howell, and her staff worked tirelessly to re-purpose the state’s mental health campus (Northern Nevada Adult Mental Health Services, NNHAMS) into transitional housing for 225 with critical services assistance and specialized rehabilitation programming for elders, women and children, and persons with substance abuse problems (Crossroads Program). Many area agencies such the Reno Area Alliance for the Homeless (RAAH), Catholic Charities of Northern Nevada, the Food Bank of Northern Nevada and ACTIONN are working alongside the governments to augment services and advocate for solutions. Our Housing Team members will continue to stay abreast of these activities, attend
meetings to speak in support of efforts to end homelessness in our community, and volunteer their time and talents to assist where needed.

**Housing #5: Create an age-friendly media campaign for affordable housing issues & solutions aimed at the aged 50+ community.** The concept of “age-friendly communities” is not widely understood in Reno, except by those involved in senior services work or advocacy. The need for more affordable housing in the area, and the rising concern that seniors on low- and fixed-incomes are being “priced out” of housing is already being publicized. By creating a media plan to spread information about how age-friendly policies can help solve these problems, public support will be increased, and more action taken to solve the housing shortage here.

**Priority Area #2: Access to Community and Healthcare Services**

Services Goal #1 Increase the number of Reno seniors aged 50+ who report knowledge and/or receipt of more in-home/community support services to enable them to remain at home. In-home support is case management, housekeeping, food preparation and delivery, health care assistance, ADL (Activities of Daily Living) assistance, volunteer senior companions, respite, home modification/maintenance/repair, yard work, bill-paying, or any other service that allows that person to continue living in their own home. The Services Team will use its media campaign to spread the word about the availability of services that assist elders to remain in their homes. We will help recruit volunteers for senior programs, Food Bank, other donation drives for seniors by publicizing the needs. We will advocate for increased funding for home-based and community services programs at the state legislature. We will support the use of a new Medicaid waiver for housing for behavioral health clients. The Team will work with the Center for Healthy Aging to create and conduct a survey that will be completed annually among Reno seniors to find out how many know about and/or receive in-home or community services that allow them to remain in their homes rather than go into nursing homes or other non-home settings.

Services Goal #2: Increase meaningful social interaction and social opportunities for elders; decrease isolation. In late 2019, Truckee Meadows Healthy Communities (TMHC), Renown Health and the Washoe County Health District received a BUILD Health Challenge® award (funded by the Robert Wood Johnson Foundation and other large grantees) which amounts to over $600,000 with its local matches. The grant is the result of collaboration among over 30 local organization. See their website at [https://buildhealthchallenge.org/communities/caring-about-renos-elderly-care/](https://buildhealthchallenge.org/communities/caring-about-renos-elderly-care/). Loneliness is the root cause of many issues including suicide, chronic disease and a reduction in lifespan. Washoe County senior suicide rates are two and four times the national rate for those aged 65 and 85 years, respectively. This project will tackle barriers to socialization such as access to affordable housing, transportation and healthcare. The BUILD Health Challenge is a national program focused on bold, upstream, integrated, local and data-driven projects that can improve community health. The award provides funding, capacity-building support and access to a national peer-learning network to enhance collaborative partnerships locally to address our community’s most pressing health challenges. Age-friendly Action Planning team members are currently volunteering in this exciting project to connect to isolated seniors and improve social connections and opportunities.

We also will create a pilot project to connect with Neighborhood Advisory Boards (NABs) and homeowners associations in Reno to identify isolated elders in their communities and refer them for services. We will work with Reno Senior Recreation, OLLI and Silver College staff to increase knowledge of and participation in their senior programs and scholarships. We want to duplicate the very successful Sparks
Police Senior Phone Patrol program that makes daily calls to isolated seniors to assure their wellbeing. The Team initiated some meetings with the Reno Police Chief and Washoe County Sheriff to implement the program in their jurisdictions. We also will meet with OLLI staff to have some senior health advocate volunteers connect with seniors there.

**Services Goal #3: Advocate for service coordination in senior housing developments.** Research shows that having on-site service coordinators in senior housing developments helps improve the health and quality of life and reduces hospitalizations and medical costs for seniors living there. Service coordinators find and refer residents to social services, benefits, entitlements, employment, financial skills training, food supports, health check-ups, eviction prevention, and other community-based resources. Several of our largest senior housing sites employ service coordinators, but many do not. The Services Team will visit with senior housing development owners and managers to discuss the benefits of service coordinators and explore ways to install them.

**Services Goal #4: Improve current print & social media to increase elders’ knowledge and access to health & community services.** The Action Planning Team created the Age-Friendly Reno 2020-2023 Media Plan modelled on the Reno Senior Citizen Advisory Committee’s current strategic plan. The plan’s goal is to enhance communication methods for resources and services, so more people access them when needed. Making more elders and their caregivers aware of the many available local community resources and services will help them live healthy, independent, active and safer lives. Throughout the three years of the action plan, the media plan will increase community awareness of services, work to improve outreach of community partners, increase knowledge of senior recreation and education programs and scholarship opportunities of low-income seniors, and increase community knowledge and support for age-friendly improvements to the community.

**Priority #3: Transportation**

**Transportation Goal #1: Advocate for more accessible, affordable transportation services for elders.** Most people in Reno currently drive alone or with their family members in their cars. As the community ages, and as more residents can no longer safely drive their cars, other forms of transportation become increasingly important. Seniors who live inside the McCarran Ring (the central county area inside the ring road) have access to the public transit system, RTC. However, current bus routes do not serve large developed areas north and south of the McCarran ring road, so those residents are unable to use the bus system. During the past year, RTC has begun experimenting with Flex-Ride, a door-to-door van service which has been a hit with senior riders and is being expanded. Uber and Lyft ride-sharing companies are also used by many residents to get around. The Neighbor Network of Northern Nevada (N4) now offers N4 Connect, a program of discounted Lyft rides and training in using smartphones or their concierge operators to access this service. The Transportation Team will continue to attend RTC and N4 meetings and community outreach events to learn about upcoming plans and give feedback. We will use alternate transportation ourselves to gain personal experience. We will also support expansion of RTC’s Flex-Ride and N4’s Lyft program.

**Transportation Goal #2: Increase the number of seniors who can find transportation and other resource information online and via other means.** The Age-Friendly Team will publicize RTC’s rider training materials and will support expansion of N4’s program teaching seniors to use smartphones and other means to access Lyft and other services.

**Transportation Goal #3: Investigate and advocate to remedy the expressed barriers and challenges to seniors accessing transportation.** The Transportation Team will review local and statewide transportation reports and community assessment reports that describe barriers and challenges for seniors using transportation. Since N4 and the Northern Nevada Council for
Independent Living are the local agencies working on these issues, the Team will support those efforts to address and eliminate the barriers and challenges that exist.

**Transportation Goal #4: Leverage idle buses/vans to create a new transport system for elders.** Many community members noticed that the Washoe County School District has a large fleet of school buses to transport students to and from school. In some Nevada communities, school buses are also utilized to transport elders and others after students are dropped off and before it is time to pick them up at the end of the school day. Members of the Transportation Team want to investigate whether this could work in Washoe County. There are also many vans operated by local churches, healthcare systems, senior residences and casinos. Perhaps local car dealers could help as well. Research would also be necessary to find national models of public-private community transport systems, software systems for dispatch and liability issues.

**Transportation Goal #5: Advocate for a regional transportation ombudsman or statewide transit association.** The Neighbor Network of Northern Nevada, N4, has been working for several years to increase inclusion of people with disabilities, older adults and their care partners in transit planning. The N4 Transit Planning 4 All project allowed those groups to actively participate as advisors and decision-makers in the planning process. Their steering committee includes many transportation stakeholders: persons with a disability, older adults, care partners, RTC, Nevada Department of Transportation, organizations who serve older adults and people with disabilities and their care partners. One of their goals is to develop a fully inclusive statewide transportation association which will include professionals, community members, people of all ages and people with disabilities. The Transportation Team will research their progress and attend their meetings to support this goal.

**Action Plan Implementation**

Oversight of implementing this Action Plan will be done by the Team Leaders for each priority. Each team will have at least 5 members who are older adults and others who represent the diversity of the community. The teams will meet monthly to assess their progress on the plan and written progress reports will be generated every six months on each priority area.

**Housing Team Leaders:** Nick Tscheekar, Brent Boynton, Danada Rausch, Cathy Steed

**Services Team Leaders:** Larry Weiss, Lynda Hascheff, Donna Clontz, Bobbie Ma

**Transportation Team Leaders:** Amy Dewitt-Smith, Marta Malone, Moe Mulvana

The Age-Friendly Reno Action Plan Strategy Charts, Media Plan and City of Reno Resolution 8538 are separate electronic documents that will be attached to our online email submission.