

AARP Livable Communities: Age-Friendly Reno Project
Approved 5/13/20-5/13/23

Action Plan – Priority #1: Housing

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

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.

Standardized definition of “affordable and workforce housing” - Washoe County rounded 2019 Average Median Income (AMI) for a 4-person household = \$78,100. First tier: households making less than 60% of AMI (\$46,860). Second tier: households making between 60% (46,860) and 80% (\$62,480) of AMI. Third tier: households, defined as workforce housing making between 80% (\$62,480) and 120% (\$93,720) of AMI.

Goal	Actions	Lead Person/Agency	Partners	Date	Resources	Outreach, media	Metrics
#1: Work with partners to support creating program of privately funded rent support vouchers to bridge gap for available affordable & workforce housing for elders/disabled patterned on the federal Section 8 (subsidized/income based) program	<ul style="list-style-type: none"> Design new voucher program using Section 8 as model Attain funding from prospective business, organization &, individual donors. Present program to landlords & recruit Housing Team to meet monthly Arrange fiduciary payee if needed 	Brent Boynton, Cathy Steed Housing Team, Reno Housing Authority (RHA) to manage new program	RHA, Community Foundation ACTIONN, Northern NV Community Housing Resource Board, Washoe Affordable Housing Corp., Reno Community Dev., Reimagine Reno, TM Housing Solutions, VOA, NNV Apartment Assn.	2020-2023	HUD, HUD-VASH, affordable housing developers, Community Foundation donors, other donors & grantmakers	See Age-friendly media plan; Letters to editor, media releases, posts to age-friendly website, social media	Use RHA baseline on 6/30/20 of Washoe Co. local subsidized housing (income based) units for elders/disabled. Enroll 10% of that baseline # in new voucher program by 12/31/23.
#2: Advocate & support developing more shared, intergenerational, & “missing middle” housing. Support tiny homes and accessory dwelling units (ADUs) in	<ul style="list-style-type: none"> Contact Silver State Fair Housing & UNR Center for Excellence in Disabilities for civil rights & consumer protection rules re: senior/disabled housing & shared housing in NV. 	Danada Rausch	Silver State Fair Housing, UNR, TMCC, Senior Law, TMRPA, NV Housing Coalition, Village at Sage St., NV Youth Empowerment Project; churches	2020-2023	TMRPA, Reno Master Plan (Reimagine Reno), Sparks Master Plan, Washoe Co Master Plan, Stats for shared, inter-generational &	See Age-friendly media plan	Use TMRPA/ Enterprise Study 12/31/19 baseline of # of shared, intergen'l and missing middle housing units Increase by 10% by 2023

<p>neighborhoods able and willing to accommodate them.</p>	<ul style="list-style-type: none"> • Review literature on shared housing, current real estate, landlord-tenant laws & senior housing laws; See NRS118A • Work with UNR/TMCC to match students w/ seniors for shared housing 	<p>Housing Team, Danada Rausch</p> <p>Housing Team, UNR, TMCC</p>	<p>UNR, TMCC</p>	<p>2020</p> <p>2023</p>	<p>missing middle housing units as of 2019;</p> <p>UNR & TMCC student government; UNR Residential Life staff; Regenesis Reno</p>		
<p>#3: Advocate with policymakers to incorporate affordable & appropriate age friendly housing policy into master plans, legislation and regulations& for more such housing projects; support affordable housing developers, and stakeholders.</p>	<ul style="list-style-type: none"> • Learn from Reno Community Development staff about city's plans for increasing affordable housing • Attend/support new Reno Tenant Issues & Concerns Citizen Advisory Board meetings • Influence city/county policies re: development when people are displaced by new development • Get familiar with Enterprise housing study, TMHC, TM Regional Plan, city & county master plans & housing data • Meet with Neighborhood Services to discuss how it connects City's affordable 	<p>Housing Team</p>	<p>Truckee Meadows Regional Planning Agency, ACTIONN, Nevada Housing Coalition, CFWN, Regenesis Reno, Opportunity Alliance of NV, NV Housing Div., Community Homeless Advisory Board (CHAB), Reno Area Alliance for the Homeless (RAAH), Truckee Meadows Tomorrow (TMT)</p>	<p>2020-2023</p>	<p>Master plans</p>	<p>See Age-friendly media plan</p>	<p>Create form to capture # of meetings attended #of hearings attended #of public comments by Age-Friendly Housing Team #of new age-friendly policies enacted re: affordable housing</p>

	<p>housing efforts & issues to residents; give input.</p> <ul style="list-style-type: none"> • Hold Age-friendly housing listening sessions in each ward. • Get input from people who plan to live in affordable housing before it's built • Take feedback to RHA, CHAB and council/commission 						
#4: Create age-friendly media campaign for affordable housing issues & solutions aimed at age 50+ community	<ul style="list-style-type: none"> • Create Age-Friendly communications plan, website, Twitter, Facebook presence • Assign team members to post • Work with SDTV to create and air some short videos • Explore working with Revision Brewery in Reno 	Paco Lachoy All Teams	All Teams	2020-2021	ACTIONN, City of Reno, SDTV	See Age-friendly media plan	Media plan created & launched, #hits # pieces printed #print mentions #radio airings #tv airings
#5 Advocate and support the lead agencies working to reduce Washoe Co. homelessness and to support persons in transition to housing	<ul style="list-style-type: none"> • Attend/speak at CHAB, RAAH, NV Housing Coalition and TMT to learn about homeless issues and solutions; • Volunteer at CAC shelter/tent; Research housing homeless by people with extra space in their homes, advocate for fiduciary payees for homeless as needed 	Housing Team CHAB, RAAH, TMT Food Bank	CHAB, RAAH, TMT, Food Bank, VOA, CFWN	2020-2023	Plans and data from CHAB, RAAH, VOA, TMT, Food Bank, CFWN and other websites or other agencies	See Age-friendly media plan	# meetings attended #Team public comments

AARP Livable Communities: Age Friendly Reno Project
Action Plan – Priority Area #2: Access to Community and Health Services
Service Team Leaders: Larry Weiss, Lynda Hascheff, Donna Clontz, Bobbie Ma

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.

Goal	Actions	Lead Person/ Agency	Partners	Dates	Resources	Outreach Media	Metrics
<p>#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.</p> <p>In-home support is case management, housekeeping, food prep/delivery, health care assistance, ADL assistance, volunteer senior companion, respite, home modification /maintenance/ repair, yard work, bill-paying, or any other service that allows that person to continue living in their own home</p>	<ul style="list-style-type: none"> • Increase # of volunteers for Washoe Co. Sr Services programs (Meals on Wheels, senior centers, drivers), Food Bank, StuffaBus • Advocate for increased funding for home-based & community services programs at state legislature • Support use of SB 425 Medicaid waiver for housing; follow progress of writing regs • Create & conduct survey to measure use & knowledge of services 	<p>Washoe Co. Sr. Services, Todd Acker Food Bank, Sr Outreach Services, Seniors in Service, Age-Friendly Services Team; senior advisory boards, Alzheimer’s Assn., Aging & Disability Services Div., Washoe County Sr. Services</p> <p>Services Team; Senior advisory boards, N4, Aging & Disability Services, Washoe County Sr. Services in-home support services Services Team with Center for Healthy Aging/ADSD, Elders Count, Census 2020</p>	<p>Senior advisory board/committees, Reno, Sparks, Washoe Co., county libraries, ADSD, Center for Healthy Aging, AARP, RHA, senior centers, Food Bank & pantries, first responders, police, sheriff, N4, WCSS, CFWN Caregiver Network, OLLI, Katie Pace – NV Ombudsman for Consumer Health Assistance, HOPEs wrap around services</p>	<p>2020, 2021, 2022, 2023</p>	<p>Center for Healthy Aging/ADSD Elders Count 2020, 2022, 2024, UNR School of Medicine, yearly AF survey to assess knowledge and use of services</p> <p>2020 Census, Elders Count, OLLI, Katie Pace</p>	<p>See Age-friendly media plan</p>	<p>10% annual increase of Reno seniors who report knowledge and/or use of in-home & community support services. Baseline measured in 2020 survey. Surveys done in 2021, 2022, and 2023.</p>

<p>#2: Increase meaningful social interaction and social opportunities for elders; decrease isolation</p>	<ul style="list-style-type: none"> • Age-friendly Service Team join BUILD/CARE project to combat elder isolation. • Create pilot project to help NABS/HOAs identify isolated elders in their communities and connect with them & refer for services. • Work with PRCS to increase #s in senior recreation programs & scholarships • Increase access to OLLI & TMCC Silver College to scholarships • Work with Reno PD/Sheriff to implement Senior Phone Patrol; work with first responders to ID/refer isolated seniors • Station Sr Health Advocate at OLLI 	<p>Age Friendly Service Team, BUILD/CARE teams</p> <p>Age-friendly Service Team, HOAs NABs/Neighborhood Services, Scouts for service projects</p> <p>PRCS, Reno SCAC, Rec & Parks Comm., Center for Healthy Aging, Community Foundation</p> <p>OLLI, TMCC</p> <p>RPD Travis Warren, SAVE volunteers, Sparks PD, Washoe Sheriff Balaam, RPD, REMSA, MOST team</p> <p>OLLI board, Center for Healthy Aging</p>	<p>Renown, Truckee Meadows Healthy Communities, Washoe Co. Health Dept., County libraries, Neighborhood Services, Reno, Sparks, Washoe Recreation, Truckee Meadows Parks Foundation, NABs, HOAs, Rec & Parks Commission, Friends of the Library, county library board, Reno PD, Sparks PD, Center for Healthy Aging, seniors at centers, Pickleball Club, beanbag baseball teams, Alzheimer's Assn, Sanford Center, Seniors living in senior residences and 55+ developments</p>	<p>2020-2023</p> <p>2022</p> <p>2020</p> <p>2020</p> <p>2023</p> <p>2021</p>	<p>BUILD/CARE grant program</p> <p>Reno Sr Citizen Advisory Comm. (SCAC) Strategic Plan for 2019-2022</p> <p>Reno SCAC communication plan for seniors 2020-2021</p>	<p>See Age-friendly media plan;</p>	<p>Get baseline data for 12/31/19: # PRCS srs. #CARE srs. #RPD Phone Patrol srs. #HOAs srs #NAB srs</p> <p>Survey annually 2020,2021,2022, 2023</p>
<p>#3: Advocate for service coordination in senior housing developments.</p>	<ul style="list-style-type: none"> • Research local senior housing developments that have service coordinators • Discuss benefits of service 	<p>Services Team; Senior advisory board/committees,</p> <p>Services Team; Senior advisory board/committees</p>	<p>RHA, ADSD, WCSS, Center for Healthy Aging, Sanford Center</p>	<p>2020-2023</p>		<p>See Age-friendly media plan</p>	<p>#meetings with housing mgrs., HOAs/NABs #public comments on service coordination</p>

	coordination w housing mgrs., HOAs/NABs • Advocate for service coordination at public hearings						
#4: Improve current print & social media to increase elders' knowledge and access to health & community services	<ul style="list-style-type: none"> • Create & implement AF communications plan to reach more elders • Add resource info to Age-friendly Reno website, Twitter, Facebook • Assign team members to post • Work with SDTV to create and air some short videos on resources 	Paco Lachoy help all Teams to design/implement plan	Neighborhood Services, all media outlets, N4, OLLI, Washoe Co, Renown, St. Mary's, Northern NV hospital systems, Senior Care Plus, AARP Nevada; community events pages in local print media & online	2020		See Age-friendly media plan	Media plan created & launched, #hits # pieces printed #print mentions #radio airings #tv airings

AARP Livable Communities: Age Friendly Reno Project

Action Plan – Priority Area #3: Transportation

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

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.

Goals	Actions	Lead Person/Agency	Partners	Dates	Resources	Outreach media	Metrics
#1: Advocate for more accessible, affordable transportation services for elders	<ul style="list-style-type: none"> Attend RTC meetings & community events to learn/make public comment to increase services in under-served areas Team members use RTC, Lyft, Uber, taxis, bikes, to gain personal experience Support expansion of RTC pilot Flex-Ride 	Transportation Team; N4 Senior board & committees	RTC, NV Dept. of Transportation, N4, NV Governor’s Council on Dev. Disabilities, NN Center for Independent Living, churches, WCSS(Todd) Senior boards biking groups, NEMT, MTM, Logisticare? hospitals, assisted living & nursing facilities, retirement communities	2020	Community assessment data, resource directories, RTC Southern Nevada (pilot programs & public-private partnerships), Sanford Center, Statewide Transit Association planning committee, Washoe County Senior Services, Kenny Guinn Center (report)	See Age-friendly media plan	Ask team about where to find transportation service/program information. Contact Susi Trinidad & Jennifer Meyers (RTC)
#2: Increase # of seniors who can find transportation and other resource information online and via other means	<ul style="list-style-type: none"> Support N4’s pilot program to teach seniors to use smartphones and other means to access Lyft and other services 	Transportation Team, N4, RTC, Aging & Disability Services Div. Susi Trinidad	Aging & Disability Services Div., N4, RTC, NNCIL, senior & community centers, retail (stores, coffee	2022 2022	N4 training materials for Ride On Time project, RTC rider training materials; Sr Spectrum, Center for Healthy Aging,	See Age-friendly media plan Flyers at RHA PSAs for tv & radio	Report # of classes and # of students in N4 classes and RTC classes on annual basis

	<ul style="list-style-type: none"> • Support RTC program for elders learning to use RTC 		shops) bus stops & stations churches		Sanford Center, brochures, newspapers		
#3: Investigate the expressed barriers/ challenges to seniors accessing transportation	<ul style="list-style-type: none"> • Review local and statewide community assessment reports • Talk with people! • Pilot new programs that record participant feedback 	Transportation Team, N4	RTC, N4, NNCIL	2020	NABs, CABs, senior groups & communities	See Age-friendly media plan	Incorporate into current and/or potential future projects; propose to stakeholders and community partners
#4: Leverage idle buses/vans to create new transport system for elders	<ul style="list-style-type: none"> • Research national models of public-private community transport systems; software/system for dispatch, liability • Start with one provider, test system, add more. 	Transportation Team, N4	Reno PRCS, WCSS, faith community, WCSD Casinos, senior residences, car dealers	2021	Reno PRCS, WCSS, faith community, WCSD Casinos, senior residences, car dealers	See Age-friendly media plan	#buses/vans used in partnership to transport elders #new rides for elders/year
#5: Advocate for a regional transportation ombudsman or statewide transit association	<ul style="list-style-type: none"> • Research if council or ombudsman already exists in NV • Support N4's work toward creation of ombudsman or statewide transit association 	Transportation Team, N4	N4, RTC	2020	Literature on transit association or ombudsman in other places	See Age-friendly media plan	Ombudsman or state transit association created

**ACRONYM KEY
AGE-FRIENDLY RENO**

ADL -	activities of daily living	PSA -	Public Service Announcement
ADSD -	Aging and Disability Services Division	PRCS -	Parks and Recreation Community Services
ADU -	accessory dwelling unit aka 'granny flats'	RAAH -	Reno Area Alliance for the Homeless
AF -	Age-Friendly	REMSA -	Reno Emergency Medical Services Authority
CAB -	County Advisory Board	RHA -	Reno Housing Authority
CFWN -	Community Foundation of Western Nevada	RPD -	Reno Police Department
CHA -	Center for Healthy Aging	RTC -	Regional Transportation Commission
CHAB -	Community Homeless Advisory Board	SAVE -	Senior Auxiliary Volunteer Efforts (w/RPD)
FB -	Facebook	SCAC -	Senior Citizen Advisory Committee
HUD -	Department of Housing and Urban Development	SDTV -	Senior Discovery Television
HOA -	Home Owner Association	SOS -	Senior Outreach Services
MOST -	Mobile Outreach Safety Team	TMCC -	Truckee Meadows Community College
MTM -	Reno company doing non-medical transportation	TMHC -	Truckee Meadows Healthy Communities
NAB -	Neighborhood Advisory Board	TMRPA -	Truckee Meadows Planning Agency
N4 -	Neighborhood Network of Northern Nevada	TM -	Truckee Meadows
NDOT -	Nevada Department of Transportation	TMT -	Truckee Meadows Tomorrow
NEMT -	Non-Emergency Transportation	TNC -	Transportation Network Companies
NGCDD -	Nevada Governor's Council on Developmental Disabilities	UNR -	University of Nevada, Reno
NNCIL -	Northern Nevada Center for Independent Living	VASH -	Veterans Affairs Supportive Housing
OLLI -	Osher Lifelong Learning Center	VOA -	Volunteers of America
PD -	Police Department	WCSD -	Washoe County School District
		WCSS -	Washoe County Social Services

**AGE-FRIENDLY RENO 2020–2023 MEDIA PLAN
GOALS AND OBJECTIVES (Last update 4/30/20)**

GOAL 1: Enhance communication methods for resources and services so more people access them when needed.

Make more elders and their caregivers aware of the many available local community resources and services to help them live healthy, independent, active and safer lives.

OBJECTIVE 1: By December 2020, launch a 3-year age-friendly community awareness and communication plan to provide more elders and their caregivers information about resources and services to promote a healthy, independent, active, and safe lifestyle.

	Actions	Who	By When	Measures of Success
1	Create & distribute age-friendly survey to elders and caregivers; assess knowledge and use of services	Services Team	4//21	Collect at least 400 surveys and tabulate results
2	Identify existing outreach & support methods & media types to reach elders	Services Team, partners	12/20	Meeting with media and service providers; create list of methods/media
3	Launch communication plan of elder resources for elders/caregivers	Services Team	12/20	Communication plan created & launched
4	Document number of elders/ caregivers reached as baseline measurement.	Services Team	12/20	Quarterly count of those reached starting 2020

OBJECTIVE 2: By March 2021, the Age-friendly Services Team will work with community partners to implement new and different media types to reach elders and caregivers and enhance the communication plan.

	Actions	Who	By When	Measures of Success
1	Implement new media methods to reach elders without internet, cable service or smartphones.	Services Team	3/21	Meetings with local media to get ideas, assistance; # of hits of elders
2	Recommend ways to improve Senior Connect, Washoe County newsletter content and delivery to more elders/caregivers	Services Team	12/20	Survey elders after changes; increase distribution via email, doctors/pharmacies, etc.
3	Increase age-friendly social media content in elder programs/ resources	Services Team	12/20	Increase in number of age-friendly-specific social media postings
4	Explore creation of streaming TV application or over-the-air subchannel for senior programming	Services Team	12/20	Application created; tv subchannel located for elder-specific programming
5	Work with SDTV to develop more TV/video content for elder audience	Services Team, SDTV	12/21	SDTV creates new PSAs, short videos

6	Support use of City of Reno tv studio for staff and SDTV volunteers	Services Team, SDTV, Reno	12/20	Studio is actively used for senior programming
7	Identify and implement Spanish materials for elders/caregivers	Center for Healthy Aging	12/20	Spanish materials, media is created and delivered
8	Identify free and low-cost advertising and print opportunities	Paco Lachoy	12/20	Meetings with advertisers and print media
9	Update and distribute Elder Services Resource brochure	All Teams, partners	12/20	Print and distribute 10,000 copies/year; brochure posted on partner web pages
10	Work with partners to plan & participate in StuffaBus and Older Americans Month	All Age-friendly Teams, partners	4/21	Increase StuffaBus donations for 2021; streamline OAM in 2021

OBJECTIVE 3: By December 2020, increase awareness of county-wide senior recreation and OLLI/TMCC Silver College scholarship programs to increase usage by low-income elders.

	Actions	Who	By When	Measures of Success
1	Recommend creation of senior recreation scholarships for Sparks residents	Advisory committees	12/20	Sparks council adopts
2	SDTV create video about senior scholarships	SDTV	12/20	SDTV creates video
3	Let more elders know about scholarships	Services Team	12/20	Flyers in facilities, partner websites
4	Document number of elders on scholarships as of 12/31/19 as baseline measurement	Services Team	12/20	10% more elders on scholarship as of 12/20; measure each December

OBJECTIVE 4: By December 2021, with assistance of all media partners, increase community knowledge of Age-Friendly mission and involve Age-Friendly Teams in more community outreach.

	Actions	Who	By When	Measures of Success
1	Meet with media leads at Reno, Sparks, Washoe County, RTC	Service Team	12/20	Joint media plan created
2	Create Age-friendly brochure or rack card	Paco Lachoy	12/20	1000 brochures or rack cards distributed
3	Update age-friendly info on city, county, partners websites (includes RTC, OLLI, N4, UNR, TMCC)	Service Team, partners	6/21	Check city/county, partners' websites
4	Create annual calendar of local events and activities for Age-friendly Teams to attend; promote resources, including NABs, joint meetings.	Service Team	12/20	Members attend at least 6 events each year and report to the Age-friendly Planning Team
5	SDTV, other media promotes age-friendly projects	Paco Lachoy, SDTV	12/21	SDTV creates videos; coverage in other media