

COVID-19 Resource List

Hotlines

Crisis Support Services of Northern Nevada

Services: 24/7/365, confidential support for people in crisis

Contact Information: Hotline - 1.800.273.8255; Text - 839863

National Domestic Violence Hotline

Services: 24/7/365 confidential tools and immediate support to enable domestic violence victims to find safety and live lives free of abuse

Contact Information: Hotline - 1.800.799.7233

National Sexual Assault Hotline

Services: 24/7/365 confidential support for sexual assault survivors

Contact Information: Hotline - 1.800.656.4673; Online - online.rainn.org

Safe Embrace

Services: 24/7/365 confidential support for victims of domestic violence and/or sexual assault

Contact Information: Local hotline - 775.322.3466; Hotline - 1.877.781.0565

Housing/Shelters

Advocates to End Domestic Violence
(Carson City)

Population: Victims of domestic violence or sexual assault and children

Services: Emergency services, legal and financial services, counseling, housing, supportive services, children programs and educational programs

Contact Information: Phone - 775-883-7654

Schedule: Calls will be answered 8 am to 4:30 Mon. - Fri.

Awaken

Population: Women and girls who experienced sexual exploitation

Services: Mentorship services, counseling, transitional housing, transportation, financial aid for college, legal and medical assistance, drop-in center

Domestic Violence Resource Center

Contact Information: Phone - 775.393.9183

Population: Individuals and families who have experienced family violence

Services: 24 hr. hotline, shelter, support groups, assistance with Temporary Protective Orders, pet shelter, transitional housing, educational groups

Contact Information: Phone - 775.329.4150

Schedule: No walk-ins; calls only from 9 am to 5 pm Mon. - Fri.

Reno Housing Authority

Population: Individuals, families, elderly, and disabled residents with low incomes

Services: low income housing

Contact Information: Phone - 775.329.3630

Schedule: Offices are closed to in-person visits; inquires are answered by phone, business is being conducted on-line and by mail and email. Calls acceptect Mon. -Fri. 8 am to 5 pm

Restart

Population: Families, seniors and people with disabilities

Services: Psychiatric services, medication management, mental health therapy, substance abuse counseling, case management, daytime drop-in for showers, laundry, life skills education and groups

Contact Information: Phone - 775.324.5166

Safe Embrace

Population: Domestic violence, sexual assault and sex trafficking survivors

Services: Safety planning, emergency shelter, legal assistance, transitional housing, support groups, therapy, pet housing, crisis hotline and outreach education

Contact Information: Office phone: 775-324-3766; Local crisis line - 775.322.3466 Email: INFO@SAFEEMBRACE.ORG

Schedule: Walk-ins welcome. Office phone calls will be answered Mon. - Fri. from 9 am to 5 pm

Step 1

Step 2

Population: Men afflicted with substance abuse or addiction problems

Services: Supportive services, transitional housing, counseling, educational programs

Contact Information: Phone - 775.329.9830

Population: Women and children

Services: gender-specific long-term treatment services for substance use disorders, domestic violence intervention, education and trauma services

Contact Information: Phone - 775.787.9411

Volunteers of America

Population: Homeless individuals and families

Services: Shelter, referrals, food, clothing

Contact Information: Phone - 775.329.4141

Schedule: Homeless people are currently staying at the Reno Event Center. New clients need to arrive at 7:30 pm for a possible spot. There is a band system set in place where individuals with bands will enter first and if spots are available new clients will be given a bed and band.

Counseling/Mental Health

Eddy House

Population: Homeless and at-risk youth ages 12-24

Services: Mental health counseling, drop in center, food, clothing, transportation assistance, form assistance, health check ups, educational programs, referrals

Contact Information: Phone - 775-384-1129

La Clinica/VIVA

Population: Latin women who've experienced domestic violence or sexual abuse

Services: Free psychological services

Contact Information: Phone - 775.525.0979

Quest Counseling

Population: Adults, families and adolescents

Services: Outpatient therapy, counseling (telehealth) regarding substance use prevention, substance use, mental health, problem gambling, relationship problems, trauma/grief

Contact Information: Phone - 775.786.6880

Schedule: Will be working remotely. Office hours to set appointments will be from 8 am to 3 pm. All groups will be canceled until further notice. Open for individual sessions via telehealth.

Reno Behavioral Health Care

Population: Adults and adolescents

Services: Adult Inpatient mental health treatment program, outpatient programs, substance use and addiction treatment, youth programs, eating disorder and transition programs

Contact Information: Phone - 775.393.2200

Zephyr Wellness

Population: Individuals, couples, groups, and families

Services: Counseling (telehealth)

Contact Information: Phone - 775.525.1616

Schedule: Call to set an appointment; sessions will be done remotely

Medical

Community Health Alliance

Population: Women, men, children, homeless individuals

Services: Health and dental care, behavioral health pharmacy, form assistance

Contact Information: 775.329.6300 or 775.336.3700

Pharmacy: Walk-ins are being limiting the amount of people allowed into the Wells Ave. health center pharmacy to five (5) people at one time, standing 6 ft. apart

Dental: will continue to only offer emergency dental services, which may include limited evaluations, some extractions, and some temporary fillings

Sun Valley and Record St. office is currently closed

Main location: 330 Crampton St, Reno, NV 89502

Department of Health and Human Services
Division of Welfare and Supportive Services
(Health Insurance)

Population: Low income families and individuals

Services: Health insurance

Contact Information: Phone - 775.824.7400

Northern Nevada HOPES

Schedule: No walk-ins. Applications can be completed by phone or app can be faxed. Calls will be answered Mon. - Fri. 8 am to 12 pm and 1 pm to 5 pm.

Population: Anyone

Services: Adult and pediatric primary care, chronic disease management, wellness and nutrition, behavioral health counseling, substance use counseling, case management, a pharmacy etc.

Contact Information: Phone - 775.786.4673

COVID-19 Testing Sites

* It is suggested the person experiencing symptoms of COVID-19 reaches out to their care provider first

*Individuals are required to call prior to visiting the site if there is not an assessment link below

Nevada Primary Care Association

Medically uninsured patients seeking care are encouraged to visit a Federally Qualified Health Center (FQHC)

Contact Information: 1.775.887.0417

<https://www.nvpca.org/>

Reno Livestock Events Center

Contact Information: 775.328.2427

Location: 1350 N Wells Ave, Reno

Hours: 9 am to 9:15 pm only to those who have an appointment

Assessment: <https://covid19washoe.com/covid-19-assessment/>

Renown

There is no walk-in testing or swabbing for COVID-19 at Renown locations.

Screenings Contact number: 775.982.5000

Serenity Mental Health (Carson City & NYE County)

Contact Information: (775) 841-6050; <https://www.serenitymentalhealth.org/>

Business Hours: 9 am - 6 pm

Assessment; Fill out and send questionnaire to COVID19@serenitymentalhealth.org

UNLV Medicine (Las Vegas)

Washoe County Health District

Contact Information: 702.583.4408
Location: 1125 Shadow Lane Las Vegas
Hours: 8:30am - 3:00pm Mon. - Fri. - Appt. Only

Phone Number: 775-328-2427
Assessment form: <https://www.surveymonkey.com/r/washoetravelersform>

Financial Assistance/Utilities

Catholic Charities of Northern Nevada

Population: People in need
Services: food assistance, case management, financial assistance: ID's, hygiene items/diapers, clothing vouchers and bus passes, housing assistance, birth certificates and immigration assistance.
Contact Information: Phone - 775.322.7073
Schedule: No walk-ins; only phone calls. Calls will be answered Mon. - Thurs. from 9 am - 4 pm.

City of Reno

Population: Homeless clients who have gained income; Individuals who have Section 8 vouchers; transitional living clients moving into a unit; or individuals with proof of low income
Services: Deposit Assistance Program
Contact Information: Phone - 775.334.2218

Community Service Agency

Population: Individuals and families
Services: Head Start, utility and employment assistance, free tax preparation
Contact Information: Phone - 775.786.6023

Department of Health and Human Services
Division of Welfare and Supportive Services
(TANF)

Population: Low income individuals and families
Services: Temporary financial assistance and supportive services
Contact Information: Phone - 775.684.7200

Schedule: : No walk-ins. Applications can be completed by phone or application can be faxed. Calls will be answered Mon. - Fri. 8 am to 12 pm and 1 pm to 5 pm.

Family Resource Center

Population: Low income families

Services: referral to other services such as food, clothing, child care, utility assistance

Contact Information: Phone: 775.856.6200

Schedule: No walk-ins. Calls will be answered Mon. - Fri. 8 am to 5 pm.

Energy Assistance Program

Population: Qualifying low-income Nevadans

Services: Assist with energy bills

Contact Information: Phone - 775.684.0730 or the welfare office phone - 775.684.7200

Food/Clothing

Catholic Charities of Northern Nevada

Population: People in need

Services: Non-perishable, canned and packaged food products available for individuals and families in need at no cost

Contact Information: Phone - 775.322.7073

Location: 500 E. Fourth Street Reno, Nevada 89512

Schedule: Food Pantry is open Mon. - Fri.: 9 am - 11:30 am and then 1 pm - 3:30 pm. No walk-ins for other inquiries, clients are to call the office.

Family Resource Center

Population: Low income families

Services: referral to other services such as food, clothing, child care, utility assistance

Contact Information: Phone: 775.856.6200

Schedule: No walk-ins. Calls will be answered Mon. - Fri. 8 am to 5 pm.

Food Bank

Population: Families, children, seniors

Services: Food distribution and nutrition education

Kids Cafe - Daily meals Mon. - Fri to children 1-18 years old utilizing a drive-thru, grab-and-go model

Schedule for Kids Cafe: <https://fbnn.org/gethelp/kidscafe/>

Mobile Harvest & Neighborhood Pantries - Food pantries are open to help on different days of the week and at various times during those days

Schedule for Mobile Harvest: <https://fbnn.org/gethelp/neighborhood-pantry/>

Project 150

Population: Homeless, displaced and disadvantaged high school students

Services: food, school supplies, clothing, and toiletry items

Contact Information: Phone - 775.203.4755

Schedule: Boutique is closed until further notice. Clients are able to call office for further questions Wed. 1:00 to 5:00 pm

Meals on Wheels

Population: Homebound seniors (60 years or older)

Services: Seven home delivered meals per week

Contact Information: Phone - 775.328.2575

Referral form: https://www.washoecounty.us/seniorsrv/nutrition/home_delivered_meals.php

Child Care/Needs

Boys and Girls Club

Population: Youth ages 6-18

Services: Before and after school program, all day programs, meals and transportation

Contact Information: Sarah Odom 775.360.2471

Schedule: Contact Sarah Odom for open locations

Casa de Vida

Population: Young mothers

Services: Housing, 24 hour supervision and assistance, nutritious meals, pregnancy and childbirth education, social service assistance

Contact Information: Phone - 775.329.1070

Childrens Cabinet

Population: Families and children

Services: Child care subsidy, family and youth services, early education and development programs

Contact Information: <https://www.childrenscabinet.org/child-care-resources/for-parents/help-paying-for-child-care/>

Community Service Agency

Population: Individuals and families

Services: Head Start, utility and employment assistance, free tax preparation

Contact Information: Phone - 775.786.6023

Women Infants and Children (WIC)

Population: Eligible pregnant and postpartum women, infants and children up to 5 yrs.

Services: food, nutrition education and referrals

Contact Information: Phone - 775.328.2299; Fax: (775) 328-2501

Schedule: No walk-ins. Applications can be completed by phone or app can be faxed. Calls will be answered Mon. - Fri. 8 am to 12 pm and 1 pm to 5 pm.

Women and Children's of the Sierras

Population: Women and children

Services: Diaper bank, educational classes with daycare on site, food, clothing, breast pumps, SNAP, Medicaid, TANF form assistance.

Contact Information: Phone - 775.825.7395

Location: 3905 Neil Rd #2, Reno, NV 89502

Schedule: Accepting walk-ins Mon. - Thurs. from 9 am to 5 pm.

Wanda's Closet

Population: Infants and children

Services: diapers, food, clothing, coats, shoes, car seats, strollers, beds, bedding, toys

Contact Information: Phone - 775.329.3211

Schedule: Currently closed

Legal Assistance

Catholic Charities of Northern Nevada

Population: People in need

Services: Services: food assistance, case management, financial assistance: ID's, hygiene items/diapers, clothing vouchers and bus passes, housing assistance, birth certificates and immigration assistance.

Contact Information: Phone - 775.322.7073

Schedule: No walk-ins; only phone calls. Calls will be answered Mon. - Thurs. from 9 am - 4 pm.

Tu Casa Latina (TCL)

Population: Women, men and children victims of domestic violence, trafficking or abuse in Northern Nevada.

Services: Citizenship classes, immigration services such as assistance with general immigration applications, Visa applications, citizenship forms, translation of documents, court form assistance with simple divorce and child custody; Temporary Protection Orders.

Contact Information: Phone - 775.432.9929; Email - info@tucasalatina.org

Schedule: Tu Casa Latina will be working remotely. Clients can contact TCL via email, calls and Facebook messenger. Calls will be answered Tues. Wed. and Thurs. from 12 pm to 6 pm. Voice mails will be answered once a week.

Washoe Legal Services

Population: Low-income individuals, families and seniors

Services: Free to low-cost services in civil cases to individuals and families who cannot afford to hire an attorney

Contact Information: Phone - 775.329.2727

Schedule: No walk-ins. In-person appointments may be available. Will accept calls Mon. - Fri. from 9:00 am to 5 pm.