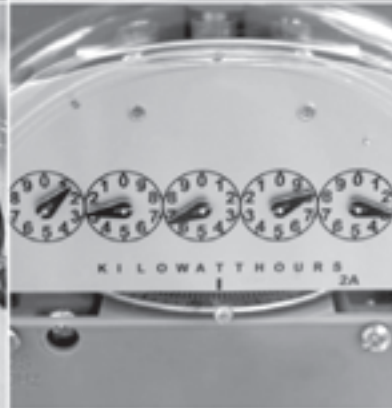


People's Information Guide

Arizona Community Action Association



Arizona Community Action Association Working Together to End Poverty



The Arizona Community Action Association (ACAA) was incorporated as a non-profit organization in 1967 in response to a need for a statewide forum to address issues relating to poverty. With our partners, ACAA brings together public officials, low-income people, representatives of the private sector and human service providers to address common concerns and to develop community-based solutions to poverty that are statewide and local in nature.

Arizona Community Action Association's Mission:

Advocating, Educating, and Partnering to
Prevent and Alleviate Poverty.

The People's Information Guide: Where to Go for Help
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Notice of availability of reasonable accommodations and alternate format

If you have updates to this publication, please contact us at 602-604-0640

The information contained within this Guide was true and accurate to the best of ACAA's knowledge at the time of printing. Please note that information, including addresses, phone numbers, and eligibility for programs, is subject to change at any time with or without notice. Please verify the accuracy of the information contained within this Guide with the program itself.

The People's Information Guide is updated on our website between printings. Please refer to our online version at: www.azcaa.org/publications/peoples-info-guide



Arizona Community Action Association

Advocating, Educating and Partnering to Prevent and Alleviate Poverty

ARIZONA COMMUNITY ACTION ASSOCIATION

2700 North 3rd Street, Suite 3040

Phoenix, AZ 85004

Phone: 602-604-0640

Fax: 602-604-0644

E-Mail: info@azcaa.org

Web Site: www.azcaa.org

Hours of Operation: M-F 8:00 a.m. - 5:00 p.m.,
Closed most State and Federal holidays.

How to Use This Guide

This Guide contains information on a variety of no-cost/low-cost programs and services available to low-income individuals or families. Some services have income eligibility requirements, some do not. The Guide is intended to assist individuals in obtaining resources needed to prevent a person or family from falling deeper into a crisis situation.

Community Information & Referral Numbers

There are many community organizations and programs not included in this guide. If you are in need of help and you do not know where to find it, call Community Information and Referral or use the internet to find programs and services nearest to you. Most libraries provide internet access at no charge.

Community Information and Referral (Statewide)

24 hours per day/7 days per week
602-263-8856 within Maricopa County
1-800-352-3792 outside of Maricopa County

Our Family Services Information and Referral Helpline (Southern AZ)

520-325-2111 or 1-888-575-2111



COMMUNITY PARTNERSHIP

SRP values our long-standing community partnership with Arizona Community Action Association and is proud to be a sponsor of this resource

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Please see each section's cover page for a more detailed description of section content.

A special thank you to St. Mary's Food Bank Alliance for providing storage for the People's Information Guide, and to the Association of Arizona Food Banks and their partners for their help distributing this Guide.

Who Is Low-Income?

Each year, the U.S. Government decides who is low-income based on the size of a household* and the amount of money persons in the household make. When you apply for certain kinds of assistance, this information may be used to determine if your household qualifies for help.

To access the most current Federal Poverty Level data, please visit <http://aspe.hhs.gov/poverty>.

Assistance programs may consider other additional factors. For example, some allow deductions for child care or medical expenses. Others consider age or disability. Your household's income may be too high to qualify for one program, but you could still qualify for other programs.

If you need a service that you cannot pay for, use this Guide to learn about the financial assistance and low or no-cost services that are available. Contact the programs for which you may qualify and ask for more specific eligibility information.

*A household is an individual or group of people living together in the same dwelling.

Appeals Process

All government programs, and many private/non-profit programs, have an appeals process. This means that if you feel you were denied program services unfairly or that your case was not decided correctly, you can ask that your case be reviewed through an appeals process. Most programs have independent departments or persons, separate from the office that initially decided your case, to review all the information and make an independent decision. This is done to make sure the appeal process is fair and impartial. Every year, cases are reconsidered because a person decides to appeal their case. It is your right as an applicant to ask that your case be reviewed by an appeals process if you think you have been wrongfully denied benefits. If you ask that your case be reviewed through an appeals process and an office refuses to respond to your request, contact your local **legal services organization** (see page 97) as soon as possible.

Social Security Number

Your Social Security number is used by the Social Security Administration to track your earnings while you are working, and to track your benefits once you are receiving Social Security benefits. However, many other businesses and government agencies use Social Security numbers for record keeping purposes. If you need a Social Security number, lost your card, or need to change your name on your current card, call or visit a Social Security office. You will need to fill out a one-page application form and, depending on your situation, provide original or certified copies of your birth certificate and a second form of identification. You must be a U.S. citizen or a qualified legal immigrant if applying for a new card. You will need a form of identification for a replacement card. Please contact a Social Security office for acceptable forms of identification. You will need a marriage certificate or divorce papers for a name change.

For the nearest office, contact the Social Security Administration at:

1-800-772-1213

Or visit their Web Site at:

www.socialsecurity.gov



Community Action Programs (CAPs)

Community Action Programs and Agencies located throughout Arizona provide a variety of assistance services. Community Action Agencies/Programs are administered through counties, cities, councils of government, and private non-profit organizations. Some of the services they may provide are:

- **Emergency Assistance**
- **Utility Assistance**
- **Utility & Telephone Discount Programs**
- **Rental/Mortgage Assistance**
- **Housing Repair, Rehabilitation & Weatherization**
- **Food Boxes & Other Food & Nutrition Programs**
- **Case Management**
- **Advocacy and Referral**
- **Head Start**
- **Self-Help Housing**
- **Homeless Services**

Apache County

Northern Arizona Council of Governments (NACOG)
119 E Aspen Ave
Flagstaff, AZ 86001
928-774-1895

Cochise County

Southeastern Arizona Community Action Program (SEACAP)
Administrative Office
283 W 5th St
Safford, AZ 85546
928-428-2872
1-800-293-1144

SEACAP Office
1326 W Hwy 92
#11
Bisbee, AZ 85603
520-432-5401

SEACAP Office
101 S Railroad Ave
Suite A
Willcox, AZ 85643
520-384-3120

Coconino County

Coconino County Community Services Department (CCCSD)
2625 N King St
Flagstaff, AZ 86004
928-679-7425

Community Services Department
850 W Grant
Williams, AZ 86046
928-635-2628

Community Services Department
467 Vista Ave
Page, AZ 86040
928-645-3105

Gila County

Gila County Community Services Division
Suite 200
5515 S Apache Ave
Globe, AZ 85501
928-425-7631

Gila County CAP
107 W Frontier
Suite C
Payson, AZ 85541
928-474-1759

Graham County

SEACAP
283 W 5th St
Safford, AZ 85546
928-428-2872
1-800-293-1144

Greenlee County

SEACAP Office
100 Colorado Blvd
Clifton, AZ 85533
928-865-3214
1-800-293-1144

La Paz County

Western Arizona Council of Governments (WACOG)
224 S 3rd Ave
Yuma, AZ 85364
928-782-1886

WACOG CAP Office
1713 Kofa
Suite D
Parker, AZ 85344
928-669-9466

Maricopa County

City of Phoenix Residents:

City of Phoenix Human Services Department Community Services
602-262-6666

Travis L Williams Family Services
4732 S Central
Phoenix, AZ 85040
602-534-4732

Sunnyslope Family Services Center
914 W Hatcher
Phoenix, AZ 85021
602-495-5229

John F Long Family Services Center
3454 N 51st Ave
Phoenix, AZ 85031
602-262-6510

City of Glendale Residents:

Glendale CAP
5945 W Northern Ave
Suite 205
Glendale, AZ 85301
623-930-2854

City of Mesa Residents:

A New Leaf's MesaCAN
635 E Broadway Rd
Mesa, AZ 85204
480-833-9200

All other Maricopa County:

Maricopa County Human Services Department
602-506-5911

Avondale CAP
1007 South Third St
Avondale, AZ 85323
623-333-2700

Buckeye CAP
201 E Center
Buckeye, AZ 85326
623-386-2588

Chandler CAP

650 N Arizona Ave
Chandler, AZ 85225
480-963-4321

Foundation for Senior Living Northwest Area CAP

8335 W Jefferson
Peoria, AZ 85345
623-979-3911

Gila Bend CAP

202 N Euclid
Gila Bend, AZ 85337
602-252-3186
928-683-2244

Gilbert CAP

1140 N Gilbert
#109
Gilbert, AZ 85234
480-892-5331

Guadalupe CAP

9241 S Avenida del Yaqui
Guadalupe, AZ 85283
480-730-3093

Scottsdale CAP

7375 E 2nd St
Scottsdale, AZ 85251
480-312-2323

Tempe CAA

2150 E Orange
Tempe, AZ 85281
480-350-5880

Tolleson CAP

9555 W Van Buren St
Tolleson, AZ 85353
623-936-1407

Wickenburg CAP

255 N Washington
Wickenburg, AZ 85390
928-684-7894

Mohave County**WACOG**

224 S 3rd Ave
Yuma, AZ 85364
928-782-1886

WACOG CAP Office

208 N 4th St
Kingman, AZ 86401
928-753-6247

Navajo County**Northern Arizona Council of Governments (NACOG)**

119 E Aspen Ave
Flagstaff, AZ 86001
928-774-1895

Pima County**Pima County CAA**

2797 E Ajo Way
Tucson, AZ 85713
520-243-6700

Pinal County**Community Action Human Resources Agency (CAHRA)**

311 N Main St
Eloy, AZ 85231
520-466-1112
1-877-472-2472

Santa Cruz County**SEACAP**

Administrative Office
283 W 5th St
Safford, AZ 85546
1-800-293-1144

SEACAP Office

490 N Chenoweth Ave
Nogales, AZ 85621
520-287-5066

Yavapai County**NACOG**

119 E Aspen Ave
Flagstaff, AZ 86001
928-774-1895

NACOG Office

221 N Marina St
#201
Prescott, AZ 86302
928-778-1422

Yuma County**WACOG**

224 S 3rd Ave
Yuma, AZ 85364
928-782-1886

Aging Services



In this Section You Will Find Information on:

- **Area Agencies on Aging**
- **Senior Centers/Nutrition Sites**
- **The Senior Community Service Employment Program (SCSEP)**
- **Foster Grandparents Program**
- **Additional Aging Services and Resources**

For additional information on:

Utility assistance and discounts for older adults, see the Short Term Crisis and Utility Service section, beginning on page 84.



Arizona Community Action Association
Advocating, Educating and Partnering to Prevent and Alleviate Poverty

Area Agencies on Aging

Program Description

Area Agencies on Aging are organizations which coordinate and offer a variety of services for adults aged 60 and over, adults with disabilities, and those who care for older adults. The focus of these services is to help older adults remain living independently in their own homes.

Services and programs vary by agency but most Area Agencies on Aging provide:

- **Information and Referral Help**
 - Special senior telephone help lines
 - Health insurance counseling
 - Caregiver support
 - Case management
 - Retirement planning
- **Community Based Services**
 - Meals served at nutrition sites and senior centers
 - Volunteer matching
 - Employment help
 - Recreation at senior centers
 - Grandparents raising Grandchildren support
 - Transportation Assistance
- **In-Home Services**
 - Home delivered meals
 - Homemaker assistance
 - Telephone reassurance
 - Home health services
 - Respite care
- **Housing Services**
 - Referrals to special senior housing
 - Help with minor home repairs
- **Protecting Older Adult Rights**
 - Legal assistance
 - Elder abuse prevention
 - Ombudsman Assistance for long-term care patients

Eligibility Information

Persons interested in services must be 60 years or older (or must have a spouse 60 years or older), be an adult with disabilities or be a caregiver for persons aged 60 or over.

Where to Apply

The **Area Agency on Aging** office in your County, listed below:



Maricopa County

Area Agency on Aging, Region One

1366 E Thomas Rd, #108
Phoenix, AZ 85014
602-264-2555 - 24 hour hotline
1-888-783-7500
www.aaaphx.org

Pima County

Pima Council on Aging, Region Two

8467 E Broadway
Tucson, AZ 85710
520-790-7262 (HELP Line)
520-546-2011 (Medicare Info Line)
www.pcoa.org

Apache, Navajo, Coconino and Yavapai Counties

Area Agency on Aging, Region Three

119 E Aspen Ave
Flagstaff, AZ 86001
928-774-1895
www.nacog.org

Yuma, Mohave and La Paz Counties

Area Agency on Aging, Region Four

Yuma County
224 S Third Ave
Yuma, AZ 85364
800-782-1886

Mohave County

208 N 4th St
Kingman, AZ 86401
928-753-6247

Pinal and Gila Counties

Pinal-Gila Council for Senior Citizens, Region Five

8969 W McCartney Rd
Casa Grande, AZ 85194
520-836-2758
1-800-293-9393
www.pgcs.org



**Graham, Greenlee,
Cochise, Santa Cruz
Counties**

**Area Agency on Aging,
Region Six**

118 Arizona St.
Bisbee, AZ 85603
520-432-5301
www.seago.org

Navajo Nation

**Area Agency on Aging,
Region Seven**

Window Rock Blvd, Admin #2
P.O. Box 1390
Window Rock, AZ 86515
928-871-6868
www.naaa.navajo.org

**Inter Tribal Council of 20
Tribes**

**Area Agency on Aging,
Region Eight**

2214 N Central Ave, Suite 100
Phoenix, AZ 85004
602-258-4822
www.itcaonline.com

**To locate Area Agency on
Aging Programs
in other states, call
1-800-677-1116**

Senior Centers and Nutrition Sites

Program Description

Throughout Arizona, Senior Centers provide nutritious meals for older adults in addition to many other services and activities.

**Call the Senior Center
nearest you to find out
what services they offer.**

Apache County

Round Valley Senior Center

356 S Papago St
Springerville, AZ 85938
928-333-2516

St. Johns Senior Center

75 W Cleveland St
St. Johns, AZ 85936
928-337-2144

Cochise County

Benson Senior Center

705 W Union St
Benson, AZ 85602
520-586-9775

Bisbee Senior Center

300 Collins Rd
Bisbee, AZ 85603
520-432-2167

Ethel Berger Center

2950 E Tacoma St
Sierra Vista, AZ 85635
520-417-6988

Huachuca City Senior Center

504 N Gonzales Blvd
Huachuca City, AZ 85616
520-456-3059

**Sunsites Senior/Community
Center**

1270 Treasure Rd
Sunsites, AZ 85625
520-826-4003

Tombstone Senior Center

513 E Toughnut
Tombstone, AZ 85638
520-457-3921

Coconino County

**Adult Community Center of
Sedona**

2615 Melody Ln
Sedona, AZ 86336
928-282-2834
www.accsedona.org

Bill Williams Senior Center

850 W Grant
Williams, AZ 86046
928-635-2628

**Coconino County Community
Center**

2625 N King
Flagstaff, AZ 86004
928-522-7979

Flagstaff Senior Center

245 N. Thorpe
Flagstaff, AZ 86001
928-774-1068

**Fredonia Senior Citizen's
Center**

80 N 100 West
Fredonia, AZ 86022
928-643-7278

Page Senior Center

699 S Navajo
Page, AZ 86040
928-645-2600

Gila County

Globe Senior Center

150 N Pine St
Globe, AZ 85501
928-425-9030

Hayden Senior Center

520 Velasco Ave
Hayden, AZ 85135
520-356-7035

Miami Senior Center

500 Sullivan St
Miami, AZ 85539
928-473-4190

Payson Senior Center

514 W Main St
Payson, AZ 85541
928-474-4876

Pine Senior Center

Hwy 87 & Randall Pl
Pine, AZ 85544
928-476-2151

**Graham/Greenlee
Counties**

Clifton Senior Center

104 Fourth St
Clifton, AZ 85533
928-865-5240

Duncan Senior Center

235 High St
Duncan, AZ 85534
928-428-5891
928-428-4328 (Nutrition)

Safford Senior Center

822 W Main St
Safford, AZ 85546
928-359-9440

La Paz County

Parker Senior Center

1115 W 12th St
Parker, AZ 85344
928-669-9514

Maricopa County

Adam Diaz Senior Center

4115 W Thomas Rd
Phoenix, AZ 85019
(602) 262-1609

Avondale Senior Center

1007 S 3rd St
Avondale, AZ 85323
(602) 478-3060

Buckeye Senior Center

201 E Centre Ave
Buckeye, AZ 85326
(623) 386-4862

Cahill Senior Center

715 W 5th St
Tempe, AZ 85281
480-858-2422

Cashion Senior Center

10857 W Pima
Cashion, AZ 85329
623-333-2423

Chandler Senior Center

202 E Boston St
Chandler, AZ 85225
480-782-2720

Chez Nous Center

14495 R.H. Johnson Blvd
Sun City West, AZ 85375
623-584-0040

Chicanos Por La Causa

1617 N 45th Ave
Phoenix, AZ 85035
602-272-0054

Chinese Senior Center

734 W Elm St
Phoenix, AZ 85013
(602) 262-6411

Deer Valley Senior Services

2001 W Wahalla Ln
Phoenix, AZ 85027
602-495-3735

**Desert West Community
Center**

6501 W Virginia Ave
Phoenix, AZ 85035
(602) 495-3709

Devonshire Senior Center

2802 E. Devonshire.
Phoenix, AZ 85016
602-262-7807

El Mirage Senior Center

14010 N El Mirage Rd
El Mirage, AZ 85335
(623) 937-0500

Escalante Senior Center

2150 E Orange
Tempe, AZ 85281
(480) 350-5870

Fountain Hills Senior Center

13001 N La Montana Blvd
Fountain Hills, AZ 85268
(480) 816-5226

Gila Bend Senior Center

202 N Euclid
Gila Bend, AZ 85337
(928) 683-2244

Gilbert Senior Center

130 Oak St
Gilbert, AZ 85233
(480) 503-6060

**Glendale Adult Center-
YWCA**

5970 W Brown
Glendale, Az 85302
623-930-4321

**Goelet Beuf Community
Center**

3435 W Pinnacle Peak Rd.
Phoenix, Az 85027
602-534-9743

**Granite Reef Senior
Center**

1700 N Granite Reef Rd.
Scottsdale, Az 85257
480- 312-1700

Guadalupe Senior Center

9401 S Avenida Del Yaqui
Guadalupe, Az 85283
480-505-5393

**JCSF Senior Enrichment
Center**

1118 W Glendale Ave.
Phoenix, Az 85021
602-943-2198

**Jewish Community
Center**

1805 W Montebello
Phoenix, Az 85015
602-242-1999

Manzanita Senior Center

3581 W Northern Ave
Phoenix, Az 85051
602-262-4949

**Marcos De Niza Senior
Center**

305 W Pima Rd
Phoenix, Az 85003
602- 262-7249

**McDowell Place Senior
Center**

1845 E McDowell
Phoenix, Az 85006
602-262-1842

Mesa Senior Center

247 N MacDonald
Mesa, Az 85201
480-962-5612

Mesa Senior Center East

7550 E Adobe Rd
Mesa, Az 85207
480-218-2221

New River Senior Center

48606 N 17th Ave.
New River, Az 85087
623-465-0367

**Olive Branch Senior
Center**

11250 N 107th Ave
Sun City, Az 85351
623-974-6797

**Paradise Valley
Community Center**

17402 N 40th St
Phoenix, Az 85032
602-495-3777

Pecos Senior Center

17010 S 48th St
Phoenix, Az 85048
602-534-5366

Peoria Senior Center

8335 W Jefferson
Peoria, Az 85345
(623) 979-3911

**Pyle Adult Recreation
Center**

655 E. Southern Ave
Tempe, Az 85283
(480) 350-5211

Saguaro Senior Center

21802 W Wilson
Wittman, Az 85361
623-388-2683

**Salvation Army Senior
Center**

613 N 4th Ave
Phoenix, Az 85003
(602) 251-2005

Santa Rosa Senior Center

1901 W Ocotillo Rd
Phoenix, Az 85015
(602) 242-2258

**Senior Opportunities
West**

1220 S 7th Ave
Phoenix, Az 85007
(602) 262-6610

Senior Services East

1818 S 16th St
Phoenix, Az 85034
(602) 262-6610

**Shadow Mountain Senior
Center**

3546 E. Sweetwater Ave
Phoenix, Az 85032
(602) 534-2303

**South Mountain
Community Center**

212 E Alta Vista Rd
Phoenix, Az 85040
(602) 262-4874

**Sunnyslope Senior
Center**

802 E Vogel Ave
Phoenix, Az 85020
(602) 262-7572

**Surprise Community
Initiatives**

15832 N Hollyhock
Surprise, Az 85374
(623) 583-0653

**Tempe North Senior
Center**

15550 N Bridal Wreath
Tempe, Az 85281
(480) 858-6510

Tolleson Senior Center

9555 W Van Buren
Tolleson, Az 85353
(623) 936-2753

Via Linda Senior Center

10440 E Via Linda
Scottsdale, Az 85258
480-312-5810

Wise Owl Senior Center

255 N Washington St
Wickenburg, Az 85390
(928) 684-7894

YWCA Valley West Center

8561 N 61st Ave
Glendale, Az 85302
(623) 931-7436

Mohave County

**Golden Shores Senior
Center**

13136 Golden Shores
Parkway
Topock, AZ 86406
928-768-2421

Kingman Senior Center

1776-1/2 Airway Ave
Kingman, AZ 85401
928-757-8150

**Lake Havasu Senior
Center**

450 S Acoma Blvd
Lake Havasu City, AZ 85406
928-453-0715

**Bullhead City Nutrition
Center**

2275 Trane Rd
Bullhead City, AZ 85442
928-758-0718

Navajo County

Holbrook Senior Center

216 N Joy Nevin Ave
Holbrook, AZ 85025
928-524-6044

**Rim Country Senior
Center**

2171 B Street
Overgaard, Az 85933
(928) 535-5525

**Silver Creek Senior
Center**

1658 S Main St
Snowflake, AZ 85937
928-536-2222

Winslow Senior Center

212 E Second St
Winslow, AZ 86047
928-289-3341

Pima County

Ajo Community Center

290 E 5th St
Ajo, AZ 85321
520-387-6641

Archer Center

1665 S La Cholla Blvd
Tucson, AZ 85713
520-791-4355

**Armory Park Senior
Center**

220 S Fifth Ave
Tucson, AZ 85701
520-791-4070

Casa Community Center

780 S. Park Centre Ave.
Green Valley, Az 85614
(602)399-2136

Eastside Senior Center

7901 E. Scarlett St.
Tucson, Az 85710
(520) 296-4816

**El Pueblo Neighborhood
Center**

101 W Irvington Rd
Bldg 6
Tucson, AZ 85714
520-889-0928

**El Rio Neighborhood
Center**

1390 W Speedway Blvd
Tucson, AZ 85745
520-791-4683

**Green Valley Eastside
Senior Center**

7901 E Scarlett St
Tucson, AZ 85710
520-296-4816

Jacobs YMCA

1010 W Lind St
Tucson, AZ 85705
520-888-7716

**Marana Community
Center**

13250 N Lon Adams Rd
Marana, AZ 85653
520-382-3485

**Northwest Neighborhood
Center**

2160 N Sixth Ave
Tucson, AZ 85705
520-791-3249

**Quincie Douglas Senior
Center**

1575 E 36th St
Tucson, AZ 85713
520-791-2507

Richey Senior Center

1001 N Richey Blvd
Tucson, AZ 85716
520-795-9671

Robles Junction Community Cnt.
16150 W. Ajo Way
Tucson, Az 85735
(520) 578-3063

Pinal County

Apache Junction Active Adult Center
1035 N Idaho Rd,
Apache Junction, AZ 85119
480-474-5260

Coolidge Senior Center
250 S Third St
Coolidge, AZ 85228
520-723-4803

Dorothy Nolan Senior Center
330 N. Pinal St.
Florence, Az 85232
(520) 868-7622

Dorothy Powell Senior Center
405 E 6th St
Casa Grande, AZ 85222
520-421-8760

Kearny Senior Center
912 E. Tilbury Dr.
Constitution Hall
Kearny, Az 85237
(520) 363-5547

Oracle Senior Center
American Ave.
Oracle, Az 85623
(520) 896-9326

San Manuel Senior Center
210 Avenue A
San Manuel, Az 85631
520-385-2475

Superior Senior Center
360 Main St
Superior, AZ 85173
520-689-5182

Toltec/Eloy Adult Center
3650 W Shedd Rd
Eloy, AZ 85231
520-466-3166

Santa Cruz County

Nogales Senior Center
125 Madison St
Nogales, AZ 85621
520-287-7422

Patagonia Senior Center
100 Quiroga Dr.
Patagonia, Az 85624
(520) 394-2494

Rio Rico Senior Center
391 Coatimundi Ave.
Rio Rico, Az 85648
(520) 281-7880

Tubac Community Center
Tubac, Az 85640
(520) 398-1800

Yavapai County

Adult Community Center of Sedona
2615 Melody Ln
Sedona, AZ 86336
928-282-2834

Beaver Creek Adult Center
4250 E Zuni Way
Lake Montezuma, AZ
85342
928-567-4556

Black Canyon City Nutrition Project
St. Phillip Catholic Church
34621 S. Old Black Canyon Hwy.
Black Canyon City, AZ
85324
(623) 374-9246

Central AZ Senior Association Prescott Valley Nutrition Project
9360 E Manzanita Cr
Prescott Valley, AZ 86314
928-772-3337

Chino Valley Senior Center
1021 W Butterfield Rd
Chino Valley, Az 86323
(928) 636-9114

Pinetop/Lakeside Senior Center
1594 Johnson Dr
Lakeside, AZ 85929
928-368-5869

Mayer Nutrition Project
10051 S Miami St
Mayer, Az 86333
(928) 632-7511

Prescott Meals on Wheels
1280 E Rosser St
Prescott, AZ 86301
928-445-7630

Verde Valley Senior Center
500 E Cherry St
Cottonwood, AZ 85326
928-634-5450

Yarnell Senior Center
22302 Broadway
Yarnell, AZ 85362
928-427-6347

Yuma County

Somerton Senior Nutrition Program
239 W Canal St
Somerton, AZ 85350
928-627-9878

Yuma Senior Nutrition Program
160 E 1st St
Yuma, AZ 85364
928-782-4489

Indian Reservations

Ak-Chin Community Center
48203 Farrell Rd
Maricopa, AZ 85239
520-568-2221

Camp Verde Yavapai Apache Clarkdale Community Center
321 Bonnahe Ave
Clarkdale, AZ 86324
928-634-8549

Colorado River Indian Tribes Mo-Chem-Ho-Na Senior Center
21074 Mohave Rd
Parker, AZ 85344
928-662-4283

Fort McDowell Indian Community Senior Citizen Center
18751 E Bon Hon Na St
Fort McDowell, AZ 85264
480-837-2611

Gila River Indian Community Locations:
-Blackwater
-Sacaton Flats
-Sacaton
-Stotonic
-Bapchule
-St. Johns
-Maricopa Colony
520-562-3588

Hualapai Elderly Center
510 Canyon View Drive
Peach Springs, AZ 86434
928-769-2375

Kaibab Paiute Senior Nutrition Program
1 N Pipe Spring Rd
Fredonia, AZ 86022
928-643-7245

Pascua Yaqui Tribe Liogue Senior Center
7601 S Camino Benem
Tucson, AZ 85757
520-879-5530

Salt River Indian Community Senior Service Center
10005 E Osborn
Scottsdale, AZ 85256
480-850-8427

San Carlos Older Adult Center
Hwy 170
San Carlos, AZ 85550
928-475-2318

Tohono O'Odham Locations:
-Sells
-South Komelik
-Schuck Toak
-San Xavier
-Santa Rosa
-Chui Chu
White Mountain Apache
520-383-6075
Locations:
-East Fork
-Canyon Day
-Cedar Creek
-Carrizo
-Cibequé
928-338-4346

Navajo Nation

There are 81 Senior Centers throughout the Navajo Nation. Call the **Navajo Area Agency on Aging** nearest you for information on your local Senior Center.

Chinle Agency Navajo Area Agency on Aging
Rt 7
Chinle, AZ 86503
928-674-2092

Crownpoint Agency Navajo Area Agency on Aging
Crownpoint, NM 87313
505-786-2042

Fort Defiance Agency Navajo Area Agency on Aging
Fort Defiance, AZ 86504
928-729-4019

Shiprock Agency Navajo Area Agency on Aging
Shiprock, NM 87420
505-368-1250

Tuba City Agency Navajo Area Agency on Aging
P.O. Box 1650
Tuba City, AZ 86045
928-283-3350

Senior Community Service Employment Program (SCSEP)

Program Description

The SCSEP is a program designed to assist seniors in finding jobs and provide job skill training. These programs are intended to assist older individuals maximize their independence by providing a stepping-stone to prepare an older person to gain job skills for their entry or return to work. The training is 20 hours a week and pays minimum wage.

Eligibility Information

To be eligible for these services you must:

- Be 55 years or older
- Be unemployed
- Have a household income of no more than 125% of the federal poverty level

Where to Apply

For more information contact one of the agencies listed below or the **Area Agency on Aging** nearest you (see page 7).

Apache, Coconino, Gila, Maricopa, Mohave, Navajo, Pima, Pinal, and Yavapai Counties

Arizona Department of Economic Security
1789 W Jefferson, 950A
Phoenix, AZ 85007
602-542-4446

Cochise, Pima, Pinal, and Santa Cruz Counties

Catholic Social Services
140 W Speedway
Tucson, AZ 85705
1-800-234-0344

La Paz, Maricopa, Mohave, and Yavapai Counties

AARP
5119 N 19th Ave
Suite A
Phoenix, AZ 85015
602-841-0403

Apache, Cochise, Coconino, Gila, Graham, Maricopa, Navajo, Pima, Pinal, and Yuma Counties

National Indian Council on Aging
2111 E Broadway Rd
Ste. 32
Tempe, AZ 85282
480-921-3406

Maricopa and Yuma Counties

Goodwill Industries of Central Arizona
417 N 16th St
Phoenix, AZ 85006
602-416-6149

Foster Grandparent Program

Program Description

The Foster Grandparent Program (FGP) gives you the opportunity to provide companionship and guidance to children and adults with exceptional and special needs.

Benefits:

- Stipend* of \$2.65 per hour for 20 hours of volunteer service.
- Annual physical exam (Paid for by the FG Program)
- Pre-service and in-service training

*The stipend is not subject to any tax or charge or treated as wages or compensation. The stipend will not reduce or eliminate the level of or eligibility for any assistance you may receive or be receiving under any federal, state or local governmental program.

Eligibility Information

Minimum age of 60; must meet income requirements; must be physically and mentally capable of providing individual love and attention to children and adults.

Where to Apply

For more information or to request an application, contact:

Apache/Navaho Counties	928-242-5895
Coconino County	928-523-1082
Mohave County	928-715-2200
Yavapai County	928-202-8261
Maricopa County	623-776-0203

Adult Protective Services

If you suspect or have knowledge of a situation where an older person is being neglected, abused or exploited, call DES Adult Protective Services at:

Statewide (24 Hour Adult Abuse Hotline)	1-877-767-2385
Maricopa	602-255-0996
Pima	520-881-4066
Apache and Coconino	928-213-3594
La Paz, Mohave, Yuma	928-782-9255
Gila and Pinal	928-425-3101
Cochise, Graham,	
Greenlee and Santa Cruz	928-428-7702

If you believe a vulnerable adult is in serious and immediate danger, call

9-1-1

AARP

(American Association of Retired Persons)

AARP is a nonprofit, nonpartisan membership organization that helps people 50 years of age or older have independence, choice and control in ways that are beneficial and affordable to them and society as a whole.

AARP and the AARP Foundation offer a large variety of programs in areas of health, finances, life enjoyment and advocacy related to special needs of older adults. Examples of programs that can be accessed through AARP are: grandparents raising grandchildren assistance, money management programs for low-income older adults, reverse mortgage education and senior employment programs.

AARP Arizona 866-389-5649

Online, you can visit AARP at www.AARP.org. Simply go to the "In Your State" section and click on Arizona.

Alzheimer's Association

24 Hour HELPLINE 1-800-272-3900
(Services available in many languages including Spanish)

Alzheimer's Association Desert Southwest Chapter

Prescott 928-771-9257
Phoenix 602-528-0545
Sun City 623-815-2494
Tucson 520-322-6601

Elder Care Locator

Find services for older adults and their families nationwide.

www.eldercare.gov

Foundation For Senior Living

The Foundation for Senior Living, located in Phoenix, serves the elderly, adults with disabilities, their families and caregivers. They provide many flexible, individualized, personal care programs designed to protect senior adults and those with disabilities to preserve independence and enhance their quality of life. To receive these services you must be an individual or have a family member who is 60 years of age or older or be an adult with disabilities.

Phoenix Metro 602-285-1800

Governor's Advisory Council On Aging

1700 W Washington St
Suite 2040
Phoenix, AZ 85007
602-542-4710

P.A.C.E

(Phoenix Advocacy and Counseling for the Elderly)

Provides assistance with and/or referrals for food, clothing, counseling, assistive devices, bills/insurance claims, utility assistance and legal aid. Must be a resident of Phoenix and at least 60 years of age.

City of Phoenix
200 W Washington St
17th Floor
Phoenix, AZ 85003-1611
602-262-6631

Senior Benefits Check-Up

This website will provide older adults with a list of programs and services they may be eligible to receive.

www.benefitscheckup.org/link/az211

Senior Companion

Companions devote 20 hours per week visiting clients at daycare centers for elderly, various social service agencies and direct healthcare providers. Contact one of the agencies below to find out more about becoming a Senior Companion.

Pima County SCP
Tucson
209 S Tucson Blvd,
Ste 2
Tucson, AZ 85716
Phone: (520) 323-1708 ext. 240
Fax: (520) 795-7604

SCP
Flagstaff
PO Box 5063
Flagstaff, AZ 86011
Phone: (928) 523-6584
Fax: (928) 523-9189

Senior Volunteer Programs of Northern Arizona

Flagstaff
Riles Building
#15, Rm. 305, NAU
PO Box 5063
Flagstaff, AZ 86011
Phone: (928) 523-6584
Fax: (928) 523-9189

Children's Services



In This Section You Will Find Information on:

- Child Care Tips
- Child Care
 - DES Child Care Program
 - Child Care Resource and Referral Hotline
- Head Start and Early Head Start
- Child Support Enforcement
- Promoting Safe and Healthy Families Program
- Healthy Families Arizona
- Child Protective Services (CPS)

STATEWIDE CHILD ABUSE HOTLINE

1-888-SOS-CHILD

(1-888-767-2445)

For additional information on:

Children with Disabilities see the Disabilities Section, beginning on page 21.

Children's Food and Nutrition Programs, see the Food & Nutrition Section, beginning on page 42 .

Children's Health Care Services, see the Health Care Section, beginning on page 53.

Child Care Tips

Choosing Child Care

Choosing the right child care provider is important. You will want to be sure that the provider you choose gives your child individual, caring attention, and that you are comfortable with the setting. You know your child better than anyone else and can make the best possible choice. You should visit at least 3 child care settings before you make a final choice. It is important to spend time in each setting watching how the provider works with children and parents. Some key things to look for are:

- a positive relationship with children
- an understanding of how children grow and learn
- a willingness to have you visit and participate in your child's care

Basic Questions To Ask

- What hours and days are you open?
- Do you charge a registration fee?
- Is transportation available?
- Do you provide meals and snacks?
- How do you handle behavior issues?
- What will you do if my child becomes ill?

Child Care Resource and Referral can also give you tips for interviewing potential providers. Please contact them at www.azchildcare.org or 1-800-308-9000.

DES Child Care Program

Program Description

The Department of Economic Security (DES) provides child care programs that are funded with state and federal dollars. These programs will help eligible families with the cost of child care to enable parents to participate in employment or approved education and training activities related to employment.

Eligibility Information

DES Child Care eligibility requirements vary with each program. Some programs have income eligibility requirements based on the family size and gross income, and may require the family to pay a portion of child care costs.

A Child Care Specialist will help you with the selection of providers and will answer any questions about the program. You may also contact Child Care Resource and Referral (see page 16) for help in locating a child care provider.

Child care may be provided for a portion of a 24-hour day when neither parent is available to provide care due to participating in the eligible activities listed below:

- Employment, including the Block Grant Work and Transitional Child Care Programs (TCC). You may be eligible for DES Child Care if you are employed and meet income eligibility requirements;
- Participation in the DES JOBS Program; or
- High School, GED, or remedial education classes for teen parents

Other education and training activities will have the following requirements:

- The eligible parent who needs child care must be working an average of 20 hours per week;
- The education and training activities must be related to an employment goal; and

- The student must maintain satisfactory progress and remain in good standing with the educational institution.

Parents may also be eligible if they are:

- Unable or unavailable to provide care to their children due to a physical, mental or emotional condition; participation in a drug treatment or rehabilitation program; or a court ordered community service program; or
- Residing in a homeless or domestic violence shelter and unable to provide care for their children due to participation in shelter- directed activities.

Based upon your child care eligibility, you may select from the following types of child care providers which contract with DES:

- DES certified child care homes and in-home providers
- Arizona Department of Health Services (ADHS) certified group homes
- Arizona Department of Health Services licensed child care centers
- Non-certified relative providers (NCRP)

Child care providers contract with DES for payment and are not DES employees. Parents are required to sign children in and out of care to ensure accurate DES reimbursement. When searching for a child care provider, be sure to ask whether they have a contract to accept DES subsidies.

Cost of Child Care

- Child care charges are determined by each provider.
- Child care charges may vary depending on the age of your child and the type of provider you select.
- DES may pay a portion or all of the cost of child care depending on the program you are eligible for and the actual provider charges. In addition, DES may require you pay a specific co-payment.
- Child care charges may include registration, transportation, meals and other costs – DES does not pay for these charges.
- DES strongly recommends that you request information about child care charges from providers before selecting which provider you will use.
- You will be responsible for charges that exceed the DES payment and you are responsible for paying these to the provider. The DES required co-payment is collected by your child care provider(s). If you fail to pay your required DES co-payment to your provider you may lose your DES approved child care services.

How to Apply

To apply for child care services at your local DES Child Care office, you must:

- Meet the eligibility requirements;
- Provide information to the Child Care Specialist to arrange and maintain child care;
- Inform your Child Care Specialist of your provider choice; and
- Report changes regarding child care needs, provider selection, family size, employment, income, address and telephone number within two (2) days.

You can apply for child care assistance at your local DES Child Care office. You will need to fill out an application and have an interview with a Child Care Specialist who will determine if you qualify for one of the programs.

Documents To Bring

You will need to have the following documents and information when you apply:

- Identification and proof of citizenship or legal residency for the applicant (parent)
- Paycheck stubs
- Child support information
- Social Security award letters
- Education and training schedules
- Medical documentation for disabled parents
- Provider name and location (if available)

Where to Apply

Apply at your local DES Child Care Office listed below:

Apache County

Eagar
928-333-3161

St. Johns
928-337-2113

Cochise County

Douglas, Sierra Vista,
Bisbee and Benson
520-439-4659

Coconino County

Flagstaff
928-774-5055

Page
928-645-8103

Gila County

Globe
520-836-0093

Payson
928-469-9800

Graham County

Safford
928-428-3405

La Paz County

Parker
928-669-8385

Maricopa County

Avondale
623-925-0095

Mesa
480-831-1070

Peoria
602-771-0014

Phoenix, McKinley
602-254-5823

Phoenix, South Central
602-276-5527

Phoenix, Union Hills
602-569-4719

Mohave County

Kingman
928-753-6621

Bullhead City
928-704-7776, ext 2262

Lake Havasu City
928-854-0372

Navajo County

Holbrook
928-289-3807

Winslow
928-289-3807, ext 8

Show Low
928-532-4381

Pima County

Tucson, Toole Ave
520-791-2732

Tucson, 22nd St
520-584-8226

Tucson, Ft. Lowell
520-293-0214

Tucson, West, Irvington
520-741-7188

Pinal County

Apache Junction
480-373-2177

Casa Grande
520-836-0093

Coolidge
520-723-5351, ext 1069

Kearny
520-363-5569

Mammoth
520-487-2366

Santa Cruz County

Nogales
520-377-5907

Yavapai County

Cottonwood
928-634-7561

Prescott
928-277-2850

Yuma County

Yuma
928-783-2863

Child Care Resource & Referral (CCR&R)

If you are looking for child care, CCR&R has a listing of programs to help you find the care that fits your needs and has information about what to look for when selecting a provider. All of CCR&R's services are free of charge. These services include:

- Information about your choices for child care
- Child Care Referrals
- Provider workshops and community trainings

To find out more information about CCR&R services call:

Statewide
1-800-308-9000

Northern Arizona/Phoenix
602-244-2678

Southern Arizona/Tucson
520-325-5778

Western Arizona/Yuma
928-783-4003

Or visit CC&R online at www.azchildcare.org

CCR&R provides referrals only and does not recommend or endorse any particular child care setting.

Head Start and Early Head Start

Program Description

Head Start/Early Head Start is a federally funded child and family development program for low-income families and families whose children have disabilities or other special needs. Children served range in age from 3-5 years old, with priority given to 4 year olds who will enter kindergarten the following year. Assistance is provided through five service components: education, health, nutrition, social services, and parental involvement. Through these five service components, children may receive individualized learning experiences, physical examinations, immunizations, hot meals and more. Early Head Start is for pregnant mothers and for children birth through 3 years of age, and is available in select communities.

Eligibility Information

Children must be 3-4 years of age before September 1 of each school year to enroll in Head Start. Early Head Start enrolls pregnant women and children from birth through age three. Families must meet low-income requirements based on the Federal Poverty Level. (Note: Families of children with special needs, families who are homeless, and foster children may not be subject to income eligibility requirements.)

How to Apply

Contact your local Head Start office to find out their specific requirements for eligibility and enrollment. Each program is slightly different.

Documents Needed

To enroll your child in Head Start you will be asked to fill out an application and provide information such as the child's birth certificate and immunization record, and verification of family income (prior year's tax return, paycheck stub, Cash Assistance, or notarized letter confirming income).

Where to Apply

For more information about Head Start programs, contact the office closest to you or the Arizona Head Start Association at 480-557-9607 or www.azheadstart.org.

Apache, Coconino, Navajo and Yavapai Counties

NACOG Head Start, Flagstaff
928-774-9504, ext 1107

Cochise, Graham, Greenlee, Pima and Santa Cruz Counties

Child-Parent Centers, Inc., Tucson
520-882-0100, ext 315

La Paz, Mohave and Yuma Counties

WACOG Head Start
928-782-1886

Pinal and Gila Counties

Pinal/Gila Community Child Services, Coolidge
520-723-5321

Maricopa County

City of Phoenix Head Start (Central, South and West Phoenix)
602-262-4040

Chicanos Por La Causa Head Start
(Early Head Start in select areas in Phoenix)
602-254-4827

Crisis Nursery (Early Head Start in select areas in Phoenix)
602-889-6165

Maricopa County Human Services
Head Start Zero-Five Program
480-464-9669 ext 200

Southwest Human Development
(Central, Northeast and East Phoenix)
602-266-5976, ext 116

Migrant Head Start

(statewide for eligible Migrant/Seasonal families)

Chicanos Por La Causa
602-254-4827

Tribal Head Start

Cocopah Tribal Head Start
928-662-2811

Colorado River Indian Tribes Head Start
928-662-4311

Gila River Head Start
520-562-3423

Havasupai Tribe Head Start
928-448-2821

Hopi Head Start
928-734-2230

Hualapai Tribe Head Start
928-769-2522

Navajo Nation Head Start
928-871-6902

Pascua Yaqui Head Start
520-838-7150

Quechan Head Start
760-572-0263

Salt River Pima-Maricopa Indian Community
480-362-2200

San Carlos Apache Tribe Head Start
928-475-2740

Tohono O'odham Head Start
520-383-8750

White Mountain Apache Head Start
928-338-4938

Child Support Enforcement

Program Description

Established in 1975 as Title IV-D of the Social Security Act, the Department of Economic Security Child Support Enforcement program is a federal, state, and local effort to collect child support from parents who are legally obligated to pay. Its goals are threefold: to ensure that children are supported by their

parents; to foster family responsibility; and to reduce the costs of welfare to the taxpayer. The program locates absent parents, establishes paternity, establishes and enforces child support and medical support orders and collects and distributes child support payments.

The Child Support Enforcement program does not handle other issues that people often have along with child support settlements. Problems such as property settlement, visitation and custody are not, by themselves, support enforcement issues, and by law the Child Support Enforcement program cannot extend its services to enforce court orders pertaining to them.

Eligibility Information

The Division of Child Support Enforcement provides free services to any parent or person with custody of a child who needs help.

These include:

- Establishment of legal paternity
- Establishment of child support orders and/or medical support orders
- Enforcement of a child support or medical support order, including those from other states.
- Enforcement of a court order for spousal maintenance when there is also a child support order
- Location of absent parent(s)
- Review of child support orders for a possible modification

If you are currently receiving public assistance such as Temporary Assistance for Needy Families (TANF) or are participating in a federally assisted Title IV-E Foster Care Program, you have already been automatically referred to the Division of Child Support Enforcement for services.

The Division of Child Support Enforcement must, in accordance with federal and state laws, attempt to protect from disclosure personally identifiable information concerning applicants or recipients of child support enforcement services.

How to Apply

You can download an application in either English or Spanish from the Child Support Enforcement website at www.azdes.gov/DCSE/, or contact the office nearest you.

Documents Needed

Along with a completed application please return any of the documents below, which you may obtain from the Clerk of the Court in the County where the child support order was entered:

1. If the establishment of Paternity is needed, please provide a copy of each child's birth certificate, and, if married, proof of your marriage.
2. A copy of any/all court order(s)/modification(s) that pertain to child support or paternity of the child(ren). Please include all paternity and child support orders, divorce decrees and other court records.
3. One copy of all payment records if available, pertaining to your case, if payment is ordered through a Court or clearinghouse. You do not need to provide a history of payments that have been made through the Arizona automated payment system ATLAS (Arizona Tracking and Locate Automated System).

Where to Apply

You can apply for Title IV-D, Child Support Enforcement by downloading an application from the Child Support Enforcement website at www.azdes.gov/DCSE/, or by requesting an application from the office nearest you.

DES/ Child Support Enforcement

Maricopa County
602-252-4045

Outside of Maricopa County
1-800-882-4151

Division of Child Enforcement Offices

Apache/Coconino Counties

2323 N Walgreen's St
#100
Flagstaff, AZ 86004
1-800-882-4151

Cochise County

Warren Plaza
7 Bisbee Rd
Suite D
Bisbee, AZ 85603
1-800-882-4151

Gila County

County Attorney's Office
Child Support Division
157 S Broad St
Globe, AZ 85501
928-425-4464 ext. 8847

Graham/Greenlee Counties

1938 Thatcher Blvd
Safford, AZ 85546
1-800-882-4151
928-428-6648

La Paz County

County Attorney's Office
Child Support Division
1000 S. Hopi
Parker, AZ 85344
1-800-882-4151

Maricopa County

DCSE North Region
13610 N. Black Canyon Hwy
S-106
Phoenix, AZ 85029
602-252-4045

DCSE East Region Office
2290 W Guadalupe Rd
Bldg. 3
Gilbert, AZ 85233
602-252-4045

DCSE South Region Office
515 N. 51st Ave
S-120
Phoenix, AZ 85043
602-252-4045

Mohave County

519 E Beale St
Suite 110
Kingman, AZ 86401
1-800-882-4151

Navajo County

County Attorney's Office
121 W Buffalo
Holbrook, AZ 86025
928-524-4730

Navajo Nation

Navajo Nation Department
of Child Support Enforcement
Tribal Hills Rd
Bld. # W008-104
Window Rock, AZ 86515
928-871-7194

Pima/Santa Cruz County

Tucson DCSE Office
7272 E Rosewood
Ste. 100
Tucson, AZ 85701
1-800-882-4151

Pinal County

County Attorney's Office
Child Support Team
39 N Florence St
Bldg D
Florence, AZ 85232
520-866-6615

Yavapai County

Prescott DCSE Office
1519 W Gurley
Suite 13
Prescott, AZ 86305
1-800-882-4151

Yuma County

1310 S 3rd Ave
Yuma, AZ 85364
928-539-1998

Promoting Safe and Stable Families Program

Program Description

Promoting Safe and Stable Families (PSSF) is a collection of 16 non-tribal and 7 tribal sites throughout the State providing a wide continuum of services ranging from pre-school programs to stabilizing foster home placements.

Most sites offer case management, child abuse education and awareness, early developmental assessment and intervention, parenting skills training, parent self-help groups, planned respite care, recreation, parent aides, counseling, emergency assistance and information and referral.

Eligibility Information

Programs are open to families with children. Most programs have few restrictions or qualifications for families to receive services. There is no income eligibility requirement.

How to Apply

Families may access the programs directly or be referred by another agency. The services are voluntary. To apply, contact the office closest to you.

Documents Needed

Documents needed will vary depending on the type of service(s) required.

Cochise County

Child and Family Resources – Southern Arizona Choices for Families

Sierra Vista/Benson Office
999 E. Fry Blvd
Suite 222
Sierra Vista, Az 85635
520-458-7348

Douglas/Bisbee Office
855 Cochise Ave
Douglas, AZ 85607
520-364-5150

Coconino County

Open Inn, Inc. The Alternatives Center for Family Based Services

823 W Clay Ave
Flagstaff, AZ 86001
928-214-9050

Graham County

Mt. Graham Safe House

P.O. Box 1202
Safford, AZ 85548
928-348-2593

Greenlee County

Child and Family Resources - Southern Arizona Choices for Families

301-B E. 4th St.
Safford, AZ 85548
928-348-9104

Mt. Graham Safe House

P.O. Box 1202
Safford, AZ 85548
928-348-9104

Maricopa County

Aid to Adoption of Special Kids (AASK) Family Connection Project

2320 N 20th St
Phoenix, AZ 85006
602-930-4443

Arizona Children's Association – Nuestra Familia

9401 W Garfield
Tolleson, AZ 85353
623-936-3980

Black Family and Children's Services

1522 E Southern Ave
Phoenix, AZ 85040
602-243-2068

Child and Family Resources – Choices for Families

700 W Campbell, Suite 3
Phoenix, AZ 85013
602-234-3941, ext 37

Child Crisis Center – Family Resource Center

170 W University
Mesa, AZ 85201
480-969-2308
480-834-9424

Desert Mission, Inc. – Marley House Family Resource Center

9221 N Central
Phoenix, AZ 85020
602-331-5817
602-870-6060, ext 6818

Mesa United Way – Family Support Program

137 E University
Mesa, AZ 85201
480-834-2121

Navajo County

Parenting Arizona – Winslow Family Resource Center

200 W Third St
Winslow, AZ 86047
928-289-5491

Pima County

Child and Family Resources Pima County Choices for Family Collaboration

2800 E Broadway
Tucson, AZ 85716
520-881-8940
520-321-3748

Open Inn, Inc. Center for Juvenile Alternatives

630 E 9th St
Tucson, AZ 85705
520-670-9040, ext 18

Pinal County

**Coolidge Unified School District #21
Coolidge Family Resource Center**
340 S Main St
Coolidge, AZ 85228
520-723-4711

Santa Cruz County

**Child and Family Resources –
Southern Arizona Choices for Families**
1827 N Mastick Way
Nogales, AZ 85621
520-281-9303

Yavapai County

**Parenting Arizona
Parenting Arizona Family Resource Center**
753 N Main
Suite D
Cottonwood, AZ 86326
928-639-1227

Yuma County

**Child and Family Resources
Choices for Teen Parents**
1020 S 4th Ave, Suite A
Yuma, AZ 85364
928-783-4003

Tribal Programs

Ak Chin Indian Community
48203 W Farrell Rd
Maricopa, AZ 85239
520-568-1760

Hualapai Tribe
P.O. Box 179
460 Hualapai Way
Peach Springs, AZ 86434
928-769-2200

Quechan Indian Tribe
P.O. Box 1899
Yuma, AZ 85366
760-572-1080

Salt River Pima-Maricopa Indian Community
10005 E Osborn Rd
Scottsdale, AZ 85256
480-850-8545

San Carlos Apache Tribe
P.O. Box O
San Carlos, AZ 85550
928-475-2313

Tohono O'odham Nation
P.O. Box 810
Sells, AZ 85634
520-383-6100

White Mountain Apache Tribe
P.O. Box 1870
White River, AZ 85941
928-338-4164

Healthy Families Arizona

Program Description

Healthy Families Arizona is a voluntary, in-home visitation program that serves at-risk families during pregnancy and after the birth of the baby. Intensity of services provided is based on each family's individual needs, beginning weekly and moving gradually to quarterly home visits as families become more self-sufficient.

Families are contacted during pregnancy or after the birth of the baby if there are certain risk factors such as poverty, unemployment, substance abuse, domestic violence or other high stress factors.

Services include helping families link with community services such as child care, health care and housing. Education is provided related to child development, nutrition and safety. Emotional support and encouragement to new parents are key to this program.

Eligibility Information

The program is free to qualifying families. Families must live in an area served by a Healthy Families Arizona program. Baby must be under three months of age at enrollment into the program. Proof of citizenship is not required.

How to Apply

You can apply for the Healthy Families Arizona Program by contacting one of the service providers in your area listed below. If you need further information visit the program website at www.healthyfamiliesarizona.org or contact DES Office of Prevention & Family Support at 602-542-0218.

Documents Needed

When you enroll in the program you will be told of any documents that may be needed.

Where to Apply

Cochise County

Douglas/Bisbee/Sierra Vista
520-458-7348

Coconino County

Flagstaff/Page/Tuba City
928-679-7237

Graham County

Safford
928-428-7248

Maricopa County

All areas
602-266-5976

Mohave County

Lake Havasu City
928-453-5800

Kingman
928-753-4410

Bullhead City
928-758-9300

Navajo County

Winslow
928-283-4217

Pima County

All areas
520-321-4217

Pascua Yaqui Tribe
520-879-6117

Yavapai County

Prescott
928-771-5651

Yuma County

Yuma
928-341-2385
928-341-2397

Child Protective Services (CPS)

Program Description

Child Protective Services (CPS) investigates child abuse or neglect by parents, guardians, and custodians, and helps parents identify services and supports that make homes safer for children. The goal of CPS is to ensure the safety of children while maintaining the integrity of the family. CPS tries to balance the legal rights of parents and needs and rights of children to live in a safe home.

When suspicions of abuse or neglect are reported to the Child Abuse Hotline, CPS specialists investigate the safety of the children. CPS specialists help families identify their strengths and build on those strengths in order to make their home safer and more capable of meeting their children's needs. In the majority of cases, the children remain in their homes with their parents.

If it is determined that children cannot remain safely with their families, then CPS may temporarily place the child in out-of-home care. When a child is removed from the home, CPS specialists continue to work with the family to identify services and supports needed to remedy the situation so that the child can be safely returned to the home. Children are placed in the most family-like setting possible with preference given first to relatives. If the child's home cannot be made safe, then CPS works to find a safe, permanent home as quickly as possible through adoption or guardianship.

How to Report Suspected Abuse:

If you believe a child is in immediate danger, please call 9-1-1. CPS has established relationships with law enforcement and will often work with police on these cases. An allegation may be made when a child is the victim of physical, sexual or emotional abuse, neglect, abandonment or exploitation AND the child's parent, guardian or custodian caused or failed to protect the child from the abuse or neglect.

Examples of Situations Warranting a Report:

- When a child discloses to you that he/she has been abused.
- When you witness abuse or neglect.
- When unexplained injuries or behavior lead you to suspect abuse.
- When a third-party discloses information that a child is being abused or neglected.

Information Needed For a Report

All reports of abuse and neglect are centralized via the **Child Abuse Hotline (1-888-767-2445)**. Submission of documents is not required unless you are a professionally mandated reporter. CPS Hotline staff will ask a caller questions to determine whether the allegations meet the criteria for a CPS report. They will also ask for detailed information about the child's home and school so that the child can be located. All calls will be kept confidential **if requested**.

The more information the caller provides, the more readily CPS and/or law enforcement can respond. Try to provide specifics such as:

- What happened?
- When did it happen?
- Where did it happen?
- Who did this to the child?
- Where does the child live or attend school?

When in doubt, report! By law, CPS cannot become involved on behalf of a child unless it receives a report alleging suspected abuse or neglect. **Your call could save a life!**

Where to Report

Anyone who believes that a child is being abused or neglected should call the statewide **Child Abuse Hotline at 1-888-SOS-CHILD (1-888-767-2445)**.

The Child Abuse Hotline is available 24 hours per day, 7 days per week.

**If you believe that a child
is in immediate danger,
call 9-1-1**

Disability Services



In This Section You Will Find Information on:

- **Department of Economic Security Division of Developmental Disabilities**
- **Disability Services and Advocacy Assistance Resources**
- **National Resources**
- **State, County and Local Resources**
- **Housing Resources**
- **Resources for Parents & Children**

**For additional information on:
Vocational Rehab, please see page 31.**

Many Cities have a Mayor's Committee or Commission on Disability Issues or Employment of People with Disabilities.

Call the Mayor's office in your area for more information.

Department of Economic Security/Division of Developmental Disabilities

Program Description

The Division of Developmental Disabilities (DDD) provides or contracts with individuals or agencies to provide services to eligible individuals. Services include: habilitation, attendant care, respite, transportation, therapies and others. All services are based on assessed need. For people who are eligible for the Arizona Long Term Care System, health care is also provided.

Eligibility Information

Any Arizona resident who has a chronic disability which is attributable to cerebral palsy, epilepsy, or autism and occurred before the age of 18 may be eligible. The disability must also result in substantial functional limitations in three or more of the following areas of major life activity: (1) self-care; (2) receptive and expressive language; (3) learning; (4) mobility; (5) self-direction; (6) capacity for independent living; and (7) economic self-sufficiency.

Children under the age of 6 may be eligible for services if there is a strongly demonstrated potential that the child has, or will have a developmental disability.

How to Apply

Application for services may be completed at one of the DDD offices noted below. When you call the office, ask to make an appointment for an intake interview. You may also make a referral on the internet at www.azdes.gov/ddd.

Documents Needed

Documents to bring include:

- proof of age
- proof of residency
- medical records
- evaluations such as developmental, physical, occupational, speech and/or psychological
- school records
- court documents relating to guardianship (if appropriate)
- proof of insurance, if any

Where to Apply

Call the office nearest to you to apply. For assistance finding the office nearest you, please contact the DES/DDD Central Office.

DES/DDD Central Office

1789 W. Jefferson St.
Phoenix, AZ 85007
602-542-0419
1-866-229-5553

District I -Central

4000 N. Central
Suite 900
Phoenix, AZ 85012
602-246-0546

District II

400 W. Congress
Tucson, AZ 85701
520-628-6800
1-877-739-3943

District III

2705 N 4th St.
Suite A
Flagstaff, AZ 86004
928-773-4957
1-888-289-7177

District IV Admin Office

350 W. 16th St.
Suite 232
Yuma, AZ 85364
928-782-4343
1-877-739-3922

District V

110 S. Idaho Rd.
Suite 240
Apache Junction, AZ 85219
480-982-0018
1-877-739-3926

District VI

209 Bisbee Rd.
Bisbee, AZ 85603
520-432-5703
1-877-739-3938

Disability Services and Advocacy

Assistance Resource List

The following resource list contains organizations which provide one or more of the following services:

Direct Services (marked as S)
Information & Referral (marked as I & R)
Advocacy (marked as A)

National Resources:

National Down Syndrome Society

1-800-221-4602
I&R

National Organization for Rare Disorders

1-800-999-6673
203-746-6518
I&R

National Rehabilitation Information Center

1-800-346-2742
I&R

Tuberous Sclerosis Alliance

1-800-225-6872
I&R

Sturge-Weber Foundation

1-800-627-5482
I&R

State, County and Local Resources:

Governor's Council on Developmental Disabilities

You can contact community liasons for the Governor's Council on Developmental Disabilities serving each region of the state by calling the Council at:

602-265-3176

Arizona Department of Economic Security Rehabilitation Services Administration

1789 W. Jefferson
2 NW
Phoenix, AZ 85007
1-800-563-1221
602-542-3332

Statewide Crisis Line

1-800-563-1221
602-542-3332
TTY: 602-542-6049
S/I&R

Muhammad Ali Parkinsons Research Center

240 W. Thomas Rd.
Suite 301
Phoenix, AZ 85013-4421
602-406-4931
I&R

Apache, Coconino, Navajo & Yavapai Counties (District III)

ASSIST! to Independence

P.O. Box 4133
Tuba City, AZ 86045
1-888-848-1449 (toll-free)
A/S

Four County Conference on Developmental Disabilities

P.O. Box 3262
Prescott, AZ 86302
928-778-3391
A/I&R

New Horizons Independent Living

8085 E. Manley
Prescott, AZ 86314
1-800-406-2377
A/S

Sun Sounds of AZ

1300 S. Milton
Suite 202
Flagstaff, AZ 86001
928-779-1775
S

Cochise, Graham, Greenlee and Santa Cruz Counties (District VI)

Council on Developmental Disabilities

120 N 6th St
Sierra Vista, AZ 85635
520-452-0040
A/I&R

Gila & Pinal Counties (District V)

Central Arizona Council on Developmental Disabilities

P.O. Box 3670
3687 S. Royal Palm Rd.
Apache Junction, AZ 85220
480-982-5015
A/I&R

Maricopa County

Advocates for the Disabled

5060 N. 19th Ave.
Suite 575
Phoenix, AZ 85012
602-212-2600
A

Arizona Alliance for Mental Illness

5025 E. Washington St.
Suite 112
Phoenix, AZ 85034
602-244-8166
1-800-626-5022
A/I&R

AZ Bridge to Independent Living

5025 E. Washington St.
Suite 200
Phoenix, AZ 85034
602-256-2245
1-800-280-2245
A/S

Arizona Center for Disability Law

5025 E. Washington St.
Suite 202
Phoenix, AZ 85034
602-274-6287
1-800-927-2260
A/I&R

Arizona Commission for the Deaf & Hard of Hearing

1400 W Washington St.
Room 126
Phoenix, AZ 85007-2931
602-542-3323
1-800-352-8161
A/I&R

Arizona Technology Access Program (AZTAP)

2400 N. Central
Suite 300
Phoenix, AZ 85004
602-728-9534
TTY 602-728-9536
1-800-477-9921
I&R/S

Autism Society of America – Greater Phoenix Chapter

P.O. Box 10543
Phoenix, AZ 85064-0543
480-940-1093
www.phxautism.org
A/I&R

Human Relations Advisory Board

20 E. Main St.
7th Floor
Mesa, AZ 85201-7425
480-644-3002
A/I&R

Council for Jews with Special Needs

12701 N. Scottsdale Rd.
Suite 205
Scottsdale, AZ 85254
480-629-5343
A/S/I&R

Banner Health Arizona

602-230-2273
I&R

Epilepsy Foundation of Arizona

240 W. Thomas Rd.
2nd Floor
Phoenix, AZ 85002-5084
602-406-3581
I&R/S

Foundation for Blind Children

1235 E. Harmont Dr.
Phoenix, AZ 85020
602-331-1470
I&R/S

Governor's Advisory Council on Aging

1700 W. Jefferson St.
Suite 240
Phoenix, AZ 85007
602-542-4710
A/I&R

Governor's Council on Blindness and Visual Impairment

1700 W. Jefferson St.
Suite 240
Phoenix, AZ 85007
602-542-6288
1-800-563-1221
A/I&R

Governor's Council on Developmental Disabilities

3839 N. 3rd St.
Suite 306
Phoenix, AZ 85012
602-277-4986
602-277-4949 (TTY)
1-866-771-9378 (toll free)
A/I&R

Governor's Council on Spinal and Head Injuries

1789 W. Jefferson St.
2NW
Phoenix, AZ 85007
602-863-0484

A/I&R

Governor's State Rehabilitation Advisory Council

1789 W. Jefferson St.
Phoenix, AZ 85005-3202
602-542-6291
1-800-563-1221

A/I&R

MIKID (Mentally Ill Kids in Distress)

755 E. Willetta St.
Suite 128 (support group address)
Phoenix, AZ 85006
602-253-1240
1-800-356-4543

Corporate Address

2642 E. Thomas Rd.
Phoenix, AZ 85016

A/I&R

Neuro Fibro Matosis Association

4219 N. 62nd St.
Scottsdale, AZ 85251
480-945-9650

I&R

National Multiple Sclerosis Society Desert Southwest Chapter

5025 E. Washington St.
Suite 102
Phoenix, AZ 85034
480-968-2488

I&R

Phoenix Day School for the Deaf

7654 N. 19th Ave.
Phoenix, AZ 85021
602-336-6804

I&R/S

Social Security Administration

250 N. 7th Ave.
Suite 100
Phoenix, AZ 85007
1-800-772-1213
TTY 800-325-0778
www.ssa.gov

S

Sun Sounds of AZ

2323 W 14th St
Tempe, Az 85281
480-774-8300
www.sunsounds.org

S

Pima County

Arizona State Schools for the Deaf and Blind

1200 W. Speedway Blvd.
Tucson, AZ 85745-2396
520-770-3700

S

DIRECT Center for Independence

1023 N. Tyndall Ave.
Tucson, AZ 85719
1-800-342-1853

A/S

Sun Sounds of AZ

7290 E. Broadway
Suite 166
Tucson, AZ 85710
520-296-2400
www.sunsounds.org

S

Technology Access Center of Tucson

4710 E. 29th St.
Tucson, AZ 85732
520-519-1776

A/I&R/S

Housing Resources

New Horizon (also under Governor's Council on DD)

8085 E. Manley
Prescott Valley, AZ 86314
928-772-1266
1-800-406-2377

I&R

Saguaro Independent Living Center

1495 S. 4th Ave.
Yuma, AZ 85364
928-783-6069

S

Governor's Statewide Independent Living Council

5025 E. Washington St.
Suite 214
Phoenix, AZ 85034
602-262-2900

A

Assistance for Independent Living

45 W. University Dr.
Mesa, AZ 85201
480-966-9704

I&R/S (elderly only)

Resources for Parents & Children

**Arizona Department of Economic Security
Arizona Early Intervention Program (DES/AzEIP)**

3839 N. 3rd St.
Suite 304
Phoenix, AZ 85012
602-532-9960
1-888-439-5609 (toll free)

The Arizona Early Intervention Program (AzEIP) is a statewide system of supports and services for eligible children with disabilities or delays under the age of 3 and their families. The program works to enhance the capacity of families to support their infants and toddlers with delays or disabilities to thrive in their homes and communities.

**Department of Education
Exceptional Student Services**

1535 W. Jefferson St
Phoenix, AZ 85007
602-542-4013
1-800-352-4558

S/I&R

Raising Special Kids

5025 E. Washington St.
Suite 204
Phoenix, AZ 85034
602-242-4366
1-800-237-3007

I&R

Pilot Parents of Southern Arizona

2600 N. Wyatt Dr.
Tucson, AZ 85712
520-324-3150
1-877-365-7220 (toll-free)

I&R



Domestic Violence Services



In This Section You Will Find Information on:

- **Statewide and National Domestic Violence Coalitions and Hotlines**
- **Domestic Violence Services, Shelters and Safe Home Programs**
- **Family Advocacy Centers**

For additional legal assistance resources, see the Resources section beginning on page 94.

National 24-Hour Domestic Violence Hotline

1-800-799-7233 OR 1-800-787-3224 (TDDY)

Spanish speakers, and 135 different languages

www.ndvh.org

Arizona Coalition Against Domestic Violence

Legal Advocacy Hotline

602-279-2900 OR 1-800-782-6400

Adult Protective Services - 24 Hour Hotline

1-877-SOS-ADULT (767-2385)

National Teen Dating Abuse Helpline

1-866-331-9474 AND TTY: 1-866-331-8453

www.loveisrespect.org

National Sexual Assault Hotline – Rainn

1-800-656-HOPE (4673)

Domestic Violence

If you or someone you care about is in a domestic violence situation and you need to locate shelter, please call:

Community Information & Referral Contacts
(Community Network for Accessing Shelter) **Hotline**
602-263-8900 OR 1-800-799-7739
24 hours per day/7 days per week

For additional resources, please call one of the Community Information and Referral numbers listed on page 2

**If you are in an emergency situation,
call 9-1-1 or a crisis line at the agency of your choice.**

Services, Shelters, Safe Homes, and Advocacy Resources

Program Description

There are many services and agencies providing services to victims of domestic violence and their children to help them transition out of violent situations. Domestic violence programs are different at each shelter or agency. Services which may be provided include:

- Shelters/Safe Homes
- Shelter Referral
- Counseling Services
- Counseling Referral Services
- Services for Women and Children
- Transitional Housing
- Legal Advocacy/Services
- Advocacy/Case Management

Additional services may be available depending on the agency you contact.

Eligibility Information

Anyone who is in a domestic violence situation, or is concerned about a friend or family member, can contact these agencies for advice and services.

Where to Apply

For more information, please contact the agency/shelter of your choice in your area. Some agencies and shelters do not publish their location for the safety of their clients. The following is a list of the domestic violence agencies, shelters and safe home programs throughout Arizona, as well as a list of the services they provide. Some agencies/shelters provide services for specific populations; in these cases the populations served are listed below. Some domestic violence shelters can house homeless individuals or families, depending on availability.

Family Advocacy Centers listed below provide a comprehensive range of services to victims of domestic and sexual violence, and their families, in a safe, comforting and supportive environment.

Apache County

New Hope Ranch ADABI

Chinle, AZ
877-974-4673 or 928-337-5060
24/7 crisis/safe homes/legal advocacy/utility/mortgage assistance

Cochise County

Forgach House Domestic Crisis Center

Sierra Vista, AZ
520-458-9096
emergency/transitional/counseling/legal advocacy

House of Hope

Douglas, AZ
520-364-2465
shelter/counseling

Coconino County

Page Regional Domestic Violence Services

Page, AZ
928-645-5300 (24 hour Hotline)
safe home network/info/referrals

Northland Family Help Center

Flagstaff, AZ
928-527-1900
shelter/counseling/referrals

Gila County

Time Out Inc.

Payson, AZ
928-472-8007
shelter/educational groups
Serving women and children

Horizon Human Services

Southern Gila County Safe Home

928-402-0648
1-800-890-2880
24-hour crisis assistance

Graham/Greenlee Counties

SE AZ Behavioral Health Services

1-800-586-9161 (24 Hr)
referrals/counseling/shelter

Graham Greenlee Counseling Center

Safford, AZ
928-428-4550
counseling/referrals
Serving men, women, and children

Mt. Graham Safe House

Safford, AZ
928-348-9104
1-888-269-9104
shelter/advocacy/counseling/referrals/rape crisis
Serving women and children

La Paz County

Colorado River Regional Crisis Shelter

Parker, AZ
928-669-0107
domestic violence & homeless shelter
Serving women and children

Maricopa County

Area Agency on Aging, Region One

Phoenix, AZ
602-264-2255
shelter/counseling
Serving seniors

AZ Sexual Assault Network

Phoenix, AZ
602-277-0119
advocacy

Autumn House- A New Leaf

Mesa, AZ
480-835-5555 (24 hr)
emergency services/
shelter/counseling/case management/outpatient support groups/advocacy

CASA

Phoenix, AZ
602-254-6400
sexual assault crisis counseling/ prevention/ crisis line

Center Against Family Violence

Mesa, AZ
480-644-4075
comprehensive victim services

Centro de Amistad, Incorporado

Guadalupe, AZ
480-839-2926
counseling

Community Care Shelter

Phoenix, AZ
602-258-4291
shelter/counseling/referrals

Chrysalis Shelter

Phoenix, AZ
602-944-4999
emergency/transitional shelter
Serving women and children

Scottsdale, AZ
480-481-0402
emergency shelter
Serving women and children

De Colores

Phoenix, AZ
602-269-1515
24-hour crisis line/
emergency/transition/
shelter/counseling
Serving women and children

Dignity House

Phoenix, AZ
602-258-2785
counseling/referrals/halfway house
Serving victims of trafficking and women in or leaving prostitution

DOVES (Domestic Older Victims Empower & Safety)

Phoenix, AZ
602-264-4357
1-888-264-2258
shelter/counseling/ referrals/
transitional housing and support groups
Serving seniors

DV STOP- A New Leaf

Mesa, AZ
1-800-799-7739
emergency shelter/referrals

Eve's Place

Surprise, AZ
623-537-5380
shelter/counseling/referrals

Impact-Suicide Prevention Center

Tempe, AZ
480-784-1514
counseling/referrals

Faith House - A New Leaf

Glendale, AZ
623-939-6798
emergency/shelter/
counseling/referrals
Serving women and children

Family Advocacy Center

Phoenix, AZ
602-534-2120
1-888-246-0303

Scottsdale, AZ
480-312-6300
comprehensive victim services

Governor's Division for Prevention of Family Violence

Phoenix, AZ
602-542-1773
advocacy

House of Refuge East

Mesa, AZ
480-988-9242
transitional /counseling/
referrals

Mesa Family Advocacy Center

Mesa, AZ
480-644-4075
comprehensive victim services

My Sister's Place

Chandler, AZ
480-821-1024
24-hour emergency/shelter/
counseling/advocacy
Serving women and children

New Life Shelter, Inc.

Goodyear, AZ
623-932-4404
emergency/shelter/
counseling/referral
serving women and children

Pathways

Chandler, AZ
480-821-1024
counseling/referrals/
transitional housing

Salvation Army's Elim House

Phoenix, AZ
602-267-4111
1-888-267-0197
emergency/shelter/
counseling/referrals
Serving women and children

Save the Family

Mesa, AZ
480-898-0228
transitional housing/
counseling/referrals

Shelter Without Walls

Phoenix, AZ
602-452-4640
comprehensive victim services

Sojourner Center

Phoenix, AZ
602-244-0089
emergency/transitional/
shelter/counseling/referral/
advocacy

Sundance Lodge

Phoenix, AZ
602-870-3891
emergency shelter/
counseling/referrals

UMOM Shelter

Phoenix, AZ
Call through CONTACTS Shelter Line
602-263-8900
1-800-799-7739
emergency shelter/
counseling/referrals

West Valley Advocacy Center

Glendale, AZ
623-930-3720
comprehensive victim services

Mohave County

Coalition Against Domestic Violence

Lake Havasu City, AZ
928-453-5800
transitional shelter/motel vouchers/counseling/
advocacy/case management

Kingman Aid to Abused Persons

Kingman, AZ
928-753-4242
emergency shelter/
counseling
Serving women and children

Lake Havasu Interagency Council

Lake Havasu City, AZ
928-855-8877
928-453-5800
counseling/legal advocacy/
referrals/transitional/support

Lake Havasu City Salvation Army Safehouse

Lake Havasu City, AZ
928-680-3678
emergency shelter/
counseling/referrals

Sarah's House

Kingman, AZ
928-718-5522
comprehensive victim services

WestCare/AZ Safehouse of Bullhead City

Bullhead City, AZ
928-763-7233
emergency/transitional/
shelter/counseling/referrals/
batterer's support group for men
Serving women, children, and abused men

Navajo County

Alice's Place

Winslow, AZ
928-289-3003
1-888-531-7233
emergency shelter/
counseling/referrals

White Mountain Safe House
Pinetop, AZ
928-367-6017
1-800-224-1315 (24 Hr)
counseling/legal advocacy
and referral/emergency
shelter

Pima County

Administration of Resources and Choices Crisis Line
Tucson, AZ
520-566-1919
domestic violence crisis line/
late life domestic violence
services

Brewster Center/ Westhouse
Tucson, AZ
520-622-6347
advocacy/referral shelter
Serving women and children

Brewster Center/Casa Amparo
Tucson, AZ
520-746-1501
shelter/advocacy
Serving women and children

Centered Spirit Program
Tucson, AZ
520-879-6060
shelter/counseling/legal/
education

Jewish Family and Children's Services
Tucson, AZ
520-795-0300, ext 228
counseling/referrals

Southern Arizona Child and Family Advocacy Center
Tucson, AZ
520-319-5511
comprehensive victim
services

Tucson Centers for Women and Children
Tucson, AZ
520-795-4266
1-888-428-0101
24 hr. crisis line
counseling/shelter/legal
advocacy/referrals

TMM Family Services, Inc
3127 East Adams St
Tucson, AZ
520-322-9557
Transitional
Serving women and children

Wingspan Anti-Violence Project
Tucson, AZ
520-624-0348
1-800-553-9387 (24-hour)
emergency/shelter/referral/
counseling/education
Serving women, men,
children, and persons
experiencing same gender
domestic violence

Pinal County

Against Abuse, Inc.
Casa Grande, AZ
520-836-0858
emergency/transitional/
legal advocacy/referrals/
counseling
Serving women and children

Community Alliance Against Family Abuse
Apache Junction, AZ
480-982-0196
comprehensive victim
services, emergency, shelter

Horizon Human Services
Casa Grande, AZ
520-836-1688
counseling/referrals

Pinal County Domestic Violence Coalition
Casa Grande, AZ
520-836-1239
advocacy

Santa Cruz County

New Life Center at the Crossroads Nogales Rescue Mission
Nogales, AZ
520-287-5828
emergency/transitional/
legal advocacy/outreach/
counseling (work therapy)/
parenting classes/male
abusers programs
Serving women, children,
and men

Our House/Nuestra Casa
Nogales, AZ
520-576-3854
emergency shelter/
counseling/referrals

Santa Cruz Family Guidance Center
Nogales, AZ
520-287-4960
counseling/referrals/families

SEABHS Free of Violence/Libre de Violencia
Nogales, AZ
520-281-9189 (Crisis Line)
520-287-4030
counseling/referrals

Yavapai County

Stepping Stones
Prescott, AZ
928-445-4673
emergency shelter/
counseling
Serving women and children

Verde Valley Sanctuary Legal Advocacy Center
Sedona, AZ
928-639-2079
counseling/legal assistance

Verde Valley Sanctuary Legal Advocacy Center
Cottonwood, AZ
928-634-2511
emergency shelter/
counseling/advocacy/
transitional
Serving women and children

Yavapai Family Advocacy Center
Prescott Valley, AZ
928-775-0669
comprehensive victim
services

Yuma County

Amberly's Place
Yuma, AZ
928-373-0849
comprehensive victim
services

Excel Group
Yuma, AZ
928-341-0335
counseling

Safe House Shelter
Yuma, AZ
928-782-0077
1-877-440-0550
emergency/counseling/
referral

Tribal Shelters & Services

Apache Behavioral Health Center
White Mountain Apache
Reservation
Whiteriver, AZ
928-338-4811
counseling/ referrals

Ama Doo Alchini Bighan, Inc.
Navajo Reservation
Chinle, AZ
928-674-8314
1-877-698-0899
24-hour crisis program/safe
homes/shelter/referral

Division of Social Services Diné Nation
Navajo Reservation
Fort Defiance, AZ
928-729-4013
referrals/ advocacy

DNA People's Legal Services
Navajo Reservation
Window Rock, AZ
928-871-4151
legal assistance

Hopi Guidance Center
Hopi Reservation
Keams Canyon, AZ
928-738-1115
928-737-2586 (Crisis Line)
counseling/referrals

Indian Health Services San Xavier Health Service
Tucson, AZ
520-295-2405
health services/counseling/
referrals

Salt River Pima Indian Reservation/Maricopa Social Services
Scottsdale, AZ
480-850-8484
safe homes/counseling
Serving women and children

San Carlos Tribal Social Services
San Carols Reservation
928-475-2313
safe homes/counseling/
referrals

Tohdenasshai Shelter
Navajo Reservation
Kayenta, AZ
928-697-8591
shelter/counseling/legal
advocacy/referral

Employment, Training & Education



In This Section You Will Find Information On:

- **Employment Tips**
- **The Jobs Program**
- **The Supplemental Nutrition Assistance Program (Formerly Food Stamps)**
- **Employment and Training Program**
- **The Workforce Investment Act (WIA)**
- **Vocational Rehabilitation**
- **One Stop Career Centers (OSCC)**
- **DES Employment Service Offices**
- **Adult Education and GED Classes**
- **Education and Employment Resources For Women**
- **Resources for Small Businesses Development**

For additional information on transportation services, see page 81

For additional information on child care, see page 13

Employment Tips

Looking for a Job

Most employers require all applicants to complete an application form and then have a job interview. When you are looking for a job, make sure to take information on a paper with dates, addresses and phone numbers from the schools you have attended and the jobs that you have had before (if any). Make sure to include the names of your supervisors and brief descriptions of what kinds of duties you have performed. Fill out the application carefully and neatly.

Interviewing Tips

- Make sure you have child care. Do not take children to an interview.
- Do not smoke or chew gum.
- Dress neatly and appropriately for the interview.
- ALWAYS be on time to an interview.
- Be confident.
- Smile and speak clearly.
- Know something about the job or the company where you are applying.
- Know why you think you can do the work.
- Be courteous and shake hands firmly.
- Ask questions to show your interest in the job.

The Jobs Program

Program Description

The Jobs Program provides eligible individuals the opportunity to become economically independent through employment by providing employment focused, supportive services to Work Eligible Individuals in households receiving Temporary Assistance for Needy Families (TANF). If you live in a household that receives TANF (see page 00), and meet the criteria of a Work Eligible Individual you will be referred to the Jobs Program as a condition of eligibility. You will have an assessment with the Jobs Program contracted staff who will work with you to develop an Employment and Career Development Plan designed to help you achieve self-sufficiency.

Eligibility Information

Those who are in a household receiving TANF Cash Assistance and are identified as Work Eligible Individuals are required to participate in the Jobs Program, with no exceptions.

How to Apply

When you apply for TANF, you will be referred to the Jobs Program. Although some TANF recipients may not be required to participate, they can still volunteer for the Jobs Program. For more information call the nearest DES Family Assistance Administration Office (see page 95).

Documents to Bring

Applicants should bring documents required to apply for the TANF Program (see page 37).

Where to Apply

You will be referred to the Jobs Program when your household applies for TANF if you are a Work Eligible Individual. To see if you

qualify for the TANF Program you must complete an application at the nearest DES/ Family Assistance Administration Office (see page 95).

For more information call 1-800-352-8401 or, if you are in Maricopa County, call 602-542-9935.

You can also download an application at www.azdes.gov/faa.

Supplemental Nutrition Assistance (Formerly Food Stamps) Employment and Training Program

Program Description

The Supplemental Nutrition Assistance Employment and Training Program (SNAE&T) provides eligible individuals the opportunity to become economically independent through employment by offering participation in a variety of employment focused activities and some supportive services to assist with participation to recipients of Nutrition Assistance (formerly the Food Stamp Program). If you meet the criteria for mandatory participation and apply for Nutrition Assistance, you will be referred to the SNAE&T Program as a condition of eligibility. You will have an interview with staff who will work with you to develop an Employment and Career Development Plan designed to help you achieve self-sufficiency.

Eligibility Information

Those who receive Nutrition Assistance and are not employed are required to participate in the SNAE&T Program (some exceptions may apply).

How to Apply

When you apply for Nutrition Assistance, you may be referred to the SNAE&T Program. Although some Nutrition Assistance recipients may not be required to participate, they can still volunteer for the SNAE&T Program. For more information call the nearest DES Family Assistance Administration Office (see page 95).

Documents Needed

Applicants must bring documents required to apply for the Nutrition Assistance Program. See page 42 or get a list of documents online at www.arizonaselfhelp.org.

Where to Apply

DES/FAA Offices Statewide (see page 95)

Maricopa County	602-542-9935
Statewide	1-800-352-8401
Navajo and Hopi Nations	1-800-819-3046

You can also download the Nutrition Assistance application at www.arizonaselfhelp.org or www.az.des.gov/faa. You can also apply online at www.healthearizona.org.

You will be referred to the Nutrition Assistance Employment and Training Program when you apply for Nutrition Assistance.

Workforce Investment Act (WIA)

Program Description

Title 1 of the Workforce Investment Act of 1998, establishes a One-Stop Delivery System for the Workforce Investment activities. The One-Stop delivery system is a system where entities responsible for administering separate Workforce Investment, educational and other human resource programs and funding streams (referred to as One-Stop partners) collaborate to create a seamless system of service delivery designed to enhance access to the programs' services and improve long-term employment outcomes for individuals receiving assistance.

Services provided for adults and youth:

- Assessment
- Basic Skills Training
- Remedial Education
- GED Training
- Job-specific Skills Training
- Job Counseling
- Job Search Assistance
- On-the-Job Training
- Support Services
- Job Development
- Work Experience
- Occupational/Vocational Training
- Education to Work Transition Activities
- Education/Work Experience for Youth during Summer Months
- Resume Writing & Job Counseling
- Job Search Training
- Job Development Assistance
- Labor Market Information

Services provided for dislocated workers:

- Resume Writing & Job Counseling
- Job Search Training
- Job Development Assistance
- Labor Market Information

Documents to Bring

Applicants are required to provide the following documents:

- Proof of Name and Address
- Social Security Number
- Birth Certificate or Proof of Citizenship
- Selective Service Registrant
- Proof of layoff (dislocated workers only)
- Proof of Income

Where to Apply

To find out more about WIA services, call the office nearest you.

Apache County	928-333-4454
Cochise County	520-364-8906
Coconino County	928-779-4557
Gila County	928-425-7631
Pinal County	520-836-1887
Graham County	928-428-7386
Greenlee County	928-865-4151
La Paz County	928-669-9812
Maricopa County	602-372-9700
City of Phoenix	602-861-0208
Mohave County	928-753-0723
Navajo County	928-532-4313
Nineteen Tribal Nations (NTN)	480-963-0902
Phoenix, City of	602-861-0208

Pima County	520-798-0500
Pinal County	520-374-3072
Santa Cruz County	520-375-7670
Tribal Consortium	928-669-8555
Yavapai County	928-778-1422
Yuma County	928-329-0990

To find out more about **WIA for dislocated workers** in Gila, Greenlee, LaPaz, Mohave counties, or the Nineteen Tribal Nations (NTN), please call the Re-employment and Pre-layoff Assistance Center (REPAC) at: 928-425-7631.

Vocational Rehabilitation (VR)

Program Description

Vocational Rehabilitation prepares individuals with disabilities to become or remain economically independent through work. The Rehabilitation Services Administration (RSA) is responsible for several programs which provide services to people with disabilities. These programs include:

- Vocational Rehabilitation (VR)
- Employment Support Services (ESS)
- Independent Living Rehabilitation Services (ILRS)

The VR program is available to people with all types of disabilities including: blindness/visual impairments, deafness/hearing impairments, mental illnesses, developmental disabilities, head injuries, spinal cord injuries, orthopedic impairments, etc. Vocational Rehabilitation counselors are available to work with you throughout the entire Vocational Rehabilitation process.

VR Services **may** be able to offer you:

- Information about vocational services and resources for individuals with disabilities and/or referrals as necessary.
- Evaluations, vocational counseling, planning, job development/placement.
- Arranging for or purchasing goods or services for an eligible program participant to reach the agreed upon employment goal. Services or goods (such as training, education, assistive technology, tools/equipment, job modifications, etc.) are provided as part of an Individualized Plan for Employment (IPE) between RSA and the individual.

When re-training or education is the only or best way you will be able to go to work or keep a job, RSA may be able to help you with tuition payments and other training related costs. When services or goods which are not purchased or provided through the VR program are needed to help you get or keep a job, RSA will help you to decide what they are and how to get them.

NOTE: The Vocational Rehabilitation Program:

- is **not** a medical program;
- does **not** pay for goods or services that are provided by other programs;
- does **not** provide goods or services that are not related to getting or keeping a job.

Eligibility Information

You may be eligible if you want to become or remain economically independent through work and:

- your disability is serious enough to make it hard for you to get or keep a job; and
- available services can help you to get or keep a job.

Documents Needed

Bring medical records from doctors about your disability. If you don't have them, RSA will send away for them with your OK. If there are no records, or if the records are too old or incomplete, you will be asked to see a doctor at RSA's expense.

You will be asked to meet with a counselor to talk about your plans for work, education, training, work experience and obstacles that may get in the way of work.

Where to Apply

To find the office nearest you call your RSA Regional Office:

RSA DISTRICT 1

Maricopa County
602-266-6752

RSA DISTRICT 2

Pima County
520-628-6810

RSA DISTRICT 3

Coconino, Navajo, Apache, and Yavapai Counties
928-779-4147

RSA DISTRICT 4

Yuma, La Paz, and Mohave Counties
602-266-6752

RSA DISTRICT 5

Gila and Pinal Counties
520-836-6388

RSA DISTRICT 6

Cochise, Graham, Greenlee, and Santa Cruz Counties
520-316-9311

You may also call or visit RSA's website:

Inside Maricopa County
Outside Maricopa County
www.azdes.gov/rsa

602-542-3332
1-800-563-1221

Arizona Workforce Connection Comprehensive One-Stop Centers

Program Description

Comprehensive One-Stop Centers provide access a broad range of employment-related and training services at a single point-of-entry. You can visit the Arizona Workforce Connection website at www.arizonaworkforceconnection.com. For specific information on the services provided, please contact one of the One-Stop Centers listed below:

Apache County

Apache County Workforce Partnership

74 North Main Street
Suite 5-7
Eagar, AZ 85925
928-333-4454

<http://www.co.apache.az.us/Departments/Workforce/Main.htm>

Cochise County

Cochise County Workforce Development Douglas One-Stop Center

1706 East 10th Street
Douglas, AZ 85607
520-364-8906

Cochise County Workforce Development

Sierra Vista One-Stop Center
1943 Paseo San Luis
Sierra Vista, AZ 85635
520-458-9309

<http://www.cochiseworkforce.com/>

Coconino County

Arizona Department of Economic Security

397 Malpais Ln
Flagstaff, AZ 86001
928-779-4557

<http://www.coconinoaz.gov/careercenter/>

Gila County

Gila County Division of Health and Community Services

5515 South Apache Avenue
Suite 200
Globe, AZ 85501
928-425-7631

<http://www.gilacountyaz.gov/communityservices/workforce/default.html>

Graham County

Workforce Development Office

826 West Main St
Safford, AZ 85546
928-428-7386

[http://graham.az.gov/Graham CMS/WorkforceDevelopment.aspx?id+510](http://graham.az.gov/Graham%20CMS/WorkforceDevelopment.aspx?id+510)

Greenlee County

Greenlee One-Stop Resource Center

Highway 191 and Ward Canyon Rd
P.O. Box 1537
Clifton, AZ 85533
928-865-4151

<http://www.co.greenlee.az.us/workforce/>

La Paz County

La Paz Career Center

113 Kofa Ave
Parker, AZ 85344
928-669-9812

<http://www.co.la-paz.az.us/>

Maricopa County

Gilbert Career Center

735 North Gilbert Rd
Suite 134
Gilbert, AZ 85234
602-372-9700

West Valley Career Center

1840 North 95th Avenue
Suite 160
Phoenix, AZ 85037
602.372.4200

<http://www.maricopaworkforceconnection.com/>

Mohave County

Mohave County Community and Economic Development Department

700 W Beale St
Kingman, AZ 86401
928-753-0723

http://www.mohavedevelopment.org/workforce_solutions.htm

Navajo County

Arizona Department of Economic Security

2500 E Cooley
Suite 410
Show Low, AZ 85901
928-532-4313

Arizona Department of Economic Security

319 E Third St
335C
Winslow, AZ 86047
928-532-4313

<http://www.co.apache.az.us/Departments/workforce/>

Phoenix, City of

Phoenix Workforce Connection-North Arizona Department of Economic Security

9801 N 7th St
Phoenix, AZ 85020
602-861-0208

Phoenix Workforce Connection-West Arizona Department of Economic Security

3406 N 51st Ave
Phoenix, AZ 85031
623-247-3304

<http://www.phoenix.gov/phxwc/>

Nineteen Tribal Nations (NTN)

Gila River Indian Community

208 Skill Center Rd
P.O. Box 97
Sacaton, AZ 85247
480-963-0902

<http://www.azntnwib.org/>

Pima County

Rio Nuevo One-Stop Career Center

340 North Commerce Park
Loop
Tortolita Building
Tucson, AZ 85745
520-798-0550

Kino Service Center

2797 E Ajo Way
Tortolita Bldg
Tucson, AZ 85713
520-243-6700

<http://pimaworks.com>

Pinal County

Arizona Workforce Connection

1015 E Florence Boulevard
Casa Grande, AZ 85222
520-374-3072

<http://www.gilacountyaz.gov/communityservices/workforce/default.html>

Santa Cruz County

Santa Cruz County One-Stop Center

610 N Morley Ave
Nogales, AZ 85621
520-375-7670

http://www.co.santa-cruz.az.us/health_human/wia

Yavapai County

Yavapai Workforce Connection-East

1500 East Cherry St
Suite F
Cottonwood, AZ 86326
928-634-3337

Yavapai Workforce Connection-West

221 N Marina
Suite 201
P.O. Box 2451
Prescott, AZ 86301
928-778-1422

<http://www.nacog.org/economic/default.htm>

Yuma County

Career Resource Center

3826 West 16th Street
Yuma, AZ 85634
928-329-0990

<http://www.ypic.com/>

DES Employment Service Offices

Program Description

These public employment offices provide placement services to job seekers. They provide current job listings, from entry level to highly qualified positions:

Job Service Office Locations

Benson	277 W 4th St	520-586-3885
Bisbee	207 Bisbee Rd	520-432-2206
Bullhead City	2601 Highway 95	928-763-4154
Casa Grande	432 N Marshall	520-426-3529
Coolidge	1155 N Arizona Blvd	520-723-5351
Cottonwood	1500 Cherry St F	928-634-3337
Douglas	1140 F Ave	520-364-4446
Eagar	74 N Main St, Suite 6	928-333-3161
Flagstaff	397 Malpais Ln, #9	928-779-4557
Gilbert	735 N Gilbert Rd, #134	480-497-0350
Globe	605 S 7th St	928-425-3101
Kingman	301 Pine St	928-753-4333
Lake Havasu	232 London Bridge Rd	928-680-6005
Mesa	163 N Dobson Rd	480-962-7678
Nogales	480 N Grand Ave	520-287-4641
Page	337 N Navajo, Room 18	928-645-5201
Parker	1032 S Hopi Ave	928-669-6755
Payson	122 E Highway 260, #110	928-472-9339
Peoria	9770 W Peoria Ave	623-934-3231
Phoenix	4635 S Central Ave	602-276-5587
Phoenix	9801 N 7th St	602-861-0208
Phoenix	3406 N 51st Ave	623-247-3304
Prescott	1555 Iron Springs Rd	928-771-1348
Prescott Valley	8128 E Route 69, #211	928-445-5100
Safford	1938 W Thatcher Blvd	928-428-2911
San Luis	1950 Juan Sanchez Blvd, #5	928-627-9439
Show Low	2500 E Cooley, Suite 410	928-532-1516
Sierra Vista	2961 E Tacoma Ave	520-459-3206
Tuba City	Main St	928-283-5201
Tucson	195 W Irvington Rd	520-741-7188
Tucson	316 W Ft Lowell Rd	520-293-1919
Wilcox	256 S Curtis Ave	520-384-3583
Window Rock	548 State Highway 264	928-871-4131
Winslow	319 E 3rd St	928-289-4644
Yuma	201 S 3rd Ave	928-783-1221

Adult Education and GED Classes

For information on the GED testing site closest to where you live, contact the Arizona Department of Education, GED Testing at 602-258-2410, or visit them online at www.azed.gov/adult-edu/

Program Description

A variety of classes and educational opportunities are available to help adults learn to read, prepare for the GED test or prepare for citizenship testing. Many classes are free of charge. Classes available include:

Adult Basic Education (ABE)

For learners who want to improve basic reading, writing and math skills.

GED Preparation (GED)

For learners who need help in any of the five GED testing areas to prepare for taking the GED test.

English Language Acquisition for Adults (ELAA)

For people who want to learn the English language.

Citizenship (CIT)

For people who want to prepare to take the Citizenship Test.

For more information on taking classes, preparing for, and taking the GED test contact the program closest to where you live. Each site below offers various services, which are listed using the above abbreviations.

Arizona Dept of Education List of Sites and Classes Offered

Apache County

Northland Pioneer College

Holbrook, AZ
800-266-7845
www.npc.edu

Cochise County

Cochise College Adult Education

Douglas, AZ 85607
520-515-5456
www.cochise.edu

GED

* Also serving residents of Santa Cruz County

Coconino County

Coconino Community College Adult Education

Flagstaff, Page, and Williams, AZ
928-226-4351
www.coconino.edu/adult-edu/

ABE, GED, ELAA, CIT

Gila County

Gila County Adult Education

Globe, AZ 85501
928-472-5374

ABE, GED, ELAA, CIT

* Also serving residents in Graham and Greenlee Counties

Graham County

Eastern Arizona College

Thatcher, AZ 85552
928-428- 8491
www.eac.edu

ABE, GED, ELAA, CIT

See Gila County

Greenlee County

See Gila County

LaPaz County

La Paz Career Center

Parker, AZ 85344
928-669-9812
www.co.la-paz.us/career.htm

ABE, GED, ELAA

See Yuma County

Maricopa County

Arizona Call-A-Teen Resources, Inc.

Phoenix, AZ 85003
602-252-6721
www.azcallateen.k12.az.us

ABE, GED

Frank X Gordon Adult Education

Glendale, Mesa, and Central Phoenix, AZ
602-372-5769

ABE, GED, ELAA

Friendly House Community Adult Education

Phoenix, AZ 85003
602-416-7219
www.friendlyhouse.org

ABE, GED, ELAA, CIT

Gilbert Adult Learning Program

Gilbert, AZ 85233
480-497-3481

ABE, GED, ELAA

Literacy Volunteers of Maricopa County

Phoenix, AZ 85014
602-274-3430
www.lvmc.net

ABE, GED, ELAA

Mesa USD Adult Education

Mesa, AZ 85203
480-472-7259

ABE, GED, ELAA, CIT

Phoenix Indian Center

Phoenix, AZ 85004
602- 264-6768
www.phxindcenter.org

ABE, GED,

Queen Creek USD Adult Education

Queen Creek, AZ 85242
480-987-5988
www.qcusd.org

Rio Salado College

Tempe, AZ 85281
480-517-8110
www.rio.maricopa.edu/abe

ABE, GED, ELAA

Tempe Adult Education

Tempe, AZ 85283
480-839-0292

ABE, GED, ELAA

Mohave County

Mohave Community College Pre-College Studies

Kingman, AZ 86409
928-757-0866
www.mohave.edu

ABE, GED, ELAA

See Yavapai County

Navajo County

Northland Pioneer College

Holbrook, AZ 86025
1-800-266-7845
www.npc.edu

ABE, GED, ELAA, CIT

Pima County

Pima College Adult Education

Tucson, AZ 85709
520-206-6500
www.pima.edu/pcae/

ABE, GED, ELAA, CIT

* Also serving residents of Pinal County

Pima County Adult Probation-Education Service

Tucson, AZ 85710
520-546-5434
www.sc.co.pima.az.us/apo/

ABE, GED

Pinal County

Central Arizona College Adult Education

Coolidge, AZ 85228
520-494-5950
www.centralaz.edu

ABE, GED, ELAA

Waiting to Excel Education Center

Casa Grande, AZ
520-509-4840
www.academichealingcenter.com

ABE, GED

See Pima County

Santa Cruz County

Literacy Volunteers of Santa Cruz County

Nogales, AZ 85621
520-287-0111

ABE, GED, ELAA

Santa Cruz County Continuing Education

Nogales, AZ 85621
520-287-9634

GED, ELAA, CIT

See Cochise County

Yavapai County

Camp Verde Adult Reading Program

Camp Verde, AZ 86322
928-567-3187
www.cvarp.org

ABE, ELAA

Yavapai College Adult Education

Prescott, AZ 86301
928-776-2092
www.yc.edu/content/deved/abe.htm

ABE, GED, ELAA, CIT

* Also serving residents in Mohave County

Yuma County

Adult Literacy Plus of Southwest Arizona

Yuma, AZ 85364
928-343-9363

ABE, GED, ELAA

* Also serving residents in La Paz County

South Yuma County Adult Education Consortium

Yuma, AZ 85364
928-341-6027
www.yumaaed.org

ABE, GED, ELAA, CIT

Education and Employment Resources for Women

Program Description

The following organizations provide assistance to women in need of education and employment resources. Please call or visit their websites for specific information about the programs available.

Fresh Start Women's Foundation

1130 E McDowell Rd
Phoenix, AZ 85006
602-252-8494
www.wehelpwomen.com

Arizona Women's Education and Employment, Inc. (AWEE)

Administrative Offices
640 N 1st Ave
Phoenix, AZ 85003
602-223-4333
222.awee.org

Resources for Small Business Development

There are many organizations and programs that provide counseling services, technical support and financing to help individuals start a small business. Some programs are designed to help start even very small businesses based out of a home. Please contact one of the resources listed below for more information and referrals.

U.S. Small Business Administration, Arizona District Office

2828 N Central Ave.
Suite 800
Phoenix, AZ 85004
602-745-7200

Arizona Small Business Association

4600 E Washington St
#340
Phoenix, AZ 85034
602-306-4000

4811 E Grant Rd

#262

Tucson, AZ 85712
520-327-0222

Department of Commerce

Small Business Services Division

1-800-542-5684

City of Phoenix Business Resource Line

200 W Washington St
20th Fl.
Phoenix, AZ 85003
602-534-2489

Financial Benefits



In This Section You Will Find Information On:

- **Money Management Tips**
- **Cash Assistance - Temporary Assistance for Needy Families (TANF)**
- **Earned Income Tax Credit (EITC)**
- **Social Security (OASDI)**
- **Supplemental Security Income (SSI)**
- **Unemployment Insurance (UI)**

For additional information on:

Financial assistance for utilities, see the Utility and Short Term Crisis Assistance section beginning on page 84.

Money Management Tips

Know Your Financial Situation

Determine monthly living expenses, occasional expenses and monthly debt payments.

Develop A Realistic Spending Plan

Follow your plan as closely as possible. Evaluate your plan by comparing actual expenses with planned expenses.

Set Financial Goals

Determine short, mid and long range financial goals. Ask yourself "What will my financial situation be in a year or two?" The more thought and planning you put into it, the better your situation will be in the future.

Use Credit Wisely

Don't allow your credit payments to exceed 20% of your income. Avoid borrowing from one creditor to pay another.

Don't Allow Expenses To Exceed Income

Don't charge more every month than you are paying to your creditors. Pay more than the minimum due on your credit cards whenever possible.

Plan For The Future

Save for expenses which occur infrequently, such as car and home maintenance. A good rule of thumb is to save 5 to 10% of your income. You should aim to accumulate 3 to 6 months of job earnings in an emergency fund.

Pay Your Bills On Time

Maintain a good credit rating. If you are unable to pay your bills, contact your creditors before your bills are due and explain your situation. Many creditors will work with you to create a payment plan. Be wary of using loans, which may carry high interest rates and penalties.

Keep A Record Of Daily Expenses

Be aware of where your money is going. Keep a record of what you spend your money on every month.

Tips provided by Consumer Credit Counseling Services, Southwest Gas

Cash Assistance – Temporary Assistance for Needy Families (TANF)

Program Description

This program provides cash benefits to needy dependent children under the age of 18, and their caretaker, parent, or relative. If the dependent child is age 18, he or she must be a full-time student in high school or equivalent level of vocational or technical training program and expected to complete the program before turning 19.

You will receive your Cash Assistance on a debit card, called the EBT Card (Electronic Benefit Transfer Card). You will be able to draw your cash benefits from this card at participating stores and banks. Complete user instructions will be given to you with the card.

Eligibility Information

Cash Assistance is a temporary program. The primary responsibility of the client is to work toward self-sufficiency. Families with dependent children may be eligible for Cash Assistance if the children are without the support or care of a parent due to death, disability, unemployment or under-employment of both parents, hospitalization of a parent, or absence of a parent due to desertion, separation, or divorce. A relative caring for a dependent child may receive Cash Assistance benefits under the Kinship Care Program.

A household headed by an unmarried person under 18 is not generally eligible for benefits; however, exceptions are sometimes granted. An unwed minor parent may be eligible for Cash Assistance if:

- The applicant has no living or locatable legal parent, adult relative, or legal guardian or if the applicant, and or
- The minor parent of child(ren)'s health or safety would be jeopardized if they reside with the legal parent, adult relative, or legal guardian.

In these cases, the unwed minor parent must provide sufficient proof that they meet one or both of the above requirements.

If the applicant lives with their parents, the entire household must meet Cash Assistance requirements. Unwed minor parents and their dependent child(ren) who are not eligible for Cash Assistance may be eligible medical services through AHCCCS (see page 54) or Supplemental Nutrition Assistance (see page 43).

To qualify for Cash Assistance an applicant must:

- Be a resident of Arizona, and a U.S. citizen or qualified legal non-citizen
- Be actively seeking employment or participate in DES approved work activities and must not refuse available employment.
- Have their school-aged children immunized and enrolled in a school program.
- Cooperate in establishing paternity in order to obtain child support payments.
- Meet income and resource guidelines
- Sign a Personal Responsibility Agreement (PRA) – This agreement says that all applicants for Cash Assistance must cooperate with the Jobs Program and the Child Support process; send their school-age children to school; and have their children get all required immunizations (shots). Failure to sign and comply with the PRA will result in benefits and/or services being terminated or denied.

Time-Limited Cash Assistance

Effective July 1, 2010, families may only receive Cash Assistance for 36 months. This is retroactive to any benefits received on or after October 1, 2002.

Effective October 1, 1996, Arizona tribal family units may receive Cash Assistance for a maximum of 36 months.

Once removed from the Cash Assistance program, because of time limits, adult household members may continue to be eligible for supportive services through Jobs Program, Child Support Enforcement, and AHCCCS Medical Assistance when all other eligibility requirements are met.

Required Work Activities

Unless exempt, all adult Cash Assistance recipients must participate in required work activities as defined by TANF. If a client cannot find work, a job counselor will help the client locate employment or become job-ready. Required work activities include:

- paid employment
- public or private subsidized employment
- unpaid work experience such as community service
- education and training directly related to employment
- on the job training

Those who need assistance to become job ready will be referred to the Jobs Program (page 39), or Vocational Rehabilitation (page 39). To see if you are eligible for Child Care assistance while you participate in required work activities, see page 39.

Voluntary Quit or Work Reduction

TANF participants who voluntarily and without good cause quit their jobs or reduce their work hours will be removed from Cash Assistance for a minimum of one month. If the individual is the primary adult in the household, the case will be closed. For more information or before you make a decision to quit your job or reduce your work hours, please contact your TANF caseworker.

Sanctions

Those who fail to comply with the Personal Responsibility Agreement (PRA) while they are receiving Cash Assistance will have the family grant reduced by 25% the first month, 50% the second month, and 100% the third month. Benefits will be reinstated when the client fulfills the PRA.

NOTE: When a household is sanctioned and Cash Assistance is reduced, Supplemental Nutrition Assistance benefits **WILL NOT** increase.

Cap

A child who would otherwise qualify for Cash Assistance may not be eligible for the benefit if the family is receiving Cash Assistance.

Certain exemptions apply. Contact your local DES office (see page 95) or your TANF caseworker for more details.

How to Apply

If you think that you may be eligible for Cash Assistance or related benefits, you must fill out an application at the nearest DES/ Family Assistance Administration office (see page 95). For more information, call:

Statewide 1-800-352-8401
Inside Maricopa County 602-542-9935

Apply on-line at www.healtharizona.org

Applications can also be downloaded from:

www.azdes.gov/faa
www.arizonaselfhelp.org

Documents to Provide

You will need to provide certain documents to verify that you are eligible.

- identification (I.D.)
- proof of any money you receive from any source
- bank statements
- proof of rent/mortgage
- proof of utility payments
- proof of medical insurance
- proof of children's immunizations and school attendance

For a complete list of documents, please visit www.arizonaselfhelp.org/page099tobring.

Where to Apply

To see if you qualify for the Cash Assistance program, you must fill out an application at the nearest DES/Family Assistance Administration office (see page 95). For more information, call:

Statewide 1-800-352-8401
Inside Maricopa County 602-542-9935

The application and a prescreening tool are also available online at www.arizonaselfhelp.org.

You may also apply online at www.healtharizona.org

Two-Parent Employment Program (TPEP) Cash Assistance

Program Description

TPEP Cash Assistance to families with a dependent child when both parents live in the home and can work. The family's main wage earning parent must be unemployed or under-employed (part-time job).

TPEP Cash Assistance is limited to 6 months of payments in a 12 month period. Benefits are issued 2 times a month AFTER employment and training requirements are met. As a condition to receive benefits, participation in the Jobs program (see page 00) is required.

Eligibility Information

To be eligible for TPEP benefits, a family must meet income and resource eligibility and be a U.S. citizen or a qualified legal immigrant.

All persons receiving Cash Assistance or TPEP may be potentially eligible to receive medical benefits through AHCCCS, the state's Medicaid program (see page 54). Child Care Assistance may also be available (see page 14). If Cash Assistance and TPEP benefits end due to a change in employment earnings, you may still be eligible for Child Care Assistance and AHCCCS. These services may continue for up to 12 months after Cash Assistance and TPEP benefits stop.

How to Apply

To see if you qualify for TPEP benefits, you must fill out an application and submit it to DES. You may apply on-line at www.healtharizona.org or applications can also be downloaded from the DES website at www.azdes.gov/faa.

Documents Needed

You will need to bring documents to verify that you are eligible for the program. These documents may include:

- proof of citizenship or immigrant status for everyone applying for benefits
- proof of income
- utility bills
- identification
- checking or savings account statements
- rent or mortgage receipts

Where to Apply

Apply on-line at www.healtharizona.org or submit an application to the nearest DES/Family Assistance Administration office (see page 95).

For more information call:

Statewide	1-800-352-8401
Inside Maricopa County	602-542-9935

Earned Income Tax Credit (EITC)

Program Description

EITC is a special tax benefit for low-income people who work full or part time. If you qualify, you will owe less in taxes and you may get money back. Even if you do not owe income tax, you can still get the EITC.

EITC does not affect eligibility for public assistance benefits such as Cash Assistance, Nutrition Assistance, SSI, AHCCCS or Housing. Many legal non-citizens who are employed are eligible for the EITC, including green card holders, refugees and others legally authorized to work. If you are eligible, you can claim the EITC for 3 years back even if you have not filed a tax return for those years.

Eligibility Information

You may be eligible for EITC if you meet the following income guidelines and your investment income is less than \$3,100.00.

Filing Status	Children	Annual Earnings Less Than	Maximum Credit
Single	0	\$13,440	\$457
Single	1	\$35,463	\$3,043
Single	2	\$40,295	\$5,028
Single	3+	\$43,279	\$5,657
Married Filing Jointly	0	\$18,440	\$457
Married Filing Jointly	1	\$40,463	\$3,043
Married Filing Jointly	2	\$45,295	\$5,028
Married Filing Jointly	3+	\$48,279	\$5,657

(This information is for tax year 2010. For all other years please contact the organizations under "where to apply".)

How to Apply

You can apply by filing a tax return. If you raised children in your home use Form 1040 or 1040A, NOT Form 1040EZ. Be sure to attach Schedule EITC.

Couples or single individuals without children in 2003, use Form 1040, 1040A or 1040EZ. You don't need to file Schedule EITC.

Where to Apply

To get income tax booklets or forms, contact the Internal Revenue Service at: **1-800-829-3676**.

You may also download IRS forms at www.irs.gov.

You may be eligible for free help filing your taxes through the Volunteers in Tax Assistance (VITA) program. VITA locations are open from late January through April 15.

To find the VITA location near you call:

Community Information and Referral

Statewide	1-800-352-3792
Inside Maricopa County	602-263-8856
EITC Hotline	602-263-8856

Social Security (OASDI)

Program Description

Old Age Survivors and Disability Insurance (OASDI), better known as Social Security, is a federal retirement and disability insurance program. Workers pay taxes into the program during their working years, and they and/or members of their family receive monthly benefits when they retire or become disabled, or upon death.

Eligibility Information

As you work and pay taxes, you earn OASDI (Social Security) "credits." The number of credits earned is based on the amount of money earned through work, with a maximum of 4 credits per year. Most people need about 40 credits (10 years of work) to qualify for benefits. The amount of your benefit is based on factors such as your date of birth, type of benefit you are applying for, and most importantly, your lifetime average earnings.

Workers are eligible for full retirement benefits at between 65 and 67 years of age, depending on their date of birth. You can decide to retire as early as age 62 and receive reduced benefits. Go to www.socialsecurity.gov/retirechartred.htm to locate your full retirement age.

Upon death, certain members of your family may be eligible for benefits on your Social Security record if you had earned enough credits. Eligible family members may include a surviving spouse, unmarried children under 18 or a dependent parent.

If you think you qualify for OASDI's (Social Security) disability insurance and you are not at retirement age, you should file as soon as possible. Eligible individuals include: disabled workers, unmarried persons disabled before age 22, spouses who care for a disabled child under age 16 or a disabled surviving spouse of a deceased insured worker if the widow(er) is age 50-59.

How to Apply

Individuals can apply at a local Social Security Administration office or by telephone. You will need to fill out an application.

If you are applying for the Disability portion, your application will be sent to the Disability Determination Services (DDS) office to determine whether or not you qualify as disabled. DDS will get medical information from your doctors, hospitals and clinics where you were treated. If necessary, a free examination may be arranged for you. There is a waiting period for receiving disability benefits. If a decision is made in favor of your case, you will begin receiving benefits 6 months after the decision date. It may take from 60 to 90 days to process your application. If you have questions, please contact your local DES office (see page 95).

Documents Needed

Depending on your circumstance, you may need a variety of documents to apply. Documents commonly needed include:

- Social Security card
- birth certificate
- marriage certificate
- your most recent W-2 form, or your tax return if you are self-employed

If you are applying for disability benefits, you will need to provide:

- names, addresses and phone numbers of your doctors and hospitals where you have been treated
- a list of employers and the types of work you performed for the last 15 years

Social Security's disability rules are different from those of other plans or agencies. If you do not have all the documents you need, do not delay applying. The staff will help you get the information you need.

Where to Apply

For more information, to make an appointment, to file an application, or for the location of the office closest to you call:

1-800-772-1213

Or visit their Web Site at: www.socialsecurity.gov

Supplemental Security Income (SSI)

Program Description

SSI pays monthly checks to people who are blind, elderly or disabled (mental or physical condition), and who have limited income and resources. This program is administered by the Social Security Administration. Individuals who qualify can receive \$637, and eligible couples can receive \$956 per month. Payments can change based on the cost-of-living index.

Eligibility Information

Persons applying for SSI must be low-income, have limited resources and meet one of the following:

- 65 years of age or older, or
- have a disability (physical or mental condition) that is expected to last for at least 12 months, or a terminal illness such as AIDS, or
- be legally blind

Applicants must also have limited assets (countable items or property). Some items are counted in figuring eligibility and some are not. Examples of items counted are savings and checking accounts, and real estate. Items not counted may include: personal belongings, a vehicle, the house you live in, and certain insurance policies. All of the counted items are added together and the total must be less than \$2,000. Couples can have up to \$3,000 in counted items. A family with a disabled child under 18 may have up to \$5,000 in counted items.

Presumed Eligibility

Applicants with severe or obvious disabling conditions can be presumed to be disabled by the Social Security Administration local office and be given benefits immediately for up to 3 months while a final decision on the disability is being made. Examples of disabilities that may be considered under Presumed Eligibility are multiple amputations, cerebral palsy or blindness. Benefits received under Presumed Eligibility do not need to be paid back if it is decided that you do not qualify for monthly payments.

How to Apply

Individuals must apply at a local Social Security Administration office. You will need to fill out an application.

Documents to Bring

To fill out the application, you will need certain documents:

- Social Security card for applicant, spouse and dependents
- proof of age
- medical records or other documents about the applicant's disability or blindness
- names and addresses of doctors, hospitals and clinics that have provided treatment or care
- information about income and resources.

Proof of citizenship or qualified non-citizen status is also needed. Documents to prove citizenship include:

- birth certificate
- drivers license
- Social Security card

Where To Apply

Call the Social Security Administration for more information about their programs, to file an application or for the location of the office closest to you:

1-800-772-1213

Or visit their Web Site at: www.socialsecurity.gov

Unemployment Insurance (UI)

Program Description

Unemployment Insurance (UI) provides cash payments after you have lost a job and while you look for another job. UI benefits are not paid out to employees who quit their job, except under very specific circumstances. The amount of the payments and how long you receive them depends on the amount of your wages in the past.

Eligibility

All workers in Arizona are eligible for UI if they meet the following criteria:

How To Apply

If you become unemployed and believe you are entitled to Unemployment Insurance benefits, you may file on the internet at **www.azui.com**, or apply over the phone by calling the interactive voice response telephone system, at the numbers listed below.

Where to Apply

Applications can be submitted online at **www.azui.com** or over the phone by calling one of the numbers listed below. If you have a specific question regarding your claim, call **602-364-2722** for assistance.

Maricopa County

DES

Employment Administration
P.O. Box 29225
Phoenix, AZ 85038
602-364-2722

Pima County

DES

Employment Administration
P.O. Box 28880
Tucson, AZ 85726
520-791-2722

All Other Arizona Residents

DES

Employment Administration
P.O. Box 28880
Tucson, AZ 85726
1-877-600-2722
1-877-877-6226 (TTY)

Food & Nutrition



In This Section You Will Find Information on:

- **Food & Nutrition Tips**
- **Nutrition Assistance Program (Formerly the Food Stamp Program)**
- **Food Distribution Programs on Indian Reservations**
- **Food Plus - The Commodity Supplemental Food Program**
- **WIC - Special Supplemental Nutrition Program for Women Infants & Children**
- **Arizona Farmers' Market Nutrition Program**
- **Meals for Children**
 - **School Lunch & Breakfast Programs**
 - **Summer Food Service Program**
 - **Child And Adult Care Food Programs**
 - **Kids Café**
- **Senior Brown Bag Program- Food Buying Cooperatives**
- **Emergency Food & Meals**
 - **Food Banks**
 - **Soup Kitchens**
 - **Other Food Assistance Resources**
- **Community Gardening**
- **Arizona Cooperative Extension**

For additional information on:

Senior Centers / Nutrition sites and home delivered meals for seniors, please see page 6

Food & Nutrition Tips

- Feed your family healthful foods and portions. To protect both the family's health and the pocketbook, cut back on snack foods and soda pop. Concentrate on nutritious food items. Have some non-meat meals or cut down meat portions.
- Enroll school age children in free or reduced meal programs through their school if you are eligible.
- Cut down on meals away from home. Pack sack lunches for family members to take to work and school.
- Arrange potluck dinners with friends instead of going out to a restaurant.
- Drink water rather than soda or sweetened juice.
- Plan menus based on weekly specials and seasonal foods.
- Use coupons and special sales only to buy items you would normally buy. And remember you can use coupons with your Nutrition Assistance EBT card.
- Pay attention to the cashier as the items are rung up. Mistakes can be made, especially on sale items.
- Buy generic brand labels instead of buying name brands.
- Prepare your own food and eliminate the extra costs of convenience foods. You will get extra nutrition for less cost.
- If possible, grow some vegetables. If you don't have yard space, try container gardening.

Tips provided by Arizona Cooperative Extension (see page 52)

Nutrition Assistance Program (formerly known as the Food Stamp Program)

Program Description:

Nutrition Assistance benefits are funds that can be spent to buy nutritious food. For most households, these benefits are only **part** of the food budget; shoppers must spend some cash along with Food Stamps in order to buy enough food for a month. All participants received their Nutrition Assistance Benefits on an EBT (Electronic Benefits Transfer Card) card called QUEST. You are able to use the card at grocery stores or participating Farmer's Markets, as you would a debit or credit card.

Eligibility Information

You may be eligible to receive Nutrition Assistance if you and the people in your household*:

- are income and resource eligible
- are US Citizens or Qualified Legal Immigrants and Arizona residents

*A "household" could be made up of a person living alone or a group of people (2 or more) who live together and buy and prepare meals together.

If your household qualifies, the amount of Nutrition Assistance you will get depends on the number of people in your household and how much monthly income is left after certain deductions.

Some items that you own are counted in figuring eligibility and some are not.

Examples of items not counted are:

- Home or Personal Belongings
- Non-Recreational Vehicles

Examples of items counted are:

- Money
- Balances in Bank Accounts
- Stocks

All of your **counted resources** are added together and the total must be less than \$2,000. If your household has one member 60 years of age or older or disabled, you can have up to \$3,000.

As a condition of eligibility, the household member selected as Head of Household required to work 30 hours a week or participate in Nutrition Assistance Employment or Training activities.

Once you begin receiving Nutrition Assistance you can contact the FAA Communications Center to report any changes and find out other important information about your benefits.

FAA Communications Center:

Within Maricopa County	602-542-9935
Outside Maricopa County	1-800-352-8401

How to Apply

You can apply on-line at www.healthearizona.org or pick up an application at your local Department of Economic Security/Family Assistance Administration office (DES/FAA), or you can call and have one mailed. Listed below are websites you can use to download a Nutrition Assistance Application and other Nutrition Assistance forms. **If you have no money and need help right away**, tell the staff when you apply. You may be able to get food stamps in 7 days.

Documents to Bring:

You will need certain documents to see if you qualify. Income and deducted expenses must be verified for all Household members, but only those applying for the benefit are required to prove their citizenship or qualified immigrant status. These documents will be kept confidential and include:

- Proof of citizenship or qualified status
- Social Security numbers for all household members including children.
- Identity (I.D.)
- Proof of Income (pay stubs, award letters for Social Security, disability insurance, unemployment, pensions, retirement).
- Utility Bills and Rent/Mortgage Receipts
- Medical Bills (if you are 60 years of age or older or if you are disabled).
- Current Bank Account Statements

Where to Apply

DES/FAA Offices Statewide (see page 95)
1-800-352-8401

Navajo and Hopi Nations
1-800-819-3046

**Nutrition Assistance
EBT Card Reinstatements and Spanish translation services for
Nutrition Assistance
602-542-3451**

You can prescreen for potential eligibility for Nutrition Assistance and many other programs online at www.arizonaselfhelp.org. Screening is fast, easy, and 100% confidential.

You can apply online at www.healtharizona.org

**You can download an application at:
www.arizonaselfhelp.org or www.azdes.gov/faa**

Note: If you are receiving Nutrition Assistance, you may be eligible for a discount on your phone bill (see Lifeline Program, page 80).

Food Distribution Programs On Indian Reservations (FDPIR)

Program Description:

This program provides a monthly box of assorted groceries as an alternative to Food Stamps. Approximately 70 pounds per person per month is provided.

Eligibility Information:

You must be income eligible and live on participating Indian Reservations. For information on income eligibility, please contact one of the providers listed below.

Where to Apply:

For more information on applying for FDPIR, please contact the Food Distribution program nearest you.

Parker	928-669-1283
Sacaton	520-562-9233
Whiteriver	928-338-4964
Window Rock	928-871-6537
Sells	520-383-6275
Yuma	760-572-0740
San Carlos	928-475-2302

Food Plus – Commodity Supplemental Food Program

Program Description:

This program provides a monthly supplemental food package which includes canned meats, cereal, fruits, vegetables, juices, cheese, rice and dried beans.

Eligibility Information:

To participate, you must be:

- Income eligible **and**
- A pregnant woman, breastfeeding woman or postpartum up to 12 months, child less than 6 years of age, or 60 years of age or older.
- Arizona resident
- Not participating in WIC.

Where to Apply:

Call the Arizona Department of Health Services toll free hotline at **1-800-252-5942**.

WIC - Special Supplemental Nutrition Program For Women, Infants & Children

Program Description:

The WIC Program is a preventative health program that builds healthy families by providing supplemental foods, nutrition education, and referrals to health care and social services. WIC also provides breastfeeding support, education, breast pumps and other supplies. You may attend group sessions or receive individual counseling, depending on the clinic that you visit.

WIC provides checks that you cash at the grocery store for nutritious foods such as milk, cereal, juice, beans, and peanut butter. WIC can also provide infant formula in cases where an infant is not breastfed. In addition, WIC will refer you to other services that you may need, including immunizations, housing, cash assistance, and food programs.

Eligibility Information:

In order to qualify, WIC considers three things:

- You must be one of the following:
 - pregnant
 - postpartum (up to six months)
 - breastfeeding (up to one year postpartum)
 - a child up to the fifth birthday.
- You must have a medical or nutritional need.
- You must be income eligible, which means you either have a household income at or below 185% of the Federal Poverty Level or you participate in AHCCCS, Nutrition Assistance, Cash Assistance (TANF), or Section 8.

How to Apply:

You will need to make an appointment and have an interview with a WIC worker to see if you qualify.

If you are found to be eligible by category, income, and medical or nutritional need, you will receive nutrition counseling and checks for food designed to meet your nutritional needs. This all happens during your WIC appointment.

Documents to Bring:

The following documents will be required when you apply for WIC. You may also be asked to provide additional documents by your caseworker.

- Proof of identity
- Proof of Arizona residency
- Proof of income or participation in AHCCCS, Nutrition Assistance, Cash Assistance (TANF), or Section 8. To prove your income eligibility, bring pay stubs or a program acceptance letter from AHCCCS, TANF, Nutrition Assistance or Section 8

Where to Apply:

For the location and phone number of the clinic nearest you call or visit:

Statewide (Se Habla Espanol) **1-800-2525-WIC (942)**
www.azwic.gov

Navajo Nation **1-800-307-4231**
Intertribal Council of Arizona **602-258-4822**
<http://www.itcaonline.com/wic/>

Arizona Farmers' Market Nutrition Program (AZ FMNP)

Low-income women and children participating in the WIC program or Tribal Meal Programs may use their Arizona Farmer's Market Nutrition Program (AZ FMNP) coupons at selected markets. Additionally, Nutrition Assistance Households customers may also shop at participating markets statewide using their Nutrition Assistance EBT cards.

For a list of Farmer's Markets accepting these programs, please visit the Community Food Connections website at <http://www.foodconnect.org/farmersmarkets/locator.asp>, or for more information, please call 602-542-0389.

Free Meals For Children

School Lunch & Breakfast Programs

Both the National School Lunch Program and the School Breakfast Program are federally assisted meal programs that provide nutritionally balanced meals at minimal cost to children in Arizona each day. Households with economic need may apply at their children's school to receive free or reduced price meals. For more information, or to find out about the Categorical Eligibility, see the AZ Department of Education information below.

Summer Food Service Program

Free meals are provided for children during the summer and intercession when school is out. Children ages 18 and under may participate in the program. Public or private non-profit schools, nonprofit day camps or residential summer camps, National Youth Sports programs, and private nonprofit organizations may operate and administer the program provided they meet Federal requirements. For information, see the AZ Department of Education information below. A list of sites can be found online at <http://www.ade.state.az.us/health-safety/cnp/sfp/downloads/SummerFoodSites.pdf>

Child and Adult Care Food Programs

Nutritious meals are served to children enrolled in child care centers, pre-schools, after school centers, Head Start sites, emergency shelters, and day care homes (including adult day care) that meet Federal requirements.

For a list of participating centers and organizations for any of the three programs described above, please call:

AZ Department of Education Child Nutrition Programs

602-542-8700 1-800-352-4558

Kids Cafe

Provides free, nutritious, well-balanced meals and snacks or for at-risk children. Meals are served at certain recreation and after-school programs. For more information and meal site locations, call:

Phoenix

St Mary's Food Bank Alliance
602-242-3663

Mesa

United Food Bank
480-926-4897

Tucson

Community Food Bank
520-622-0525

Yuma

Yuma Community Food Bank
928-343-1243

Senior Brown Bag Program

Program Description:

The Senior Brown Bag Program is designed for low-income senior citizens and individuals with disabilities. It utilizes "gleaning," the gathering and sharing of crops that remain in the fields after harvest. This program provides food for seniors and individuals with a disability who meet the income requirements, and effectively uses surplus food that would otherwise be discarded. Participating members are encouraged to harvest and/or sort vegetables and fruit for the food banks. There is an annual fee of \$30.00.

Eligibility Information:

This program is available to individuals with disabilities, and low income people over 55 years of age. The program is only available in Maricopa County.

Where to Apply:

For more information, please call St. Mary's Food Bank Alliance:

Phoenix 602-242-3663

Food Buying Co-Operatives

Program Description:

Food buying cooperatives can help individuals and families increase their food purchasing power while providing nutritious foods. Cooperatives offer food packages which you can purchase using **cash, debit/credit** or, in many cases, **Nutrition Assistance**. You receive a food package containing, food worth up to **double** what you paid for it. A package generally costs between \$13 and \$35 and may include a combination of frozen meat, fruits, vegetables, specialty items and staple foods. In some cases, organic or bulk purchases are available.

Food buying cooperatives are not charity or government programs, and they will not affect any benefits from other programs. They are operated primarily by non-profit organizations and are able to offer such a good deal because of the sheer volume of purchases they make and because they also take advantage of close-outs, over-production and package changes. The operating organizations do not make a profit on these food cooperative programs, and many rely heavily on volunteers.

Eligibility Information:

There are no income restrictions, identification requirements or limit on the number of boxes you can get during a certain period of time in most cases. Some food co-operatives may limit the number of units available at each distribution date or location, so check with the program if you're interested in purchasing multiple boxes.

How to Apply:

Most food buying cooperatives work with community groups who serve as hosts to collect payment for the packages and distribute them, and some work with volunteers to distribute food. To find the host nearest you, call Community Information & Referral for your area or contact the cooperative directly:

Community Information & Referral

Within Maricopa County 602-263-8856
Outside of Maricopa County 1-800-352-3792
**Pima, Cochise,
Graham, Greenlee
and Santa Cruz Counties** 520-881-1794
1-800-362-3474

Association of Arizona Food Banks 1-800-445-1914

Food Value Club

- No restrictions or qualifications
- Accepts cash or food stamps for payment
- Available in Maricopa, Pinal, Navajo, Apache, Mohave, Yavapai, Coconino and Gila Counties

Call St. Mary's Food Bank Alliance 602-415-5474

Help Yourself

- No restrictions or qualifications
- Accepts cash or food stamps
- Available in Maricopa, Apache, Navajo, Pinal and Gila Counties

Call United Food Bank 480-926-4897

Value Food Stores

- No restrictions or qualifications
- Accepts cash or food stamps for payment
- Available in Cochise, Pima, and Santa Cruz counties

Call Tucson Community Information & Referral
520-881-1794 1-800-362-3474

-or-

Call Community Food Bank 520-622-0525

Harvest Club

- No restrictions or qualifications
- Accepts cash or food stamps for payment
- Available in Yuma and La Paz Counties

Call Yuma Community Food Bank 928-343-1243

Healthy Native Box

- No restrictions or qualifications
- Accepts cash or Food Stamps for payment
- Available in Coconino, Navajo, and Apache Counties

Call St. Jude Food Bank 928-283-6886

Bountiful Baskets

- No restrictions or qualifications
- Accepts credit or debit cards for payment, and basket must be pre-ordered online
- Available at various locations throughout Arizona
- Organic baskets available at many locations for a slightly higher cost

To order or find answers to frequently asked questions, visit www.bountifulbaskets.org

Emergency Food & Meals

Food Banks And Nutrition Resources

Food Banks are found in communities throughout Arizona and can provide a variety of food assistance to help feed you and your family in an emergency situation. Food Banks come in many sizes and vary in what programs they offer - but all are available to help you. Some programs require income eligibility and some do not. Below we have listed some of the largest Food Banks in Arizona.

Programs And Services Available At Most Emergency Food and Meal Sites May Include:

- Emergency Food Boxes (EFB)
- USDA-The Emergency Food Assistance Program (USDA/TEFAP)
- Home Delivered Meals (HDM)
- Infant Boxes (IB)
- On-Site Meals (OSM)
- Soup Kitchen (SK)

Many **Community Action Programs** (see page 4) also offer emergency food. Major food banks/pantries are listed at the top of each county's listings, followed by other providers, which are broken down by city in some instances.

Apache County

Round Valley Cares

Springerville
928-333-2660
EFB, USDA/TEFAP

St. Anne's Mission

Ganado
928-652-3264
EFB, SK, HDM

Community Services-Springerville

Springerville
928-333-5185
USDA/TEFAP, OSM, HDM

Seventh Day Adventist

Springerville
928-333-5118
EFB, USDA/TEFAP, IB

New Covenant Church-Our Father's House of Hope

St. Johns
928-245-0286
EFB, USDA/TEFAP

Jooba Hogan

Chinle
928-674-5413
EFB

Old Concho Community Assistance Center

Concho
928-337-3663
EFB

Cochise County

Benson Food Bank

370 S Huachuca
Benson, AZ 85602
520-586-4208
EFB, IB

Benson Food Bank
370 S. Huachuca
Benson, AZ 85602
520-586-4208
EFB, IB

Community Food Pantry of Benson
451 N Easy St
Benson, AZ 85602
520-364-4170
EFB, USDA/TEFAP, IB

Douglas Area Food Bank
660-G Ave
Douglas, AZ 85607
520-805-0259
EFB, USDA/TEFAP

Food Bank of Tombstone
15 N. San Diego St.
Tombstone, AZ 85638
702-920-5290
EFB, USDA/TEFAP

St. Vincent de Paul Community Food Bank
614 Bartow Dr
Sierra Vista, AZ 85635
520-458-9725
EFB, USDA/TEFAP

Southeast AZ Food Bank
401 E Maley St
Willcox, AZ 85643
520-384-4433
EFB, IB

Bisbee Coalition for the Homeless, Inc.
Bisbee
520-432-7839
EFB, USDA/TEFAP, SK, OSM

Rural Accent, Inc.
Bowie
520-847-0847
EFB, USDA/TEFAP

Wynne Chapel
Cochise
520-826-3353
EFB, USDA/TEFAP

First Assembly of God
Sunizona
520-824-4196
USDA/TEFAP, OSM

Marantha Church
Douglas
520-805-0259
EFB, OSM

Society of St. Vincent de Paul – Douglas
Douglas
520-364-7573
EFB, IB, SK, OSM

Loaves and Fishes Food Bank
Bisbee
520-432-3872
EFB

St. Jude – Society of St. Vincent de Paul
Pearce
520-826-3869
EFB

St. David Food Bank
St. David
520-720-4755
EFB

Sacred Heart Church – Society of St. Vincent de Paul
Tombstone
520-457-3364
EFB

Willcox Community Food Pantry
Willcox
520-384-2114
EFB

Valley Food Bank
Elfrida
520-642-3749
USDA/TEFAP

Dragoon Women's Club
Dragoon
520-586-0165
USDA/TEFAP

Commodities Distribution Satellite
St. David
520-720-9670
USDA/TEFAP

Coconino County

Northern Arizona Food Bank
3805 E Huntington Dr
Flagstaff, AZ 86004
928-526-2211
EFB

St Mary's Food Bank Alliance
1409 E Butler Ave
Flagstaff, AZ 86001
928-779-7066
EFB, USDA/TEFAP

St. Jude Food Bank
100 Aspen Dr
Tuba City, AZ 86045
928-283-6886
EFB, USDA/TEFAP

Williams Food Bank
200 S 9th St
Williams, AZ 86046
928-635-2913
EFB, USDA/TEFAP

Flagstaff:

Coconino County Community Services
928-679-7425
EFB, USDA/TEFAP, OSM, HDM

Flagstaff Family Food Center
928-774-3188
SK, OSM
Salvation Army
928-774-1403
EFB, IB

Society of St Vincent de Paul
928-779-4353
EFB, IB

Sunshine Rescue Mission
928-774-1403
EFB, IB

Think Jesus Fellowship, Inc.
928-380-2565
EFB, SK, OSM

Balance of County:

Fredonia Food Bank
Fredonia
928-643-7431
USDA/TEFAP

Page Food Pantry
Page
928-645-9533
EFB, SK

Sedona Community Food Bank
Sedona
928-204-2808
EFB

Navajo Nation Dept. of Behavioral Health
Tuba City
928-283-3346
EFB, SK

Angels Corner
Williams
928-890-4515
EFB, USDA/TEFAP

Gila County

Gila Community Food Bank
317 Hackney Ave
Globe, AZ 85501
928-425-3639
EFB, USDA/TEFAP

St. Vincent de Paul Food Bank
511 S St Phillips St
Payson, AZ 85541
928-474-9104
EFB, USDA/TEFAP

Pine/Strawbery Food Bank
Pine Community Center
Pine, AZ 85544
928-978-1020
EFB, USDA/TEFAP

Tonto Basin Kiwanis
Tonto Basin
928-978-2423
EFB

Graham County

Odd Fellow and Rebekah
302 7th St
Safford, AZ 85546
928-428-3417
EFB, USDA/TEFAP

SEACAP
Safford
928-428-2872
EFB

Greenlee County

Clifton/Morenci Food Bank
Shannon Hill Complex
Clifton, AZ 85533
928-687-1168
EFB, USDA/TEFAP

La Paz County

Contact Yuma Community Food Bank or see Aging Services Section page 00

Maricopa County

Agua Fria Food Bank
405 E Harrison
Avondale, AZ 85323
623-932-9135
EFB, USDA/TEFAP, IB

Foothills Food Bank & Resource Center
6920 E Cave Creek Rd
Cave Creek, AZ 85331
480-488-1145
EFB, IB

Glendale Food Bank
5605 N 55th Ave
Glendale, AZ 85301
623-934-5331
EFB

East Mesa Food Bank
752 S Ellsworth
Mesa, AZ 85208
480-986-9827
EFB

United Food Bank
358 E Javelina
Mesa, AZ 85210
480-926-4897
USDA/TEFAP

Cultural Cup Food Bank
537 E Osborn Rd, Suite 1
Phoenix, AZ 85012
602-266-8370
EFB, USDA/TEFAP, IB

Interfaith Cooperative Ministries Food & Clothing Bank
501 s 9th Ave
Phoenix, AZ 85007
602-254-7450
EFB, USDA/TEFAP, IB

Salvation Army
2702 E Washington St
Phoenix, AZ 85034
602-267-4122
EFB, USDA/TEFAP

Society of St. Vincent de Paul
420 W Watkins
Phoenix, AZ 85003
602-321-7284
OSM

Desert Mission Food Bank
9229 N 4th St
Phoenix, AZ 85020
602-870-6062
EFB, USDA/TEFAP, IB

Paradise Valley Emergency Food Bank
10862 N 32nd St
Phoenix, AZ 85028
602-867-9228
EFB, USDA/TEFAP, IB

St. Mary's Food Bank Alliance
Multiple Locations
Please Call 602-242-3663
EFB, USDA/TEFAP

Tolleson Food Bank
10 S 93rd Ave
Tolleson, AZ 85353
602-936-1169
EFB, USDA/TEFAP, IB

Avondale:

Avondale Social Services
623-333-2700
USDA/TEFAP

Buckeye:

All Faith Community Services
623-386-3513
EFB, USDA/TEFAP, IB

Chandler:

Chandler Christian Community Center
480-963-1423
EFB, USDA/TEFAP, IB

Compassion in Action
480-220-0602
EFB, USDA/TEFAP

Food Bank at Matthew's Crossing
480-857-2296
EFB, USDA/TEFAP

Living by the Word Community Distribution
480-786-0165
EFB, USDA/TEFAP

Taiwan Buddhist Tzu Chi Foundation USA
480-838-6556
EFB, USDA/TEFAP

Trinity Christian Fellowship
480-963-7698
EFB

Voyage Church
480-707-1592
EFB

Fountain Hills:

Extended Hands Community Food Pantry
480-837-0303
EFB

Gilbert:

New Life Family Church
480-456-9200
EFB, USDA/TEFAP

Open Arms Care Center
480-539-0175
EFB

Vineyard Community Church
480-892-5828
EFB

Glendale:

Cathedral Christian Center Pastor's Pantry
602-439-8700
EFB

Glendale Family Development
623-934-7001
EFB, USDA/TEFAP

Lutheran Social Ministries West Food Pantry
623-848-8278
EFB

Pure Heart Christian Fellowship-NAOS Inc.
602-866-8850
EFB

Vineyard Food & Clothing Bank
623-934-4000
EFB

YWCA of Maricopa County – Valley West
623-931-7436
USDA/TEFAP, OSM, HDM

Goodyear:

Christ Evangelical Lutheran Church
623-932-2394
EFB
Laveen:

District 7 Service Center
520-430-4780
EFB, USDA/TEFAP, OSM, HDM

New Destiny Christian Church
602-237-3927
EFB, USDA/TEFAP, OSM

Mesa:

Broadway Christian Church
480-807-1668
EFB, USDA/TEFAP

Calvary Free Lutheran Food Pantry
480-981-3993
EFB, USDA/TEFAP

Canaan Ministry Baptist Church
480-835-6320
EFB, USDA/TEFAP

CARE Partnership Opportunity Center
480-833-8987
EFB, USDA/TEFAP

Christ the King Catholic Church – Hope
480-964-1719
EFB, USDA/TEFAP, IB

Iglesia Christiana El Buen Pastor
480-964-0014
EFB, USDA/TEFAP

Life's Destiny Christian Bible Church
480-600-2777
EFB, USDA/TEFAP

Lutheran Social Service of Southwest
480-332-5589
EFB, USDA/TEFAP

Manna Food Bank – Without Walls Christian Center
480-838-2587
EFB, USDA/TEFAP

Paz De Christo
480-464-2370
EFB, USDA/TEFAP, SK

Pueblo de Dios
480-218-2221
EFB

Seventh Day Adventist Church – Mesa
480-668-3000
EFB

St. Mark's Episcopal Church
480-964-5820
EFB, USDA/TEFAP

St. Peter Lutheran Church – Lord's Pantry
480-833-4251
EFB, USDA/TEFAP

Peoria:

Lighthouse Church
623-979-4392
EFB

Phoenix:

Agape Network
602-234-6143
EFB, USDA/TEFAP, HDM

All Tribes Assembly of God Church
602-728-0699
EFB

Andre House of Arizona, Inc.
602-255-0580
SK

Central Arizona Shelter Services
602-256-6945
EFB, SK, OSM

Church on Fillmore
602-252-1423
EFB

Desert Christian Fellowship
602-861-4008
EFB

FIBCO Family Services, Inc.
602-385-3900
EFB, IB

First Southern Baptist Church Benevolence Center
602-242-6104
EFB

Friendly House
602-257-1870
EFB, IB

Highways & Hedges Ministries
602-212-0850
EFB, USDA/TEFAP

Joshua Tree Feeding Program
602-264-0223
EFB, USDA/TEFAP, OSM
Living Streams Church Food Pantry
602-957-7500
EFB

Neighborhood Ministries, Inc.
602-252-5225
EFB

Open Door Fellowship Church
602-791-3236
EFB

Phoenix Indian Center
602-263-1017
EFB, IB

Phoenix Rescue Mission
602-272-4582
EFB, IB

Set Free Baptist Fellowship
602-267-1511
OSM

Seventh Day Adventist Community Center
602-258-9951
EFB, USDA/TEFAP, IB

Sword of the Spirit Ministries
602-269-7911
EFB

Arizona Center for the Blind & Visually Impaired
602-273-7411
OSM

Gateway Church of God
602-267-0663
EFB, SK

Mount Olives Lutheran Church
602-956-1620
EFB, USDA/TEFAP

St. Stephens Episcopal Church
602-840-0437
EFB

Bethel Lutheran Church
602-995-0629
USDA/TEFAP

Covenant of Grace Ministries
602-678-0999
EFB

Life Bridge Resource Center
602-864-3408
EFB, IB

Operation Care – Valley Heights
602-866-0135
EFB

Black Family & Child Services
602-243-1773
EFB

Circle of Life Development
602-722-5212
EFB

First Pentecostal Church Community Center
602-276-2126
EFB

Phoenix Rescue Mission
602-233-3000
EFB, USDA/TEFAP, IB, OSM

Rio Vista Center
602-243-1866
EFB

South Phoenix Baptist Church – Bernard Black Ministries
602-268-2512
EFB, OSM

Tanner Chapel A.M.E. Church
602-253-8426
EFB, USDA/TEFAP

Unity March Corporation
602-780-0727
EFB, USDA/TEFAP, IB, OSM

Valley Christian Centers, Inc.
602-258-5163
EFB, IB, HDM

Queen Creek:

Epic Food Mission
480-882-9530
EFB, USDA/TEFAP, IB

Scottsdale:

Rock Church
480-945-8155
EFB, USDA/TEFAP, OSM

Salt River Pima Maricopa Indian Community
480-850-4718
EFB, USDA/TEFAP, HDM

Surprise:

Catholic Outreach Center
623-532-2981
EFB

Tempe:

Abiding Savior/Shepherd's Warehouse
480-945-5250
EFB, IB

Community Economic Development Alliance (CEDA)
480-921-1990
EFB, USDA/TEFAP

Cross PoinTempe Church
480-838-5700
USDA/TEFAP

Tempe First United Methodist Church
480-967-3376
SK

Tempe Meals on Wheels
480-756-5835
HDM

Wickenburg:

First Southern Baptist Church
928-668-0227
EFB

Wickenburg Social Services
928-684-7894
EFB

Wittman:

Saguaro Jane's
623-388-2683
EFB, USDA/TEFAP

Youngtown:

Valley View Community Assistance
623-933-3358
EFB

Mohave County

Kingman Area Food Bank
2930 E Butler
Kingman, AZ 86409
928-718-2600
EFB, USDA/TEFAP

Lake Havasu Community Food Bank
1940 Mesquite Ave, Suite H
Lake Havasu City, AZ 86403
928-453-5800
EFB, USDA/TEFAP

Bullhead City/Riviera:

HELP Organization
928-758-2445
EFB, USDA/TEFAP

Praise Chapel Food for Families
928-758-8986
EFB, IB

Kingman:

Cornerstone Mission Project
928-757-1535
EFB, USDA/TEFAP, SK

Kingman VFW Food Distribution
928-757-9191
USDA/TEFAP

Balance of County:

Lake Havasu City Interagency
Lake Havasu City
928-453-5800
EFB

First Southern Baptist Church
Mohave
928-768-4490
Mohave Valley
EFB, USDA/TEFAP

St. Vincent de Paul:

Bullhead City/Riviera
928-758-5251
EFB, IB

Dolan Springs
928-767-4727
EFB, USDA/TEFAP

Kingman
928-753-6449
EFB

Lake Havasu City
928-680-2874
EFB

Salvation Army:
Bullhead City/Riviera
928-758-3141
EFB

Kingman
928-718-2600
EFB, IB

Navajo County

Holbrook Emergency Food Bank

216 Joy Nevin Ave.
Holbrook, AZ
928-524-6044
EFB, USDA/TEFAP, OSM,
HDM

Shepherd's Kitchen Food Bank

344 W. 4th St. South
Snowflake, AZ 85937
928-536-3086
EFB, USDA/TEFAP

Our Lady of the Assumption

Overgaard
928-535-3457
USDA/TEFAP

Bread of Life Mission

Holbrook
928-524-3874
EFB, SK, OSM

Desert View Ministries

Holbrook
928-297-0057
EFB, USDA/TEFAP

White Mountain Catholic Charities

McNary
928-367-2244
EFB, USDA/TEFAP

First Baptist Church

Pinetop
928-367-0766
EFB

Love Kitchen, Inc.

Pinetop
928-367-6505
EFB, SK, HDM

First Baptist Church

Show Low
928-537-4749
EFB, USDA/TEFAP

Cedar Hills

Snowflake
928-536-3213
EFB, USDA/TEFAP

Hope Center

Whiteriver
928-338-4961
EFB, USDA/TEFAP

Society of St. Vincent de Paul

Winslow
928-289-0146
EFB, USDA/TEFAP

Whitemountain Apache Food Distribution Program

Whitewater
928-338-4964
USDA/TEFAP

Pima County

Ajo Community Food Bank

421 Esperanza
Ajo, AZ 85321
520-387-4916
EFB, USDA/TEFAP

Catalina Community Services

3414 E Golder Ranch Rd
Tucson, AZ 85739
520-825-0009
EFB, USDA/TEFAP, IB, OSM,
HDM

Community Food Bank

3003 S Country Club
Tucson, AZ 85713
520-622-0525
EFB, USDA/TEFAP

Green Valley Community Food Bank

250 E Continental Rd, #101
Green Valley, AZ 85614
520-625-5252
EFB, USDA/TEFAP

Marana Community Food Bank

11734 W Grier
Marana, AZ 85653
520-682-3001
EFB, USDA/TEFAP

Arivaca Food Pantry

Arivaca
520-398-2771
EFB, USDA/TEFAP

Tucson:

El Rio Neighborhood Center

520-791-4683
EFB, USDA/TEFAP

Pio Decimo Center

520-624-0551
EFB, USDA/TEFAP

Interfaith Community Services

520-297-6049
EFB

Caring Ministries

520-882-2645
EFB, USDA/TEFAP

Christ Church United Methodist

520-327-1116
EFB, USDA/TEFAP

Christian Faith Center

520-722-2217
EFB, USDA/TEFAP, OSM

Grace-St. Paul's Joseph's Pantry

520-327-6857
EFB, USDA/TEFAP

Hope of Glory Ministries

520-471-1720
USDA/TEFAP, SK

Mobile Meals of Tucson, Inc.

520-622-1600
HDM

Northwest Center

520-791-3247
EFB, USDA/TEFAP, OSM

Pascua Yaqui Tribe

520-883-5060
EFB, USDA/TEFAP

Primavera Foundation

520-623-5111/882-9668
EFB, USDA/TEFAP

Southern Arizona AIDS Foundation

520-628-7223
HDM

Salvation Army Hospitality House

520-622-5411
EFB, USDA/TEFAP

Tucson Area Christian Fellowship

520-325-2045
EFB, USDA/TEFAP

Tucson Indian Center

520-884-7131
EFB, USDA/TEFAP

Victory Assembly of God

520-293-6386
EFB, USDA/TEFAP

Clements Center

520-791-5787
EFB, USDA/TEFAP

Freedom Park Center

520-791-4969
EFB, USDA/TEFAP, OSM

Greater Littletown Human Resource Group

520-574-2263
EFB

New Spirit Lutheran Church

520-296-2461
EFB

St. Paul's UMC

520-296-1927
EFB, USDA/TEFAP

Canyon del Oro Assembly of God

520-742-1168
EFB, USDA/TEFAP

Picture Rocks Community Center

520-682-7166
EFB, USDA/TEFAP, OSM

Casa Maria Free Kitchen

520-624-0312
EFB, SK

El Pueblo Neighborhood Center

520-791-4629
EFB, USDA/TEFAP

Gospel Rescue Mission

520-740-1501
SK

House of Neighborly Service

520-623-0100
EFB, USDA/TEFAP, OSM

Rose Family Center

520-908-4431
EFB, USDA/TEFAP

St. Vincent de Paul Monica Food Pantry

520-741-1230
EFB

Fred Archer Neighborhood Center

520-791-4353
USDA/TEFAP

SW Family Resource & Wellness Center

520-908-3980
USDA/TEFAP

Pinal County

Apache Junction Reach Out Food Bank

575 N Idaho Rd, Suite 701
Apache Junction, AZ 85119
480-983-2995
EFB, USDA/TEFAP

Casa Grande Food Bank

235 E. 4th St.
Casa Grande, AZ
520-836-1347
EFB, USDA/TEFAP

Superior Food Bank

99 Lobb Ave.
Superior, AZ 85173
520-827-9116
EFB, USDA/TEFAP

Tri-Community Food Bank

220 Main St
Mammoth, AZ 85618
520-487-2010
EFB, USDA/TEFAP

Apache Junction:

Salvation Army
480-982-4110
EFB, USDA/TEFAP

The River Christian Center
480-982-9190
EFB, USDA/TEFAP

Arizona City:

Living Hope Helping Hands
520-466-7255
EFB

Casa Grande:

First Baptist Church of Casa Grande
520-426-3903
EFB, USDA/TEFAP

New Beginnings Church of the Nazarene
520-836-7510
EFB, USDA/TEFAP

Seeds of Hope, Inc.
520-836-6335
OSM

Society of St. Vincent de Paul
520-836-2009
EFB, USDA/TEFAP, IB

Coolidge:

Central Community Church of God
520-723-7200
USDA/TEFAP

Warehouse Food Pantry
520-280-2540
EFB

Eloy:

First United Methodist Church
520-466-3445
EFB

Santa Cruz Valley Food Bank
520-466-1112
EFB, USDA/TEFAP, IB

Florence:

Florence Baptist Food Bank
520-868-1728
EFB, USDA/TEFAP, IB

Kearney:

Border Health Foundation Food Pantry
520-363-7273
EFB

Maricopa:

F.O.R. Maricopa
520-251-0226
EFB, USDA/TEFAP

Queen Creek:

J.O. Combs School District
480-987-5304
EFB, TEFAP/USDA

Mountain View Family Church
480-415-9814
EFB

Santa Cruz County

Amado Community Food Bank
28720 S Nogales Hwy
Amado, AZ 85645
520-398-2479
EFB, USDA/TEFAP

Nogales Community Food Bank
284 E. Baffert Dr.
Nogales, AZ 85621
520-281-2790
EFB, USDA/TEFAP, IB

East Santa Cruz County Community Food Bank
296 Duquesne
Patagonia, AZ 85624
520-394-2048
EFB, USDA/TEFAP

Yavapai County

Chino Valley Food Bank
1942 Voss Dr
Chino Valley, AZ 86323
928-636-8478
EFB

Central Arizona Food Bank
654 N. Main St.
Cottonwood, AZ 86326
928-634-7447
EFB, USDA/TEFAP

Prescott Free Methodist Church
2797 Willow Creek Rd
Prescott, AZ 86304
928-445-5271

Yavapai Apache Nation Food Bank

3364 W. Hamalay Ave.
Chino Valley, AZ 86322
928-567-3649
EFB

Old Town Mission
Cottonwood
928-634-7869
EFB, USDA/TEFAP, SK

Bread of Life Missions, Inc.
Camp Verde, AZ
928-567-6931
EFB, USDA/TEFAP, SK

Mayer Area Meals on Wheels
Mayer
928-632-7511
OSM, HDM

Prescott:

Church on the Street
928-771-8428
EFB, SK, OSM

Coalition for Compassion and Justice
928-541-9304
EFB, USDA/TEFAP, SK

Prescott Community Cupboard Food Bank, Inc.
928-778-4622
EBF, IB

Prescott Meals on Wheels
928-445-7630
USDA/TEFAP, OSM, HDM

Salvation Army
928-778-0150
EFB, OSM

Prescott Valley:

First Baptist Church
928-771-7592
EFB, USDA/TEFAP, SK

Precott Valley Food Bank, Inc.
928-772-4490
EFB, OSM

Yavapai Food Bank
928-775-5255
EFB, USDA/TEFAP

Yuma County

San Luis Food Bank
800 E Juan Sanchez Blvd
San Luis, AZ 85349
928-627-9660
EFB, USDA/TEFAP

American Legion #19
928-344-3441
EFB, IB

Salvation Army
928-783-0181
EFB, USDA/TEFAP, SK

Community Gardening

Joining or developing a Community Garden in your area is one way to provide low-cost, fresh and healthy produce for you and your family. A Community Garden is a piece of land used by community members for individual or group gardening activities. Depending on the garden, there may be a small user's fee (to cover water, rent and other overhead costs). Some gardens are sponsored by other community organizations and are free to community members.

In addition to supplying food, Community Gardens are a wonderful way to meet your neighbors, build community, reduce crime, and provide recreational activities for community members of all ages.

To find out more about Community Gardening in Arizona, contact:
University of Arizona Cooperative Extension
Maricopa County Office 602-470-8086

Or visit their Web Site:

www.ag.arizona.edu/maricopa/garden/html/comunity/comunity.htm

Arizona Cooperative Extension

Cooperative Extension offers a variety of nutrition related classes and programs including a Master Gardener Program. Additionally, they offer classes in food safety as well as sponsor 4-H.

Call your county office for more information.

Apache County

845 West 4th North
St. Johns, AZ 85936
928-337-2267

Cochise County

450 S Haskell Ave
Willcox, AZ 85643
520-384-3594

1140 N Colombo Ave
Sierra Vista, AZ 85635
520-458-8278

Coconino County

2304 N 3rd St
Flagstaff, AZ 86004
928-774-1868

Gila County

5515 S Apache Blvd,
#600
Globe, AZ 85502
928-425-7179

107 W Frontier St
Suite B
Payson, AZ 85541
928-474-4160

400 Apache Ave
San Carlos, AZ 85550
928-475-2350

Graham County

2100 S Bowie
Solomon, AZ 85551
928-428-2611

Greenlee County

1684 Fairgrounds Rd
Duncan, AZ 85534
928-359-2261
928-425-7179

Hopi Tribe

Kykotsmori, AZ
928-734-3708

La Paz County

2524 Mutahar St
Parker, AZ 85344
928-669-9843

Maricopa County

4341 E Broadway
Phoenix, AZ 85040
602-470-8086

Mohave County

101 E Beale St
#A
Kingman, AZ 86401
928-753-3788

Navajo County

402 E Hopi
Holbrook, AZ 86025
928-524-6271

1892 Pine Lake Rd
Pinetop, AZ 85935
928-367-4588

Navajo Nation

Hwy 264
Bldg 121D
Window Rock, AZ 86515
928-871-7406

Pima County

4210 N Campbell Ave
Tucson, AZ 85719
520-626-5161

Pinal County

820 E Cottonwood Ln
Casa Grande, AZ 85222
520-836-5221

Santa Cruz County

3241 N Grand Ave,
Suite 6
Nogales, AZ 85621
520-281-2994

2200 W 28th St, #102
Yuma, AZ 85364
928-726-3904

Yavapai County

840 Rodeo Dr
#C
Prescott, AZ 86305
928-445-6590

2657 Village Dr
Cottonwood, AZ 86326
928-646-9113

Yuma County

2200 W 28th St
#102
Yuma, AZ 85364
928-726-3904

Health Care



In This Section You Will Find Information on:

- Health Tips
- Arizona Health Care Cost Containment System (AHCCCS): Arizona's Medicaid Program
- Supplemental Security Income/Medical Assistance Only (SSI/MAO)
- Arizona Long Term Care System (ALTCS)
- S.O.B.R.A. For Children and Pregnant Women
- KidsCare
- Medicare
- Specified Low-Income Medicare Beneficiary Program (SLMB)
- Qualified Medicare Beneficiary Program (QMB)
- Arizona State Health Insurance Assistance Program (SHIP)
- County Health Departments
- Community Health Centers
- Regional Behavioral Health Authorities
- Planned Parenthood
- Baby Arizona
- Immunizations
- Reduced Fee Dental Clinics
- CoppeRx Card

Health Tips

- Take responsibility for your own health by not smoking, drinking alcohol only in moderation, getting enough rest and exercise, and consciously trying to reduce stress in your life.
- Don't use hospital emergency rooms for anything but an actual emergency.
- Handle health problems at home with self care. Only consult a doctor when absolutely necessary.
- Ask your doctor and pharmacist for generic brand prescription medication and free samples.
- Take advantage of free or low-cost health screening and clinics provided at health fairs. Call your local public health department for more information.
- Get detailed medical bills and check for accuracy.
- Talk openly and honestly with your doctor or health care provider, feel free to ask questions, and choose a doctor with whom you feel most comfortable.
- Seek out prenatal care early in pregnancy (see Planned Parenthood on page 60 and Baby Arizona page 00).

Tips provided by Cooperative Extension (see page 49).

Arizona Health Care Cost Containment System (AHCCCS)

Program Description

AHCCCS is Arizona's Medicaid health care program. If you qualify, you can receive most of your healthcare at little or no cost. If you were eligible for the "Medicaid" program in another state, you may be eligible for AHCCCS.

Eligibility Information

Applicants must be a U.S. citizen or qualified non-citizen, a resident of Arizona, not living in a penal institution, and have an income at or below 100% of the FPL to qualify for AHCCCS.

If you qualify for any of the following programs you are automatically eligible for AHCCCS, provided you meet non-financial eligibility requirements:

- IV-E Foster Care or subsidized adoption and
- Supplemental Security Income (SSI, see page 40)

If you do not qualify for either of the programs listed above, you may still be eligible for AHCCCS benefits.

Single adults with no children as well as families may be eligible for AHCCCS Health Insurance through one of several programs administered by the Arizona Department of Economic Security.

Documents To Bring:

When you fill out an application, you will also need to provide several different types of documents in order to establish if you qualify for the program:

- One type of identification (examples: driver's license, school identification card with a photograph, draft card) for every member of the family
- Verification of family relationships (examples: birth or baptismal certificates, adoption papers, marriage certificate).
- Proof of residency (examples: recent rent receipt, utility bill, Arizona driver's license, motor vehicle registration).

- Proof of U.S. Citizenship (social security or birth certificate) or lawful permanent resident status (examples: passport, naturalization certificate, alien card issued by the United States Citizenship and Immigration Services).
- Proof of all household monthly income (examples: pay stubs, award letters or copies of checks from Social Security, Veteran's Administration, unemployment, child support or school financial aid). If you are self-employed you will need to provide your previous year's income tax return or your current year business records.
- Information about cash on hand including money in checking and savings accounts, stocks, bonds or life insurance policies.
- Information about property and vehicles owned or recently sold.
- Receipts or canceled checks for court-ordered alimony or child-support. (You must provide your court order to receive the deduction.)
- Medical bills you have received in the past year, regardless of whether they've been paid.

Where to Apply

For more information contact the nearest DES/Family Assistance Administration Office (see page 95) or call 1-800-352-8401 to be referred to the appropriate AHCCCS office. In Maricopa County call 602-542-9935.

You can apply online at: www.healtharizona.org, and more information is also available online at: www.azahcccs.gov/site/.

SSI Medical Assistance Only Program (SSI-MAO)

Program Description

This program, which is administered directly by AHCCCS, offers medical assistance to persons who are 65 years of age or older, blind, or disabled and not receiving SSI Cash.

Eligibility Information

In order to be eligible for the SSI-MAO Health Insurance Program at a minimum you must:

- Be an Arizona Resident, not living in a penal institution
- Provide proof of identity (examples: drivers license, school ID card with photograph, draft card)
- Be age 65 or older, or blind or disabled as determined by the Social Security Administration
- Provide proof of citizenship or qualified non-citizen status (US passport, birth certificate, naturalization document, lawful permanent resident card).\
- Have income that does not not exceed 100% of FPL

An appointment is not necessary. Applications for SSI MAO are handled by mail and phone.

Where to Apply

Contact the SSI-MAO eligibility office by calling:

Inside Maricopa County:	602-417-5010
Outside of Maricopa County:	1-800-528-0142

Arizona Long Term Care System (ALTCS)

Program Description:

The Arizona Long Term Care System (ALTCS) was developed to provide quality long term care for people who cannot pay for the care they need. ALT care services in a person's home, in a community based setting such as an assisted living home or in a nursing home.

Eligibility Information:

To qualify for ALTCS you must be both financially and medically eligible. You must be a resident of Arizona and a U.S. citizen or qualified non-citizen, not living in a penal institution.

If you receive SSI (see page 40) or Cash Assistance, you are already financially eligible for ALTCS. If you are not receiving SSI or Cash Assistance then ALTCS must determine your financial eligibility. In most cases, your income and countable resources (examples: personal property or savings) will be used to determine your financial eligibility.

Once you are determined to be financially eligible for ALTCS, you must complete the Pre-Admission Screening (PAS) to make sure you are medically eligible for the program. Only applicants who are "at risk" of institutionalization such as nursing home care, will be eligible for ALTCS benefits.

Documents To Bring

- Proof of U.S. citizenship or legal non-citizen status (examples: passport, naturalization certificate, birth certificate)
- Proof of identity (examples: driver's license, school ID card with photograph, draft card).
- Current bank account statements
- Motor vehicle registration for all vehicles
- Statement of money owed on all vehicles
- Proof of income (pay stubs, award letters for Social Security, disability insurance, unemployment, pensions, retirement).

Where to Apply:

For more information contact your local ALTCS office or call toll-free **1-800-654-8713**

Cochise County

484 E Tacoma
Sierra Vista, AZ 85635
520-459-7050

Coconino County

2717 N 4th St
Suite 130
Flagstaff, AZ 86004
928-527-4104
1-800-540-5042

Gila County

Cobre Valle Plaza
2250 Hwy 60 Ste H
Miami, AZ 85339
928-425-3165
1-888-425-3165

Maricopa County

Valley ALTCS Office
801 E Jefferson
MD 1600
Phoenix, AZ 85034
602-417-6400

2830 W Glendale Ave #34
Phoenix, AZ 85051
602-417-6000

801 E Jefferson , MD 800
Phoenix, AZ 85034
602-417-6600

Mohave County

519 E Beale St #150
Kingman, AZ 86401
928-753-2828
1-888-300-8348

2160 N McCullough Blvd
Suite 105
Lake Havasu City, AZ 86403
928-453-5100
1-800-654-2076

Navajo County

Tsey Shopping Center
US Highway 191
P.O. Box 1942
Chinle, AZ 86503
928-674-5439
1-888-800-3804

580 E Old Linden Rd
Suite 3
Show Low, AZ 85901
928-537-1515
1-877-5371515

Pima County

1010 N Finance Center
#201
Tucson, AZ 85701
520-205-8600
1-800-824-2656

Pinal County

500 N Florence St
Casa Grande, AZ 85222
520-421-1500

Yavapai County

1 N Main St
Cottonwood, AZ 86326
928-634-8101

1519 W. Gurley St, #11
Prescott, AZ 86305
928-778-3968
1-888-778-5600

Yuma County

3850 W 16th St Ste B
Yuma, AZ 85364
928-782-0776

S.O.B.R.A.

Program Description:

SOBRA provides medical coverage under AHCCCS to pregnant women of any age and children up to the age of 19 years.

Eligibility Information

You must be a U.S. Citizen or Qualified Immigrant, and a non-inmate Resident of Arizona to qualify. Women at any stage of pregnancy may apply. For pregnant women, the monthly income limit is 150% of the Federal Poverty Level (FPL) or \$2,289 for a family of four.

For children under the age of 1, the monthly income limit is 140% of FPL. For children ages one through five, the monthly income limit is 133% of FPL. For children age six and older, the monthly income limit is 100% of the FPL.

There is no limit on the resources or property that may be owned.

Where to Apply

You will be asked to complete an application at your first appointment with a participating Doctor. Please contact the Arizona Department of Health Services (ADHS) Pregnancy and Breastfeeding Hotline at **1-800-833-4642** for a list of participating Doctors.

Documents Needed

You will be asked to verify your status as a U.S. Citizen or Qualified Immigrant in order to enroll.

How to Apply

Contact the ADHS Pregnancy and Breastfeeding Hotline at 1-800-833-4642:

- You will be given a list of participating Doctors;
- Choose one of the Doctors;
- Make an appointment for a prenatal (pregnancy) visit;
- At your first visit, the office staff will assist you in completing an application for AHCCCS medical coverage;
- You will be asked to take information with you to your first visit to show you are eligible for the Baby Arizona program.

You can also apply at your local DES Office (see page 95).

The application process is 20 working days from the time an application is received, but applicants can usually receive care sooner, depending on a doctor's office schedule. If the applicant is ineligible, a reasonable payment plan may be arranged with the doctor's office for the services received, and to continue care.

For more information, please visit the website at
<http://www.ahcccs.state.az.us/Services/Programs/Sobra.asp>.

KidsCare

At the time of printing this Edition, the Governor and Legislature had cut funding for KidsCare. The program has been capped and all new applicants are being placed on a waiting list. Please contact the numbers listed below for more information. The KidsCare Parents program which provided health insurance for parents of children on KidsCare was eliminated by the Legislature and Governor.

Program Description

KidsCare is Arizona's health insurance program for qualified children under the age of 19. A monthly premium typically must be paid as a condition of eligibility. Eligible children will be enrolled with the health care plan that their parents or guardians select.

Parents can opt to enroll with:

- An AHCCCS Health Plan
- Indian Health Services with some services available through a tribal entity.

Call 602-417-KIDS (5437) or 1-877-764-5437 for more information about services covered by each AHCCCS Health Plan.

Eligibility Information

To be eligible for KidsCare, a child must:

- Be under the age of 19
- Be a resident of Arizona
- Be a U.S. citizen or qualified non-citizen
- Provide a social security number
- Have qualifying income at or below 200% of the Federal Poverty Guidelines

Children are not eligible if they:

- Are eligible for insurance coverage due to self/parent's employment with the state of Arizona
- Are Medicaid or Medicare eligible
- Were covered by an employer, group or individual health insurance plan in the last 3 months
- Are an inmate of a penal institution

Where to Apply

For information on where to go to apply, or to request and application for KidsCare, call 602-417-KIDS (5437) or 1-877-764-5437

How to Apply

Request an application by calling the numbers listed above, complete it, and mail it to:

KidsCare
920 E Madison, MD 500
Phoenix, AZ 85034

You may also print an application from the AHCCCS website at:
www.azahcccs.gov/Members/Forms.asp

or apply online at www.healthearizona.org

Medicare

Program Description

Medicare is the country's health insurance program for people age 65 or older, certain people with disabilities who are under 65, and people of any age who have permanent kidney failure. It provides basic protection against the cost of health care, but it doesn't cover all medical expenses, or the cost of most long-term care. There are 4 'parts' to Medicare:

Hospital Insurance, also called **Medicare Part A**, is financed by a portion of your payroll (FICA) tax. Individuals or their spouse automatically become eligible and are enrolled when they turn 65 years of age and collect Social Security or railroad retirement benefits or have worked long enough in a government job to be insured by Medicare. Part A can help pay for inpatient care in a hospital or skilled nursing facility, home health care or hospice care.

Medical Insurance, also called **Medicare Part B**, is partially financed by monthly payments paid by people who choose to enroll. You are automatically eligible for Part B (medical) when you become entitled to Part A (hospital). Since you must pay a monthly premium for Part B (medical) coverage, you have the option of paying for the coverage or turning it down. Part B insurance helps pay for doctor's services and many medical services and supplies that are not covered by the hospital insurance part of Medicare, such as ambulance service, outpatient hospital care, x-rays and home healthcare (under some circumstances paid for under Part A and some circumstances under Part B). If your income and assets are very limited and you want Part B (medical) coverage, there are 3 programs administered by the state Medicaid agency (AHCCCS) that can help. Please contact AHCCCS at **1-800-352-8401** for more information.

Medicare Advantage, also called **Medicare Part C** and formerly known as Medicare + Choice, is available in many areas. Medicare Part C plans (or Medicare Advantage Plans) are health plan options that are approved by Medicare but run by private companies. They provide all your Part A and Part B coverage and must cover medically-necessary services. They generally offer extra benefits, and many include Part D drug coverage. You may have to see doctors who belong to the plan or go to certain hospitals to get covered services.

Prescription Drug Assistance, also called **Medicare Part D**, is available to some Medicare beneficiaries to help with the costs of the Part D Prescription Drug Program. To qualify, annual income must be limited to \$15,315 for an individual and \$20,535 for a married couple living together. Resources must be limited to \$11,710 for an individual and \$23,410 for a couple. This extra help could reduce or eliminate the monthly premium, deductible, coverage gap and co-pay.

Eligibility Information

Medicare is our country's health insurance program for people age 65 or older. Certain people younger than age 65 can qualify for Medicare, too, including those who have disabilities and those who have permanent kidney failure or amyotrophic lateral sclerosis (Lou Gehrig's disease). The program helps with the cost of health care, but it does not cover all medical expenses or the cost of most long-term care. Eligibility differs slightly for each program; for specific eligibility information, please visit one of the websites or call one of the numbers listed below.

How to Apply

If you are already getting Social Security retirement or disability benefits or railroad retirement checks, you will be contacted a few months before you become eligible for Medicare and given the information you need. You will be enrolled in Medicare Parts A and B automatically. However, because you must pay a premium for Part B coverage, you have the option of turning it down.

If you are not already getting retirement benefits, you should contact Social Security about three months before your 65th birthday to sign up for Medicare. You can sign up for Medicare even if you do not plan to retire at age 65.

When you first become eligible for hospital insurance (Part A), you have a seven-month period (your initial enrollment period) in which to sign up for medical insurance (Part B). A delay on your part will cause a delay in coverage and result in higher premiums. If you are eligible at age 65, your initial enrollment period begins three months before your 65th birthday, includes the month you turn age 65 and ends three months after that birthday. If you are eligible for Medicare based on disability or permanent kidney failure, your initial enrollment period depends on the date your disability or treatment began.

If you accept the automatic enrollment in Medicare Part B, or if you enroll in Medicare Part B during the first three months of your initial enrollment period, your medical insurance protection will start with the month you are first eligible. If you enroll during the last four months, your protection will start from one to three months after you enroll.

Where to Apply

Medicare Part A enrollment is automatic, and Part B is automatic with the option to decline coverage. For information on Medicare programs and eligibility, please visit the Social Security website at www.ssa.gov, or by calling **1-800-772-1213**.

For detailed information about Medicare eligibility and coverage:

Online	www.medicare.gov
Toll-free	1-800-MEDICARE (633-4227)
TTY	1-877-486-2048

Specified Low-Income Medicare Beneficiary Program (SLMB)

Program Description

This program allows individuals who have more money or assets to qualify for Medicare. It provides payment of Medicare Part B premium only.

Eligibility Information

Individuals must be entitled to Medicare Part B, and meet SLMB income limits. To be eligible financially, an individual's net income must be between 100% and 120% of FPL. Applicants must be Arizona residents and U.S. citizens or qualified non-citizens.

Where to Apply

For more information about the SLMB program, contact:

AHCCCS/Arizona Long Term Care System: 1-800-654-8713

Qualified Medicare Beneficiary Program (QMB)

Program Description

This program provides payment of Part A and/or Part B Medicare costs, deductibles and co-insurance.

Eligibility Information

Individuals must be entitled to Medicare Part A, and incomes must not exceed 100% of FPL. Applicants must be Arizona residents and U.S. citizens or qualified non-citizens.

Where to Apply

For more information about the QMB program, contact:

AHCCCS/Arizona Long Term Care System: 1-800-654-8713

Arizona State Health Insurance Assistance Program (SHIP)

Program Description

SHIP is a free health-benefits counseling service for Medicare beneficiaries, families, caregivers or professionals. SHIP's mission is to educate, advocate, counsel and empower people to make informed benefit decisions.

SHIP is an independent program funded by federal agencies and is not affiliated with the insurance industry. This program is a partnership of the Department of Economic Security Division of Aging & Adult Services and the Area Agencies on Aging.

How can SHIP help you?

- Medicare Eligibility, Benefits and claim filing
- Medicaid Eligibility, Benefits and claim filing
- Medicare Part D (Medicare Prescription Drug Coverage)
- Long Term Care Insurance information
- Medicare Secondary Payor
- Other types of health insurance benefits
- Medigap insurance, Medicare Supplemental Insurance
- Medicare Advantage Plan options and enrollment
- Medicare Cost Sharing Programs and other Dual Eligible enrollment
- Medicare/Medicaid Errors, Fraud and Abuse

Who are SHIP counselors?

SHIP counselors are specialists trained in Medicare law and regulations, health insurance counseling and relevant insurance products. SHIP counselors are not connected with any insurance company, nor are they licensed to sell insurance. Their purpose is to serve you objectively and confidentially.

Eligibility Information

Individuals who are receiving or are applying for Medicare are eligible for assistance from SHIP counselors. For Medicare eligibility see page 57

Documents To Bring

When you contact the SHIP Program Counselor you will be told which documents to bring to your appointment. Documents needed will vary depending on the specific Medicare issues you are working on resolving.

How to Apply

To reach SHIP, call **1-800-432-4040**. If you need an appointment, our counselors will SHIP counselors also conduct public presentations on Medicare, Medicare supplemental insurance, long term care insurance, Medicare Advantage options, Medicare/Medicaid errors, fraud, abuse and other issues of importance to beneficiaries and their families.

Where to Apply

Call the SHIP office nearest you, listed below. If you are unsure which office to contact or need additional assistance, please contact the state office at:

DES Division of Aging and Adult Services State Health Insurance and Assistance Program

1789 W Jefferson St, 950A
Phoenix, AZ 85007
Statewide Hotline: 1-800-432-4040

Apache, Navajo, Coconino and Yavapai Counties

Northern Arizona Council of Governments (NACOG)

119 E Aspen Ave
Flagstaff, AZ 86001
Medicare Information
928-213-5235 or 1-877-521-3500
www.nacog.org

Graham, Greenlee, Cochise, Santa Cruz Counties

South Eastern Arizona Governments Organization

300 Collins St
Bisbee, AZ 85603
520-420-5301
www.seago.com

La Paz and Mohave Counties

Western Arizona Council of Governments (WACOG) Region Four

224 S Third Ave
Yuma, AZ 85364
928-217-7121
www.wacog.com

Maricopa County

Area Agency on Aging – Region One

1366 E Thomas Rd, Suite 108
Phoenix, AZ 85014
Benefits Assistance Program
602-264-2255
www.aaaphx.org

Navajo Nation

Division of Social Services/BGSP

P.O. Box 4590
Window Rock, AZ 86515
Medicare Information
928-872-6174

Pima County

Pima Council on Aging

8467 E Broadway Blvd
Tucson, AZ 85710-4009
Medicare/Health Insurance Assistance Program
520-546-2011
www.pcoa.org

Pinal & Gila Counties

Pinal Gila Council for Senior Citizens

8969 W McCartney Rd
Casa Grande, AZ 85222
Benefits Counseling
520-836-2758 or 520-836-2758 (1)
www.pgsc.org

Mohave County

Wagog Region Four

208 N 4th St
Kingman, AZ 86401
(800) 782-1886
www.wacog.com

Other Tribal Nations

Inter Tribal Council of Arizona

2214 N Central Ave, #100
Phoenix, AZ 85004-1423
Medicare Information
602-258-4822
www.itcaonline.com

County Health Departments

Program Description

County Health Departments offer a variety of low-cost services to the public. You **do not** have to be on AHCCCS (see page 51) to be eligible. Your local county health department may offer services such as: newborn and child health care, including child abuse and neglect prevention programs, immunizations, family planning, pre-natal and postpartum care, nutritional counseling, WIC services, home health care, treatment of sexually transmitted diseases, HIV counseling, TB testing, dental services, tobacco prevention programs, and environmental health programs. Additionally County Health Departments offer chronic disease prevention programs, nutrition education and women's cancer screenings.

Eligibility Information

Most people are eligible for some of the services provided at County Health Departments. The level of your income maybe used to determine the amount of your co-payment.

How to Apply

For most of the County Health Departments, you should call first and speak to the receptionist for information on what services they offer. You may be asked for information about your household and your income. You can also get a schedule for immunization site visits from the receptionist.

Documents To Bring

If you are bringing your child for immunization services, you should bring records of any previous immunizations.

How To Apply

Contact the main County Health Department in your county (listed below) for referral to the office nearest you.

Apache County

395 S 1st St
St. Johns, AZ 85936
928-337-7525

Cochise County

1415 W Melody Ln
Building A
Bisbee, AZ 85603-3037
520-432-9400

1415 E Foothills Dr
Sierra Vista, AZ 85635
520-803-3900

Coconino County

2625 N King St
Flagstaff, AZ 86004
928-679-7272

Gila County

5515 S Apache Ave
Globe, AZ 85501
928-425-3189

Graham County

826 W Main St
Safford, AZ 85546
928-428-4441

Greenlee County

PO Box 936
253 5th St
Clifton, AZ 85533
928-865-2601

La Paz County

1112 Joshua Ave #206
Parker, AZ 85344
928-669-6155

Maricopa County

4041 N Central Ave,
Suite 1400
Phoenix, AZ 85012
602-506-6900

Mohave County

700 W Beale St
Kingman, AZ 86402
928-753-0748

Navajo County

117 E Buffalo St
Holbrook, AZ 86025
928-524-4750

Pima County

3950 S Country Club Rd
Suite 100
Tucson, AZ 85714
520-243-7930

Pinal County

PO Box 2945
500 S Central Ave
Florence, AZ 85232
520-866-7054
800-231-8499

Santa Cruz County

2150 N Congress Dr
Nogales, AZ 85621
520-761-7800, ext 3076

Yavapai County

1090 Commerce Dr
Prescott, AZ 86305
520-771-3125

Yuma County

2200 W 28th St
Yuma, AZ 85364
928-317-4530

Phoenix Area Indian Health Services

Two Renaissance Square
40 N Central #600
Phoenix, AZ 85004
602-364-5039

Navajo Area Indian Health Services

P.O. Box 9020
Window Rock, AZ 86515
928-871-4811

Community Health Centers

Program Description

Community Health Centers are clinics that provide a broad range of comprehensive medical services like those a family doctor would provide. These may include internal medicine/family practice care, pediatrics, immunizations, OB/ GYN, prenatal care, and HIV testing and counseling. Some centers also provide mental health and dental care, as well as having pharmacy and x-ray facilities onsite. In addition, Community Health Centers can provide or refer you to other assistance programs like family planning, WIC (see page 44) and AHCCCS eligibility (see page 54). Each center is community-designed and, as a result, all Community Health

Centers do not offer all of the same services. Most Community Health Centers provide services to people whether or not they have insurance or are on Medicare or AHCCCS. Fees charged for services to those who are uninsured are often based on what a participant can afford to pay (sliding fee scale).

Eligibility Information

In most of the Community Health Centers, any Arizona resident is eligible for medical care. The exceptions are the Community Health Centers which specifically target Native Americans. For these centers, you may be required to show proof of tribal enrollment/degree of Indian blood.

How to Apply

- If you are on AHCCCS, Medicare or have private insurance, you will need to bring verification of enrollment in these programs. Remember, if you are not in any of these programs, you are **still eligible** to receive care from a Community Health Center.
- If you are Native American and wish to visit one of the Community Health Centers that specifically targets Native Americans, you may need to bring proof of enrollment in your tribe.
- It may be helpful for you to call the center ahead of time and find out what documents they need for proof.
- Some of the clinics listed are satellite offices and have limited hours of operation. Call ahead and verify the hours of operation and intake procedure of the Community Health Center you wish to visit.

Where to Apply

In most counties, there are several locations. In some cases, there is a Main Center that has satellite Clinic locations, as noted below. Please contact the Main Center or Clinic to inquire about the specific services they offer.

Apache County

North Country Community Health Center

830 E Main St
Suite 230
Springerville, AZ 85938
928-333-0127

North Country Community Health Center

626 N 13th West
St Johns, AZ 85936
928-337-3705

Cochise County

Main Center

Chiricahua Community Health Centers, Inc

PO Box 263
10566 N Hwy 191
Elfrida, AZ 85610
520-642-2222

Clinics

Jennifer "Ginger" Ryan Clinic

1100 F Avenue
Douglas, AZ 85607
520-364-3285

Chiricahua Community Health Center

108 Arizona St
 Bisbee, AZ 85603
 520-432-3309

Main Center**Cooper Queen Hospital**

101 Cole Ave
 Bisbee, AZ 85603
 520-432-5383

Clinic

Douglas Clinic
 100 E 5th St
 Douglas, AZ 85607
 520-364-7659

Coconino County**Main Center****North Country Community Health Center**

2500 N Rose St
 Flagstaff, AZ 86004
 928-213-6100

2920 N 4th St
 Flagstaff, AZ 86004

Clinics**North Country Community Health Center**

112 Park Ave
 Ashfork, AZ 86320
 928-637-2305

North Country Community Health Center

830 E Main St
 Suite 230
 Springerville, AZ 85938
 928-333-0127

North Country Community Health Center

626 N 13th West
 St. Johns, AZ 85936
 928-337-3705

North Country Community Health Center

22585 W Oak St
 Seligman, AZ 86337-0776
 928-422-4017

North Country Community Health Center

620 W Lee St
 Winslow, AZ 86047
 928-289-2000

North Country Community Health Center

1 Clinic Rd
 Grand Canyon, AZ 86023
 928-638-2551

North Country Community Health Center

1401 West Florida St
 Holbrook, AZ 86025
 928-524-2851

North Country Community Health Center

2500 N Ross Ave
 Flagstaff, AZ 86025

Main Center**Canyonlands Community Health Care**

PO Box 1625
 827 Vista Ave
 Page, AZ 86040
 (928) 645-9675

Clinics**Fredonia Community Health Center**

PO Box 175
 100 E Wood Hill Rd
 Fredonia, AZ 86022-0175
 928-643-6215

Kaibeto Clinic**Kaibeto Boarding School Dorm #4**

P.O. Box 2121
 Kaibeto, AZ 86053
 928-673-3491

Lake Powell Medical Center

467 Vista Ave
 Page, AZ 86040
 928-645-8123

Canyonlands Urgent Care

440 N Navajo Dr
 Page, AZ 86040
 928-645-1700

Graham County**Clinic**

Safford Community Health Center
 618 S Central Ave
 Safford, AZ 85546
 928-428-1500

Greenlee County**Clinics****Duncan Community Health Center**

227 Main St
 Duncan, AZ 85534
 928-359-1380

Clifton Community Health Center

759 Suite A, S Ward Canyon Rd
 Clifton, AZ 85533
 866-865-4511

Maricopa County**Native Health**

4520 N Central
 Phoenix, AZ 85012
 602-279-5262

John C Lincoln Community Health Center

9201 N Fifth St
 Phoenix, AZ 85020
 602-331-5779

Maricopa Health Care for the Homeless

220 S 12th Ave
 Phoenix, AZ 85007
 602-372-2100

Main Center**Maricopa Integrated Health System**

2601 E Roosevelt St
Phoenix, AZ 85008
602-344-5011

Clinics**Avondale Family Health Center**

950 E Van Buren St
Avondale, AZ 85323
623-344-6800

Chandler Family Health System

811 S Hamilton
Chandler, AZ 85225
480-344-6100

El Mirage Family Health Center

12428 W Thunderbird
El Mirage, AZ 86335
623-344-6500

Glendale Family Health Center

5141 W Lamar
Glendale, AZ 85301
623-344-6700

Guadalupe Family Health Center

5825 E Calle Guadalupe
Guadalupe, AZ 85283
480-344-6000

Maryvale Family Health Center

4011 N 51st Ave
Phoenix, AZ 85031
623-344-6900

Mesa Family Health Center

59 S Hibbert
Mesa, AZ 85210
480-344-6200

Seventh Avenue Family Health Center

1205 S 7th Ave
Phoenix, AZ 85007
602-344-6600

South Central Family Health Center

33 W Tamarisk
Phoenix, AZ 85041
602-344-6400

Sunnyslope Family Health Center

934 W Hatcher
Phoenix, AZ 85021
602-344-6400

Main Center**Mountain Park Health Center**

2702 N 3rd St
Suite 4020
Phoenix, AZ 85004
602-323-3242

Clinics**Mountain Park Health Center**

635 E Baseline Rd
Phoenix, AZ 85042
602-323-3400

Mountain Park Health Center

4616 N 51st Ave
Suite 203
Phoenix, AZ 85031
602-247-9245

Mountain Park Health Center

1492 S Mill Ave
Suite 312
Tempe, AZ 85281
480-921-1100

Mountain Park Health Center

9169 W Van Buren
Tolleson, AZ 85353
623-936-6795

Mountain Park Health Center

690 N Cofco Center Court,
Suite 230
Phoenix, AZ 85008-6438
602-286-6090

Main Center**Clinica Adelante, Inc**

16551 N Dysart Rd
#104A
Surprise, AZ 85374
623-583-3001

Clinics**Tidwell Family Care Center**

16560 N Dysart Rd
Surprise, AZ 85374
623-546-2294

Adelante Women's Health Center

14300 W Granite Valley Dr
#A2
Sun City, AZ 85375
623-644-3214

Buckeye Dental Care

306 E Monroe
Buckeye, AZ 85326-2706
623-386-1630

Buckeye Family Care Center

306 E Monroe
Buckeye, AZ 85326-2706
623-386-4814

East Valley Family Care

2204 Dobson Rd
#101
Mesa, AZ 85202
480-491-6235

Gila Bend Primary Care Center

100 N Gila Blvd
Gila Bend, AZ 85337-2668
623-932-5725

Rural Heal Team Mobile Clinic

306 E Monroe
Buckeye, AZ 85326-2404
623-386-6114

Wickenburg Family Care Center

466 W Wickenburg Way
Wickenburg, AZ 85390-3211
928-684-9555

Mojave County**Clinic****Northwest Arizona Regional Health Center**

1-15 Exit 9 at Fire Station
Littlefield, AZ 86432
928-347-5971

Navajo County**Clinic****Chilchinbeto Clinic**

P.O. Box 1496
Kayenta, AZ 86033
928-697-8154

Pima County**Main Center****St Elizabeth's Health Center**

140 W Speedway Blvd
Tucson, AZ 85705
520-628-7871

Clinics**St Elizabeth's at Santa Rosa Neighborhood Center**

1080 S Tenth Ave
Tucson, AZ 85701
520-628-7871

St Elizabeth's at Flowing Wells Neighborhood Center

2561 Ruthrauff Rd
Tucson, AZ 85705
520-628-7871

Main Center**United Community Health Centers, Inc**

81 W Esperanza Blvd
Green Valley, AZ 85614
520-625-4401

Clinics**Arivaca Clinic**

17388 West 3rd St
Arivaca, AZ 85601
520-398-2621

Continental Family Medical Center

1150 Whitehouse Canyon Rd
Green Valley, AZ 85622
520-625-3691

Three Points Clinic

15921 West Ajo Way
Tucson, AZ 85735
520-822-2335

Main Center**Desert Senita Community Health Center**

410 Malacate St
Ajo, AZ 85321
520-387-5651

Clinic**Desert Senita Dental Center**

140 Estrella Ave
Ajo, AZ 85321

Main Center**El Rio Health Center**

839 W Congress St
Tucson, AZ 85745
520-792-9890

Clinics**COPE/El Rio Integrated Health Care**

1101 East Broadway
Tucson, AZ 85719
520-792-3962

COPE/El Rio Behavioral Health

01 West Congress
Tucson, AZ 85745
520-623-9312

El Rio Special Immunology Associates

1701 W St Mary's Rd
Suite #160
Tucson, AZ 85745
520-628-6287

El Rio OB/GYN Associates

225 West Irvington
Tucson, AZ 85714
520-884-7304

El Rio Northwest Clinic

330 W Prince Rd
Tucson, AZ 85705
520-670-3909

El Rio Southwest Pediatrics

1500 West Commerce Ct
Tucson, AZ 85705
520-670-3909

El Rio Southwest II, Internal Medicine

1510 West Commerce Ct
Tucson, AZ 85746
520-670-3909

El Rio Southwest Dental

1530 West Commerce Ct
Tucson, AZ 85746
520-670-3909

El Rio Pascua Yaqui Clinic

7490 South Camino de Oeste
Tucson, AZ 85746
520-879-6225

Pima County Access Program

655 East River Rd
Tucson, AZ 85704
520-694-4854

Homeless Program

1101 East Broadway
Tucson, AZ 85719
520-624-7750

El Rio Flowing Wells Dental

4009 N Flowing Wells Rd
Tucson, AZ 85705
520-408-0836

Main Center**Marana Health Center, Inc**

11981 W Grier Rd
Marana, AZ 85653
520-682-4560

Clinics**El Pueblo Health Center**

101 W Irvington Rd
Tucson, AZ 85714
520-573-0096

Ortiz Community Health Center

12635 W Rudasill Rd
Tucson, AZ 85743
520-682-3777

MHC Obstetrics and Gynecology

2055 W Hospital Dr
Tucson, AZ 85704
520-797-7550

Santa Catalina Health Center

15631 N Oracle Rd
Suite 141
Tucson, AZ 85739
520-825-6841

Erickson Health Center

6750 E Stella Rd
Tucson, AZ 85716
520-684-5010

Freedom Park Health Center

5000 E 29th St
Tucson, AZ 85716
520-790-8500

Keeling Health Center

435 E Glenn Rd
Tucson, AZ 85705
520-696-6969

Pinal County**Main Center****Sun Life Family Health Care, Inc**

865 N Arizona Rd
Casa Grande, AZ 85222
520-836-3446

Clinics**Eloy Clinic**

501 N Main St
Eloy, AZ 85231
520-466-7883

San Manuel

23 McNab Parkway
San Manuel, AZ 85631
520-385-2234

Maricopa Clinic

4765 Hathaway Ave
Maricopa, AZ 85239
520-568-2245

Coolidge Clinic

1284 North Arizona Blvd
Coolidge, AZ 85228
520-723-9131

Casa Grande Clinic

865 N Arizona Rd
Casa Grande, AZ 85222
520-863-3446

Oracle Clinic

1870 W American Way
Oracle, AZ 85623
520-896-2092

Santa Cruz County**Main Center****Mariposa Community Health Centers, Inc**

1852 N Mastick Way
Nogales, AZ 85621
520-281-1550

Clinic**Family Health Center**

101 Taylor Ave
Patagonia, AZ 85624
520-394-2262

Yavapai County**Main Center****Community Health Center of Yavapai**

3212 N Windsong Dr
Prescott, AZ 86314
928-583-1000

Clinics**Chino Valley**

1951 Voss Dr
Chino Valley, AZ 86323
928-583-1000

Cottonwood

10 S 6th St
Cottonwood, AZ 86326
928-639-8132

Prescott

1090 Commerce Dr
Prescott, AZ 86305
928-583-1000

Sedona

3700 W Highway 89A
Sedona, AZ 86336
928-639-8132

Yuma County**Main Center****Sunset Community Health Center**

2060 W 24th St
Yuma, AZ 85364
928-819-8999

Clinics**Sunset Community Health Center-Adults**

1645 W 24th St
Yuma, AZ 85364
928-344-4216

Sunset Community Health Center

744 E Juan Sanchez Blvd
San Luis, AZ 85349
928-627-3822

Sunset Women's Health Center

1965 W 24th St
Suite B
Yuma, AZ 85364
928-726-5950

Sunset Community Health Center-Pediatrics

2060 W 24th St
Yuma, AZ 85364
928-344-5112

Sunset Community Health Center

10426 Williams St
Welton, AZ 85356
928-785-3256

Sunset Community Health Center

1 N 2nd Ave
San Luis, AZ 85349
928-627-8584

Regional Behavioral Health Authorities (RBHAs)

Program Description

The Regional Behavioral Health Authorities provide a wide range of services to treat individuals with emotional problems, mental illness, drug/alcohol abuse, or domestic violence. Services include:

- outpatient & residential services
- counseling
- case management

Eligibility Information

There are four Regional Behavioral Health Authorities and four Tribal Regional Behavioral Health Authorities and tribal contractors in Arizona providing services through different programs or referring individuals to community organizations that provide the service needed. Fees charged by these agencies vary according to the client's ability to pay (sliding fee). No fees are charged to individuals enrolled with AHCCCS for services covered.

How to Apply

If you have a low or limited income and you or a family member is having emotional, mental or drug-related problems and you need help, call the Regional Behavioral Health Authority in your area. In order to properly access the help you are looking for, you will need to describe the problem you are having, your behavioral health history, use of medications or drugs, Social Security number and, if any, AHCCCS or insurance information.

Based on the information you supply, the evaluator may:

- Refer you for an appointment to complete the intake process.
- Refer you for application to AHCCCS.
- Refer you to a local community agency for services provided on a sliding fee basis.

Where to Apply

Although all the Regional Behavioral Health Authorities covering Arizona provide the same kinds of services, they may run the programs differently. Please call the Regional Behavioral Health Authority in your county for more specific information about services.

Maricopa County

Magellan Health Services for Maricopa

4129 E Van Buren,
Suite 150
Phoenix, AZ 85008
1-800-564-5465
TTY: 602-914-5809
Crisis: 602-222-9444 or 1-800-631-1314 or
TTY: 602-274-3300
www.magellanformaricopa.com

Yuma, La Paz, Pinal and Gila Counties

Cenpatco Behavioral Health of Arizona

1501 W Fountainhead Corporate Park
Suite 295
Tempe, AZ 85282
1-866-495-6738
TDD/TTY 1-877613-2076
CRISIS LINE 1-866-495-6735 (24 hrs per day)

Coconino, Mohave, Yavapai, Navajo and Apache Counties

Northern Arizona Regional Behavioral Authority (NARBA)

125 East Elm Ave
Flagstaff, AZ 86001
928-774-7128 or
1-800-640-2123

Pima County

Community Partnership of Southern AZ (CPSA)

4575 E Broadway Blvd
Tucson, AZ 85711
520-325-4268 or
1-800-959-1063

Cochise, Graham, Greenlee and Santa Cruz Counties

Community Partnership of Southern AZ

999 E Fry Blvd
Sierra Vista, AZ 85635
520-417-9430 or 1-800-959-1063

Santa Cruz County

SEABUS Crisis Hotline

1-800-586-9161

Family Planning

Family planning information and services can be obtained from several of the programs listed in the Health Care section. Your **AHCCCS** provider, **County Health Department** (see page 75) or **Community Health Center** (see page 58) may offer such services.

Planned Parenthood

Planned Parenthood provides reproductive health care and education at its centers statewide. Services provided may include well-woman gynecological exams, pap smears, pregnancy testing and counseling, birth control methods, HIV testing, testing and treatment for sexually transmitted infections and pregnancy termination. Not all clinics offer the same range of services. Contact each clinic for information on services they offer. Planned Parenthood has no eligibility requirements.

Fees for service are often based on what a client can afford to pay (sliding fee scale). Please contact the Planned Parenthood office nearest you for more information.

Coconino County

1304 S Plaza Way
Flagstaff, AZ 86001
928-779-3653

Maricopa County

127 E Western Ave
Avondale, AZ 85323
623-932-5111

610 N Alma School Rd
Chandler, AZ 85224
480-814-0024

5771 W Eugie
Glendale, AZ 85304
623-934-3244

140 N Litchfield Rd
Suite 100
Goodyear, AZ 85338
623-932-5111

2722 S Alma School Rd
#5
Mesa, AZ 85210
480-838-1246

1235 S Gilbert Rd
Mesa, AZ 85204
480-892-7888

4434 W Thomas Rd
Phoenix, AZ 85031
602-272-6691

3346 W Bell Rd
Phoenix, AZ 85023
602-866-8821

5651 N 7th St
Suite B
Phoenix, AZ 85014
602-265-2227

4615 S Central Ave
Phoenix, AZ 85040
602-268-1588

3131 E Thunderbird Rd
Suite 48
Phoenix, AZ 85032
602-953-9000

7901 E Thomas Rd
Scottsdale, AZ 85251
480-949-8765

1250 E Apache Blvd
#108
Tempe, AZ 85281
480-967-9414

Pima County

2255 N Wyatt Dr
Tucson, AZ 85712
520-624-1761

529 W Wetmore Rd
Tucson, AZ 85705
520-884-5562

Archer Health Center
1665 S La Cholla Blvd
Tucson, AZ 85713
520-628-3066

Yavapai County

656 W Gurley
Prescott, AZ 86305
928-776-0420

Yuma County

1455 W 16th St
Yuma, AZ 85364
928-343-3012

Baby Arizona

This program provides referral and prenatal care for pregnant women who are uninsured.

Services provided include:

- Referral to locations that provide a free pregnancy test.
- Help making an appointment with a doctor or midwife.
- Prenatal care information or questions on breast feeding.

Once referred to a Baby Arizona provider, pregnant women will apply for AHCCCS right in the doctor's office. If found eligible for AHCCCS, all prenatal care, delivery and 60 days postpartum services will be provided at no cost.

For additional information, contact:

Baby Arizona Hotline: 1-800-833-4642

Immunizations and Children's Information Center Hotline

Immunization services can be obtained from several of the programs listed in the Health Care section. If you are on AHCCCS be sure to contact your primary care provider first to arrange for immunizations.

Community Health Centers (see page 60) or your **AHCCCS** provider can offer a wide range of children's health care services, including immunizations. **County Health Departments** (see page 54) also offer immunization services to children at low or no cost. Some County Health Departments provide immunizations through site visits to places like shopping malls, food banks and CAP offices in your local area.

You can obtain the schedule for immunization site visits by calling your local County Health Department.

If you are bringing your child for immunization services, you should bring records of any previous immunizations

For more information about immunizations or about other child health issues, call:

Children's Information Center Hotline: 1-800-232-1676 (toll-free)

Reduced Fee Dental Clinics

Reduced fee dental clinics provide a variety of dental services, ranging from preventative care to oral surgery and dentures. Please contact the clinic closest to you for specific eligibility information and to make an appointment.

Tribal

Contact your local Indian Health Services. For information on locating the correct Indian Health Services, please contact the **Inter Tribal Council of Arizona** at 602-258-4822.

Mobile Units

Statewide
Reachout Health Care America
623-434-9343

Maricopa County
Coronado Dental Service
480-461-8683

Pima County
Tucson – U of A Mobile
520-626-2267

Apache County

North Country Community Clinic
928-289-2000

Cochise County

Chiricahua Community Health Center
520-642-2222

Coconino County

Coconino County Department of Health
928-679-7272

Fredonia Community Health Center
928-643-6215

Maricopa County

Area Agency on Aging (Dentures Only)
602-264-2255

Avondale Family Health Center Dental Clinic
623-344-6800

CASS Homeless Shelter
602-256-6945

Chandler Family Health Center Dental Clinic
480-344-6109

Small Smiles
602-233-3133

Buckeye Dental Clinic
877-809-5092

Dave Pratt Boys and Girls Cub
602-271-9961

Desert Mission Dental Clinic
602-870-6363

East Valley Adult Resource Center
480-962-5612

Glendale Family Health Center Dental Clinic
623-344-6700
to see if you qualify first

Gompers Center
602-336-0061

Homeward Bound
602-263-7654

Maricopa Medical Center Dental Clinic
602-344-1005

Mesa Family Health Center Dental Clinic
480-344-6209

Mountain Park Dental Clinic-South
Phoenix
602-243-7277

Native American Community Health Center
602-279-5262

Neighborhood Christian Clinic
602-258-6008

St Joe's Mercy Care Dental Clinic
602-406-3560

St Vincent de Paul
602-261-6868

South Central Dental Clinic
602-344-6489

Mohave County

Northwest Arizona Regional Health Center & Dental Clinic
928-347-5971

Navajo County

North Country Community Health Center
928-289-2000

Pinal County

Sun Life Family Health Center
520-836-3446

Pima County

Comstock Children's Foundation
520-324-3100

Desert Senita Medical Center
520-387-4500

El Rio Clinic Central
520-670-3758

El Rio Clinic Northwest
520-408-0836

El Rio Clinic Southwest
520-770-2700

Marana Dental Clinic
520-682-4111

St Elizabeth's of Hungary Dental Clinic
520-628-7871

United Community Health/Continental Dental
520-625-3691

Santa Cruz County

Mariposa Community Health Center Dental
520-281-1550

Yavapai County

North Country Health Center
928-213-6100

VA Medical Center Dental Clinic
928-776-6177

Yavapai County Community Health
928-583-1000

Yuma County

Sunset Community Health Center Somerton
928-627-8806

Sunset Community Health Center San Luis
928-627-8584

Sunset Community Health Center Wellton
928-785-3256

CoppeRx Card

Program Information

The CoppeRx Card provides substantial discounts on prescription drug prices. It is free of charge, and provides discounts ranging from 15% to 55% on all prescription drug purchases. More than 500 pharmacies across the state accept the CoppeRx Card.

Eligibility Information

Every Arizonan is eligible for the CoppeRx Card. Please contact your pharmacy to be sure they accept the CoppeRx Card.

How to Apply

No application is necessary. Enrollment is open to all Arizonans who complete an enrollment form.

Where to Apply

You can enroll for the CoppeRx Card by phone or online by calling or visiting:
1-888-227-8315 (toll free)

<https://az211.com/h856w808/CopperSecure.cfm>

A downloadable brochure is also available online in both English and Spanish. Simply print the brochure, and present the temporary card to your pharmacy to access the discount. Once you use the temporary card, you will be automatically enrolled in the CoppeRx Card program, and a permanent card will be mailed to you. Please check with your pharmacy to see if they accept the CoppeRx Card.

For more information, please visit the Office of the Governor's website at <http://azgovernor.gov/coppercard/>.



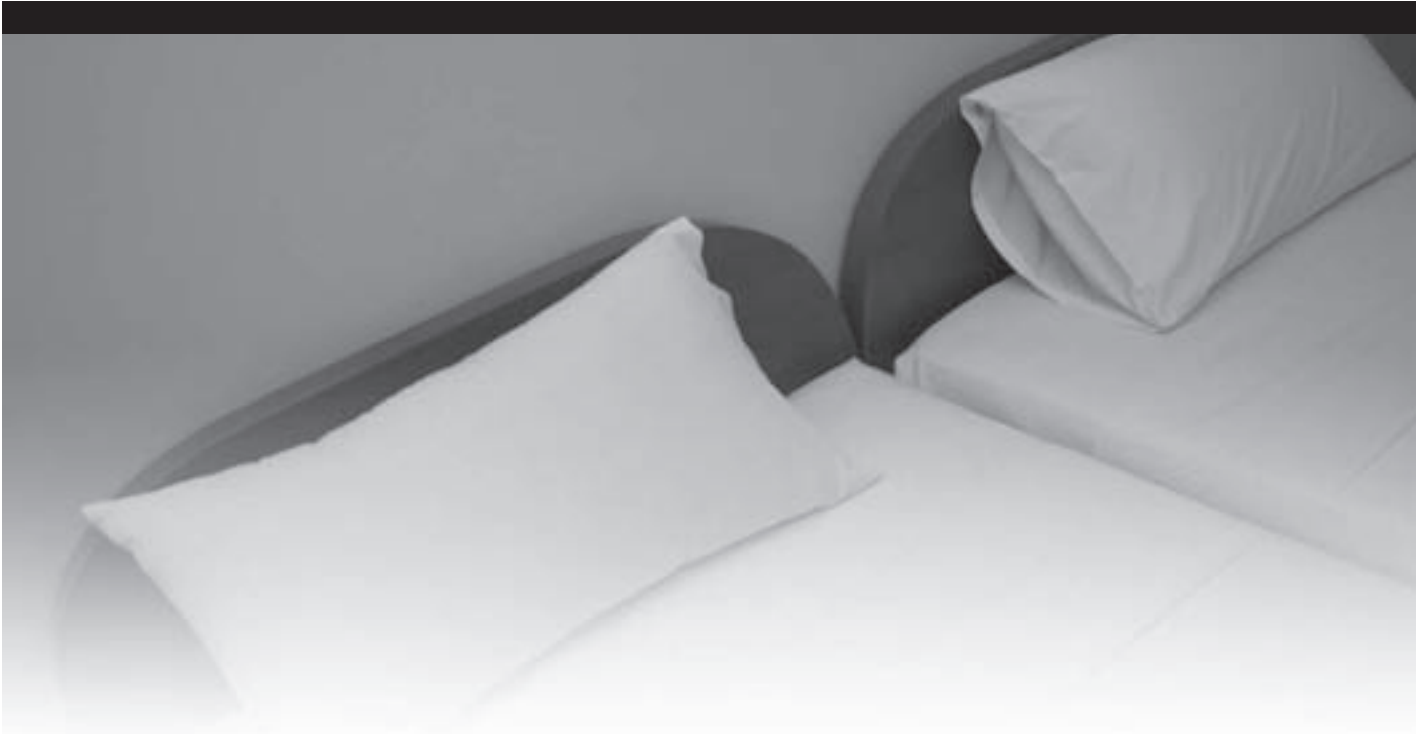
FOOD
 MEDICINE
 BED TO SLEEP IN

WHICH ONE WOULD YOU CHOOSE FOR YOUR CHILD?

It's impossible to live a good life when all of your choices are bad. Today there are 100,000 Arizonans who hold jobs and participate in our community, yet still have to choose between buying food and paying their bills. How can you help? Visit our website today and find out how you can help Arizona's poor get the resources they need to become self-sufficient once again. **ChooseToHelp.org**
Call 602.604.0640, or visit www.ChooseToHelp.org today.



Homeless Shelters & Services



In This Section You Will Find Information on:

- Hotlines and Websites
- Resources for Ex-Offenders
- Homeless Shelters and Services

If you are a victim of Domestic Violence and in need of shelter or support see the Domestic Violence Section beginning on page 25

**For information on Soup Kitchens and Emergency Food Boxes see the Food and Nutrition Section beginning on page 42
For information on finding a job see the Employment and Education Section beginning on page 29.**

For information on emergency assistance with paying your rent or mortgage, see the Community Action Programs list beginning on page 4.

For additional information on Section 8 and subsidized housing programs, see the Housing, Home Repair & Home Weatherization section beginning on page 73.



Arizona Community Action Association
Advocating, Educating and Partnering to Prevent and Alleviate Poverty

Hotlines and Websites

If you are need of shelter in Maricopa County, please call CONTACTS Shelter Hotline for information on shelter availability and referrals.

CONTACTS Shelter Hotline:

1-800-799-7739 or 602-263-8900 (24 hour hotline)

Call the Community Information and Referral in your area (listed below) for referrals to the Community Action Program (see page 00), St Vincent de Paul Society or Salvation Army nearest you. These agencies may offer various homeless support services.

Within Maricopa County:

602-263-8856 (24 hour hotline)

Outside Maricopa County:

1-800-352-3792 (24 hour hotline)

Pima, Cochise, Graham, Greenlee & Santa Cruz Counties:

1-800-362-3474 or 520-881-1794

(7am-7pm M-F and 9am-5pm Sat & Sun)

You can also contact the

Arizona Coalition to End Homelessness at 602-340-9393 or www.azceh.org.

Resources for Ex-Offenders

Strategies For Transitioning Ex-Offenders (STEP) Guide

There are currently 2 guides available to help ex-offenders transition out of incarceration. Both the STEP Guide and the Guidelines on getting out are available online. Feel free to make as many copies as you would like. Any and all information can be shared.

The Strategies for Transitioning Ex-Offenders Program Guide (STEP Guide) is a resource for transitioning ex-offenders back into society in Maricopa County. It is provided by the Arizona Coalition to End Homelessness and was last updated in July of 2005.

To request a copy of the STEP Guide or for additional information, please email the Arizona Coalition to End Homelessness at: info@azceh.org//Resources.html.

Guidelines On Getting Out

Guidelines on Getting Out is a resource for transitioning ex-offenders back into society in Pima County. It is provided by the Tucson Planning Council on Homelessness.

To request a copy of the Guidelines on Getting Out or for additional information, please email the Tucson Planning Council on Homelessness at: info@tpch.org

To download the Guidelines on Getting Out or STEP Guide, please visit the Arizona Coalition to End Homelessness website and click on the appropriate link at: <http://www.azceh.org/Resources.html>.

Shelters and Services

Apache County

Old Concho Community Assistance

35432 Highway 180A
Concho, AZ 85924
928-337-5048
Emergency shelter/food/clothing

Cochise County

Bisbee Coalition for the Homeless

P.O. Box 5852
Bisbee, AZ 85603
520-432-7839
Emergency shelter
Serving men

Women's Transition Project

2400 O'Hara St
Bisbee, AZ 85603
520-432-1771
Transitional housing/vocational rehab
Serving women

Coconino County

Alternatives Center for Family Based Services

823 W Clay Ave
Flagstaff, AZ 86001
928-214-9050
Crisis intervention/information/referrals
Serving families and children ages birth - 17

Catholic Charities Community Service

460 N. Switzer Canyon Dr
#400
Flagstaff, AZ 86001
928-774-9125
Emergency shelter/transitional housing
Serving families
Permanent supportive housing serving
Families and individuals

Hope Cottage

3 E Cottage Ave
Flagstaff, AZ 86001
928-774-9270
Transitional housing
Serving women & children

Northland Family Help Center/Halo House

2100 N Walgreen St
Flagstaff, AZ 86004
928-527-1700
Emergency shelter
Serving females and children

Sunshine Rescue Mission

124 S San Francisco
Flagstaff, AZ 86001
928-774-3512
Emergency shelter
Serving men

Gila County

Veterans Helping Veterans

212 W Wade Lane
Payson, AZ 85541
928-474-3920
Transitional housing
Serving men and women with a
preference given to veterans

Maricopa County

A&A Cottages-Empower House

2914 E Contessa St
Mesa, AZ 85213
480-792-0265
Transitional housing
Serving adults and families

Andre House

213 S 11th Ave
Phoenix, AZ 85007
602-255-0580
Transitional housing
Serving single adults

The Bridge

5530 N 17th Ave
Phoenix, AZ 85015
602-589-5556
Transitional housing
Serving families

Catholic Charities Community Services

7400 W Olive
#10
Peoria, AZ 85345
623-486-9868
Emergency/transitional housing
Serving families

Catholic Charities Dignity House at Sundance

1825 W Northern
Phoenix, AZ 85021
602-361-0579
Transitional housing
Serving adults

Central Arizona Shelter Services Adult Shelter

230 S 12th St
Phoenix, AZ 85007
602-256-6945
Emergency/clothing/services on site
Serving adults

Central Arizona Shelter Services Low Demand Shelter

1214 W Madison St
Phoenix, AZ 85007
602-256-6945
Emergency shelter
Serving adults

Central Arizona Shelter Services Vista Colina

1050 W Mountainview Rd
Phoenix, AZ 85021
602-870-8778
Emergency shelter
Serving families

Church on the Street Mission

2040 W Washington St
Phoenix, AZ 85009
602-257-8918
Emergency shelter
Serving adults

Community Bridges Center City Recovery Center

2770 E Van Buren St
Phoenix, AZ 85008
602-273-9999
Residential de-tox/substance abuse
treatment

Community Housing Partnership

609 N 9th St
Phoenix, AZ 85006
602-253-6905
Transitional housing/permanent
housing
Serving families, men, and women

Crisis Nursery

2711 E Roosevelt
Phoenix, AZ 85008
602-273-7364
emergency
serving children ages birth - 10

Community Bridges East Valley Addiction Center

554 S Bellview
Mesa, AZ 85204
480-962-7711
480-962-7922
1-800-910-1141
De-tox center
Serving men and women

Community Bridges Center for Hope

560 S Bellview
Mesa, AZ 85204
480-461-1711
Mental health programs/substance
abuse treatment
Serving pregnant women

Dana's Center

731 W Dana
Mesa, AZ 85210
480-461-1033
Transitional housing
Serving men and women

East Valley Men's Center-Margie's Place

868 E University Dr
Mesa, AZ 85210
480-610-6722
Emergency shelter/transitional housing
Serving men

Florence Crittendon

715 W Mariposa
Phoenix, AZ 85013
602-277-5441
Emergency shelter/transitional housing
Serving girls ages 10 - 17

Gift of Mary

1406 S 17th Ave
Phoenix, AZ 85007
602-254-8424
Emergency shelter
Serving single women 18 and over and
men over 60

Home Base Youth Services

931 E Devonshire
Phoenix, AZ 85014
602-263-7773
Transitional housing
Serving young adults ages 18 - 21

Homeward Bound

2302 W Colter
Phoenix, AZ 85015
602-263-7654
Transitional housing
Serving families with children

House of Refuge Inc.

6935 E Williams Field Rd
Mesa, AZ 85212
480-988-9242
Transitional housing
Serving families

House of Refuge Sunnyslope

9835 N 7th St
Phoenix, AZ 85020
602-678-0223
Transitional shelter
Serving men

Jesus Cares Ministries, Inc.

P.O. Box 371
Chandler, AZ 85244
480-831-1737
Emergency shelter
Serving pregnant & parenting teens
and young adults ages 12 - 25

Labor's Community Service Agency

5818 N 7th St Rm 100
Phoenix, AZ 85014
602-263-5741
transitional
serving families

LaMesita Family Shelter

868 E University Dr
Mesa, AZ 85203
480-834-8723
Emergency shelter
Serving families and children

Maggie's Place

P.O. Box 1102
Phoenix, AZ 85001
602-257-4648
Transitional shelter
Serving pregnant women 18 and older

META Services

2770 E Van Buren St
Phoenix, AZ 85008
602-273-9999
Residential de-tox/substance abuse
treatment
Serving men and women age 18 and
older

Morning Star Retreat

916 S 32nd Ave
Phoenix, AZ 85009
602-272-3662
Emergency shelter
Serving men age 18 and older

New Az Family-Pinchot Gardens

3301 E Pinchot Ave
Phoenix, AZ 85018
602-553-7311
Emergency shelter
Serving adults

Nova Safe Haven

329 N 3rd Ave
Phoenix, AZ 85003
602-528-0759
Transitional housing
Serving SMI

Oznm Manor/St. Vincent DePaul

1730 E Monroe
Phoenix, AZ 85034
602-495-3050
Transitional shelter
Serving the elderly and persons with disabilities

Phoenix Rescue Mission

1801 S 35th Ave
Phoenix, AZ 85009
602-346-3387
Transitional housing
Serving single men

Phoenix Shanti Group

2345 W Glendale
Phoenix, AZ 85021
602-279-0008
Transitional housing/permanent housing
Serving persons with HIV

Respite Shelter for Men Inc.

7000 N Central
Phoenix, AZ 85020
602-870-4353
Emergency shelter
Serving men discharged from a hospital

Salvation Army Kaiser Family Center

2707 E Van Buren
Phoenix, AZ 85008
602-267-4139
Emergency shelter
Serving families

Save the Family Foundation

450 W Fourth Pl
Mesa, AZ 85201
480-898-0228
Transitional
Serving families

Southwest Behavioral Health Center

3707 N 7th St, Suite 100
Phoenix, AZ 85014
602-257-9339
Transitional housing/permanent housing
Serving persons with SMI and HIV

Steps House-Last Resort

6349 W Myrtle Ave
Glendale, AZ 85031
623-939-1566
Emergency shelter
Serving adults

Streets of Joy

4207 N 12th St
Phoenix, AZ 85014
602-795-1635
Emergency shelter/transitional housing
Serving men

St. Vincent de Paul Society Transient Aid Center and Homeless Ministry

420 W Watkins
Phoenix, AZ 85003
602-261-6883
Emergency assistance/transportation/
gas vouchers/traveler's aid

Thirtieth Avenue Shelter

821 S 30th Ave
Phoenix, AZ 85009
602-272-3662
Emergency shelter
Serving men age 18 and older

Transitional Living Communities

24 S McDonald
Mesa, AZ 85210
480-461-3136
Transitional housing
Serving men and women

Tumbleweed Open Hands

1419 N 3rd St, #102
Phoenix, AZ 85004
602-271-9904
602-841-5799 (24 hour hotline)
Emergency shelter/transitional housing
Serving youth ages 12 - 17

Tumbleweed - Pappas Place Drop-in Center

420 E Roosevelt
Phoenix, AZ 85004
(602) 462-5611
Drop-in/Youth/Job Development/
Food/Clothing

Tumbleweed Tempe Youth Resource Center

101 E 6th Street
Tempe, AZ 85281
480-966-2036
Day resource center

Twelfth Avenue Retreat (Spirit of God Ministries)

1236 S 12th Ave
Phoenix, AZ 85007
602-253-4745
Showers/clothing/laundry/snacks
Serving men

United Methodist Outreach

**Ministries -
Lamplighter Apartments**
1945 W Van Buren
Phoenix, AZ 85009
602-254-5282
Transitional housing
Must be referred by Behavioral Health Authority

United Methodist Outreach Ministries - New Day Center

3320 E Van Buren
Phoenix, AZ 85008
602-889-0671
Emergency shelter/transitional housing/permanent housing/childcare
Winter overflow shelter open
November - March
Serving single men and women

Watkins Family Shelter

602-494-7044
Emergency shelter
Family shelter

Watkins Women's Shelter

602-494-7044
Emergency shelter
Serving women

Whole Life Foundation

338 N 15th Ave
Phoenix, AZ 85007
602-254-6553
Emergency shelter/transitional housing

Women in New Recovery

860 N Center St
Mesa, AZ 85201
480-464-5764
Substance abuse recovery home
Serving women

YWCA

755 E Willetta
Phoenix, AZ 85006
602-258-0990
Transitional housing/shelter
Serving women and children

Mohave County**Colorado River Region Youth Shelter**

9575 Evans Ln
Bullhead City, AZ 86440
928-768-1500
Emergency shelter
Serving youth ages 18 and under

Cornerstone Mission

3049 Sycamore
Kingman, AZ 86401
928-757-1535
Emergency shelter/transitional housing
Serving men

Navajo County

Bread of Life Mission

885 Hermosa Drive
Holbrook, AZ 86025
928-524-3874
Emergency shelter
Serving men and families

Pima County

Amity Foundation

10500 E Tanque Verde
Tucson, AZ 85749
520-749-5980
Substance abuse treatment/transitional
housing

Casa de los Ninos Crisis Care

1101 N 4th Ave
Tucson, AZ 85705
520-624-5600
Emergency shelter
Serving children ages birth - 9

Casa Santa Clara

4501 E 5th St
Tucson, AZ 85711
520-546-0122
Treatment/transitional housing

Compass Health Care

2475 N Jack Rabbit Rd
Tucson, AZ 85745
520-882-5608
Temporary de-tox/permanent housing

Comin' Home

2480 N Palo Verde, #103
Tucson, AZ 85716
520-322-6980
transitional housing
serving veterans

Esperanza En Escalante

3700 S Calle Polar
Tucson, AZ 85730
520-571-8294
Transitional housing
Serving veterans and families

Gospel Rescue Mission - Men's Center

312 W 28th St
Tucson, AZ 85713
520-690-1295
Emergency shelter/transitional housing
Serving men

Gospel Rescue Mission – Bethany House for Women & Children

1130 W Miracle Mile
Tucson, AZ 85705
520-690-1295
Emergency shelter/transitional housing
Serving women and children

Open Inn

630 E 9th St
Tucson, AZ 85705
520-628-9590
Substance abuse
Serving runaway and homeless youth
age 21 and younger

Our Town Family Services

3552 N Stone, Unit 103
Tucson, AZ 85705
520-323-1706
1-800-53R-TOWN (1-800-537-8696)
Transitional housing
Serving young adults ages 18 - 21

Pio Decimo Center

848 S Seventh Ave
Tucson, AZ 85701
520-622-2801
Transitional housing
Serving families

Primavera Services

720 S 6th Ave
Tucson, AZ 85701
520-882-0820
Emergency shelter/transitional housing
Serving men and women age 18 and
older

Salvation Army - Adult Rehab

2717 S 6th Ave
Tucson, AZ 85713
520-624-9849
Chemical dependency programs
Serving men

Salvation Army - Hospitality House

1021 N 11th Avenue
Tucson, AZ 85705
520-622-5411
Emergency shelter
Serving families and individuals

Salvation Army - S.A.F.E. Housing

Address withheld
Tucson, AZ
520-323-6080
Transitional housing
Serving families and individuals

Shalom House

2590 N Alvernon
Tucson, AZ 85712
520-325-8800
Transitional housing
Serving women with children

Southern AZ AIDS Foundation

375 S Euclid Ave
Tucson, AZ 85719
520-628-7223
Permanent housing placement/case
management/support services
Serving persons who are HIV positive

Travelers Aid Society of Tucson

40 W Veterans Blvd
Tucson, AZ 85713
520-622-8900
Transitional housing
Serving men, women and families

Santa Cruz County

Crossroads Nogales Mission

456 N Morley Ave
Nogales, AZ 85628
520-287-5828
emergency
serving men, women, and families

Yavapai County

Catholic Charities Community Services

434 W Gurley
Prescott, AZ 86301
928-778-2531
Motel vouchers/rent assistance
Emergency shelter/transitional housing
Serving families

Catholic Charities Community Services

736 N Main St
Cottonwood, AZ 86326
928-634-4254
Motel vouchers/rent assistance
Emergency shelter/transitional housing
Serving families

First Baptist Church Reach-Out Program

148 S Marina St
Prescott, AZ 86303
928-778-9790
Food/limited housing/utility assistance

Old Town Mission

116 E Pinal St
Cottonwood AZ 86326
928-634-7869
Emergency food/gas vouchers/
travelers assistance/medical
prescriptions

Project Aware Shelter

215 1/2 Leroux Street
Prescott, AZ 86303
928-778-7744
Emergency shelter/transitional housing
Serving men

Turning Point

1718 Willow Creek Rd
Prescott, AZ 86301
928-778-7900
1-888-719-1008
Crisis shelter
Serving young adults age 17 and older

US Vets

500 N US Highway 89
Prescott, AZ 86313
928-717-7581
Transitional housing
Serving men and women, veterans only

Yuma County

Crossroads Mission, Inc.

944 Arizona Ave
Yuma, AZ 85364
928-783-9362
Emergency shelter/transitional housing
Serving men, women and families

Housing, Home Repair & Home Weatherization



In This Section You Will Find Information on:

- **Housing and Rental Tips and Landlord and Tenant Information**
- **Arizona Housing Authorities**
- **Indian Housing Authorities**
- **Fair Housing Information and Resources**
- **Home Weatherization Program**
- **Emergency Home Repair and Rehabilitation**
- **Utility Repair, Replacement and Deposit (URRD) Assistance Program**
- **Habitat For Humanity**



Arizona Community Action Association
Advocating, Educating and Partnering to Prevent and Alleviate Poverty

Housing & Rental Tips

If I Rent, What Rights Do I Have?

If you rent your place of residence, the Arizona Residential Landlord/Tenant Law applies to you. This law explains what rights and responsibilities landlords and tenants have. For example, it explains what to do when a tenant needs the landlord to make repairs and what a landlord needs to do to legally evict a tenant. Free copies of the law are available from the Arizona Secretary of State's office online at http://www.azsos.gov/publicservices/publications/Residential_Landlord_Tenant_Act/Residential.pdf or a tenant may receive one (1) free hard copy from the Secretary of State's Office by calling **602-542-4086**. Free and sliding-fee scale legal services may also provide many types of services to people with qualifying low incomes, including helping tenants who are being evicted, by representing them in court, free of charge (see page 00).

What if I Have Questions?

Tenants and landlords who have questions may call Community Action Programs for information and referral (see page 4). To contact the Organization for Arizona Tenants Association call: **602-257-8987**. Their operators can answer basic questions on the landlord/tenant law and refer you to other agencies if you need more help or have other needs, such as money for rent or mortgage payments.

Arizona Housing Authorities

Program Description

Your local Housing Authority offers a variety of programs that may be able to help you find or maintain affordable housing. Although each housing authority is slightly different, they offer many of the same programs. These include, but are not limited to:

- **Vouchers for rental assistance**, such as Section 8. Participants in these programs receive a voucher from the agency that pays for a portion of the rent directly to the landlord. (Generally, you will pay 30% of your monthly income towards the rent.) It is up to you to locate a privately owned house, duplex, apartment, or mobile home which qualifies for the program and to ensure that the landlord is willing to rent under the program. The home must pass an inspection prior to approval.
- **Mortgage Assistance programs** help with down payment assistance or with making your monthly mortgage payment. Some programs may help each month while other programs only assist with a one time catch-up payment.
- **Conventional Public Housing** consists of houses, duplexes or apartments which are owned by the Public Housing Authority and rented to low-income families at an affordable rent, usually 30% of your monthly income.
- **Rehabilitation of Owner-Occupied Homes** provides home owners with help making major or minor repairs to your home. It is important that you check with your local housing authority about these assistance programs as they change over time.

Eligibility Information

Eligibility is based on your income and the composition of your family (how many children, whether you are disabled, elderly, etc.). The income guidelines vary by community as they are based on the average family income for that particular area. Some programs only accept families, but others accept single persons. Many have programs specifically for the elderly or disabled. Contact your local Housing Authority to see what programs are available to help you. Remember, every case is different. You need to talk to them yourself and not just rely on your friend's or neighbor's experience.

Documents Needed

The documents you need will depend on the type of help you are seeking, but may include: proof of income; mortgage information (if applicable); checking/savings account information; proof of marriage/divorce (if applicable); birth certificates and Social Security cards for everyone in the household. If you do not have a Social Security card, you may be required to show a picture ID and to sign a notarized affidavit of identity.

How to Apply

You should contact your local office for more information on how to apply. In most cases you will need to apply in person, but you should call first and see if you need to make an appointment. The waiting period for help varies from area to area. In some places it is as long as 1 to 5 years, but this is not true in every case. Some agencies that are not currently accepting applications will announce in the local paper or on the local radio station when they will begin accepting them again. Contact the agency where you plan to apply as each Housing Authority has its own rules and guidelines.

Where to Apply

Contact the Housing Authorities nearest you. If you do not see a Housing Authority listed in your area, please call the **Arizona Department of Housing at 602-771-1000**.

Cochise County

Housing Authority of Cochise County

1st Floor
1000 Clawson Ave
Bisbee, AZ 85603
520-432-8880

Douglas Housing Authority

425 E 10th St
Douglas, AZ 85607
520-364-8458

Coconino County

Flagstaff Housing Authority

3481 Fanning Dr
Flagstaff, AZ 86004
928-526-0002

City of Williams Housing Authority

620 W Sheridan
Williams, AZ 86046
928-635-4717

Gila County

Gila County Housing Department
5515 S Apache Ave
Globe, AZ 85501
928-425-7631

Graham County

Housing Authority of Cochise
(serving Safford, Thatcher, and Pima)
100 Clawson Ave
Bisbee, AZ 85603
520-432-8800

Maricopa County

Arizona Behavioral Health Corporation
3829 N. 3rd St
Suite 101
Phoenix, AZ 85012
602-265-4640

Chandler Housing Division
265 E. Buffalo St.
Chandler, AZ 85225
480-782-3200

Glendale Community Partnerships Department
6842 N 61st Ave
Glendale, AZ 85301
623-930-3701

Maricopa County Housing Department
2024 N 7th St
Suite 101
Phoenix, AZ 85006
602-744-4500

City of Mesa Housing Authority
20 E Main St
Ste 250
Mesa, AZ 85201
480-644-3536

Peoria Housing Authority
10950 N 87th Ave
Peoria, AZ 85345
623-486-4375

Phoenix City Housing Department
251 W Washington, 4th Floor
Phoenix, AZ 85003
602-262-6794

Scottsdale Housing Authority
7515 E First St
Scottsdale, AZ 85251
480-312-7717

Tempe City Housing Services Division
21 E 6th St
Suite 214
Tempe, AZ 85281
480-350-8950
480-350-8913 (TDD)

Mohave County

Mohave County Housing Authority
700 W Beale St
Kingman, AZ 86401
928-753-0723

Mohave County Community Development
1355 Ramar Rd
Suite 9
Bullhead, AZ 86442
928-758-0702

Mohave County Community Development
2001 College Dr
Lake Havasu City, AZ 86403
928-453-0710

Navajo County

Winslow Public Housing Department
900 W Henderson Sq
Winslow, AZ 86047
928-289-4617
928-289-4784 (TDD)
(provides public housing and Section 8 rental assistance)

Pima County

South Tucson Housing Authority
1713 S Third Ave
Tucson, AZ 85713
520-623-8481

City of Tucson Community Services Department
310 N Commerce Park Loop
Tucson, AZ 85745
520-791-4171

Pinal County

Eloy Housing Authority
100 W Phoenix Ave
Eloy, AZ 85231
520-466-7162

Pinal County Housing Division
970 N Eleven Mile Corner Rd
Casa Grande, AZ 85294
520-866-7201

Santa Cruz County

City of Nogales Housing Authority
951 N Kitchen St
Nogales, AZ 85628
520-287-4183

Yavapai County

State Public Housing Authority
(serves cities and towns in Yavapai County)
1700 W Washington
#210
Phoenix, AZ 85007
602-771-1000

Yuma County

Yuma City Housing Authority
420 S Madison Ave
Yuma, AZ 85364
928-782-3823

Yuma County Housing Department
8450 W Highway 95
Suite 88
Somerton, AZ 85350
928-627-8828

Indian Housing Authorities

Program Description

Indian Housing Authorities provide low-income rental assistance and Mutual Help (Home Ownership Programs available).

Eligibility Information

First priority is given to local Tribal members, assistance is then offered to members of other Native American tribes. Income can not exceed 50% of the area median income.

How to Apply

Contact the Indian Housing Authority serving you for information on how to apply.

Where to Apply

Contact the Indian Housing Authority in your area.

AHA MACAV Housing Entity
4000 Roosevelt
Mohave Valley, AZ 86440
928-346-1322

Ak Chin Indian Community Housing Authority
48277 W Farrell Rd
Maricopa, AZ 85239
520-568-2321

Cocopah Indian Housing and Development Authority
10488 W Steamboard St
Somerton, AZ 85350
928-627-8863

Colorado River Residential Management Corp.
13370 First Ave
Parker, AZ 85344
928-669-9618

Ft. McDowell Yavapai Nation

P.O. Box 17779
Fountain Hills, AZ 85268
480-837-5121

Gila River Pima-Maricopa Indian Community

P.O. Box 528
Sacaton, AZ 85247
520-562-3904

Havasupai Indian Tribe

P.O. Box 10
Supai, AZ 86345
928-448-2731

Hopi Tribal Housing Authority

Highway 264
Mile Post 392
Polacca, AZ 86042
928-737-2556

Hualapai Housing Authority

P.O. Box 179
Peach Springs, AZ 86434
928-769-2216

Kaibab Paiute Housing Authority

HC 65 Box 122
Fredonia, AZ 86022
928-643-7289

Navajo Housing Authority

P.O. Box 4980
Window Rock, AZ 86515
928-871-2600

Pascua Yaqui Housing Department

4720 W Calles Tetakusim
Tucson, AZ 85747
520-883-5140

Quechan Tribally Designated Housing Entity

(serving Quechan Tribe of the Fort Yuma Reservation)
1860 W. Sapphire Ln.
Winterhaven, CA 92283
760-572-0243

Salt River Community Housing Division

10177 E. Osborn
Scottsdale, AZ 85256
480-850-8980

San Carlos Apache Housing Authority

P.O. Box 740
Peridot, AZ 85542
928-475-2346

San Juan Southern Paiute Tribe

PO Box 2710
Tuba City, AZ 86045
928-640-6979

Tohono O'odham KIKI Association

P.O. Box 790
Sells, AZ 85634
520-383-2202

Tonto Apache Tribe

Tonto Reservation
#30
Payson, AZ 85541
928-474-5000

White Mountain Apache Housing Authority

P.O. Box 1270
Whiteriver, AZ 85941
928-338-4831

Yavapai-Apache Nation Tribal Housing

876 Smiley Ave
Camp Verde, AZ 86322
928-567-4191

Fair Housing Information

Fair Housing Law

It is illegal for you to be discriminated against because of your race, color, national origin, religion, sex, disability (physical or mental), and familial status (if there are children or a pregnant woman in the family) if you are renting, buying or building a home. You cannot be discriminated against when applying for a mortgage, home improvement loan or homeowner's insurance. The law also prohibits discrimination on appraisals, legal services and in services offered by real estate agents. Essentially every type of activity that has to do with renting or buying a home is protected by this law. If you believe you have been discriminated against, contact Housing Advocacy and Legal Aid Services (see page 97). It will cost you NOTHING to ask questions or to file a complaint.

Fair Housing Resources

**Department of Housing & Urban Development
Office of Fair Housing & Equal Opportunity**
1-800-347-3739

HUD Phoenix Field Office
One N. Central Ave, Suite 600
Phoenix, AZ 85004
602-379-7100

HUD Tucson Field Office
33 N. Stone Ave., Suite 700
Tucson, AZ 85701
520-670-5220

Arizona Attorney General's Office
1275 W Washington
Phoenix, AZ 85007
602-542-5263

402 W Congress
Tucson, AZ 85701
520-628-6500

Arizona Fair Housing Center
615 N. 5th Ave.
Phoenix, AZ 85003
602-548-1599
1-800-868-3315 (outside Maricopa County)

Southwest Fair Housing Council
2030 E Broadway Blvd
#101
Tucson, AZ 85719
520-798-1568
(888) 624-4611

Home Rehabilitation and Emergency Home Repairs

Home rehabilitation and repair programs assist homeowners with making necessary repairs to homes to bring them up to local housing standards as well as to improve the comfort and safety of occupants.

Examples of types of work that can be approved for housing rehabilitation include roof replacement, electrical rewiring, painting, major plumbing repairs and replacement of doors and windows. Homes approved for rehabilitation must meet Arizona State Home Rehabilitation Standards upon completion of work.

Emergency home repairs include smaller items such as patching of the roof, addition of a wheelchair ramp, an emergency electrical repair or removal of lead based paint. Generally emergency home repairs are directed towards one or more hazardous conditions which threaten the health and safety of occupants.

Eligibility Information

Eligibility is based on your income, the number of people in your family, home ownership status and citizenship status.

Programs vary by community based on the source of funding used to rehabilitate or repair your home. Some programs may be for older adults only and some only for families.

Contact the agency closest to you. The agency will determine what programs are available to help you. A list of programs generally available through each agency is provided below.

Documents to Bring

Each housing rehabilitation and home repair program is different so the types of documents you are required to bring to your application interview will vary.

Generally, you will be required to provide proof of homeownership, proof of income, family member verification such as birth certificates and proof of any assets such as checking and savings accounts.

How to Apply

You can contact the Housing Authority (listed on page 74) closest to you or one of the other home rehabilitation or repair agencies near you listed below. In most cases you will need to apply in person after you make an appointment. Because funding for home rehabilitation and repair programs is limited there is normally a waiting list.

Where to Apply

Contact one of the home rehabilitation or repair agencies listed below or contact the Housing Authority closest to you, listed on page 74.

Home Repair and Rehabilitation Agencies

Apache County

Town of Eagar

174 S Main St
Eagar, AZ 85925
928-333-4128, ext 247
Emergency home repair
Owner-occupied housing rehabilitation

Cochise County

City of Douglas

425 Tenth St
Douglas, AZ 85607
520-805-4046
Owner-Occupied Housing Rehabilitation

Cochise County

1415 Melody Ln
Bldg B
Bisbee, AZ 85603
520-432-9742
Emergency home repair

Cochise County Housing Department

Old Bisbee High School
1st Floor
100 Clawson Ave
Bisbee, AZ 85603
520-432-9460
Emergency home repair
Owner-occupied housing rehabilitation

Direct Center for Independence

1023 N Tyndall Ave
Tucson, AZ 85719
520-624-6452
Emergency home repair

Elfrida Citizens Alliance

10374 Hwy 191
Elfrida, AZ 85610
520-642-6967
owner-occupied housing rehabilitation

Coconino County

Coconino County Community Services

2625 N King
Flagstaff, AZ 86001
928-522-7979
Owner-occupied housing rehabilitation

NACOG

119 E Aspen
Flagstaff, AZ 86001
928-213-5211
Emergency home repair

Gila County

Gila County Division Health Services

5515 S Apache St
Globe, AZ 85501
928-425-7631
Owner-occupied housing rehabilitation
Emergency home repair

City of Globe

150 N Pine
Globe, AZ 85501
928-425-7146
Emergency home repair

Town of Payson

303 N Beeline Hwy
Payson, AZ 85541
928-474-5242
Owner-occupied housing rehabilitation
Emergency home repair

Maricopa County

Foundation for Senior Living

1201 E Thomas Rd
Phoenix, AZ 85014
480-784-1900
Owner-occupied housing rehabilitation
Emergency home repair

City of Surprise

15832 N Hollyhock St
Surprise, AZ 85374
623-583-0653
Emergency home repair

City of Phoenix

200 W Washington
4th Fl
Phoenix, AZ 85003
602-495-5338
Owner-occupied housing rehabilitation

City of Tolleson

9555 W Van Buren
Tolleson, AZ 85353
623-936-7111
Owner-occupied housing rehabilitation

City of Scottsdale

7515 E 1st St
Scottsdale, AZ 85251
480-312-2309
Owner-occupied housing rehabilitation

Mohave County

Mohave County
700 W Beale St
Kingman, AZ 86401
928-763-0723
Owner-occupied housing rehabilitation
Emergency home repair

Bullhead City

1255 Marina Blvd
Bullhead City, AZ 86429
928-763-9400
Owner-occupied housing rehabilitation
Emergency home repair

City of Kingman

201 N 4th St
Kingman, AZ 85401
800-782-1886
Owner-occupied housing rehabilitation

Lake Havasu City

2330 N McCullough Blvd
Lake Havasu City, AZ 86403
928-453-4148
Owner-occupied housing rehabilitation
Emergency home repair

Navajo County

NACOG

119 E Aspen
Flagstaff, AZ 86001
928-213-5211
Emergency home repair

Pinetop-Lakeside

1360 N Niels Hansen Ln
Pinetop, AZ 85935
928-368-8883
Owner-occupied housing rehabilitation

Pima County

Community Home Repair Project of Arizona

6046 E 30th St
Tucson, AZ 85711
520-745-2055
Emergency home repair

Direct Center for Independence

1023 N Tyndall Ave
Tucson, AZ 85719
520-624-6452
Emergency home repair

Old Pueblo Community Foundation

4501 E 5th St
Tucson, AZ 85711
520-546-0122
Owner-occupied housing rehabilitation

TMM

3127 E Adams St
Tucson, AZ 85276
520-322-9557
Owner-occupied housing rehabilitation

Pinal County

Pinal County

31 N Pinal St
Florence, AZ 85232
520-866-6409
Owner-occupied housing rehabilitation

Apache Junction

1001 N Idaho Road
Apache Junction, AZ 85219
480-671-5127
Owner-occupied housing rehabilitation
Emergency home repair

Community Action Human Resources Agency (CAHRA)

311 N Main St
Eloy, AZ 85231
520-466-1112
Emergency home repair

City of Casa Grande

510 E Florence Blvd
Casa Grande, AZ 85222
520-421-8600
Owner-occupied housing rehabilitation

City of Coolidge

141 N Main St
Coolidge, AZ 85228
520-723-6014
Owner-occupied housing rehabilitation
Emergency home repair

Town of Kearny

312 C Tilbury Rd
Kearny, AZ 85237
520-363-5547
Owner-occupied housing rehabilitation

Yavapai County

Town of Chino Valley

1020 W Palomino Rd
928-636-2646
Chino Valley, AZ 86323
Owner-occupied housing rehabilitation

Yuma County

Campesinos Sin Fronteras

725 E Main St
Suite 11
Somerton, AZ 85350
928-627-6677
Emergency home repair

City of Somerton

110 N State Ave
Somerton, AZ 85350
928-627-8866
Owner-occupied housing rehabilitation

S.M.I.L.E.

1929 S Arizona Ave
Yuma, AZ 85364
928-329-6681
Emergency home repair

Western Arizona Council of Governments (WACOG)

224 S 3rd Ave
Yuma, AZ 85364
928-782-1886
Owner-occupied housing rehabilitation
Emergency home repair

City of Yuma

One City Plaza
Yuma, AZ 85364
928-373-5000
Emergency Home Repair

Weatherization Assistance Program (WAP)

Program Description

The U.S. Department of Energy's Weatherization Assistance Program (WAP) reduces heating and cooling costs for low-income families by improving the energy efficiency of their homes while ensuring their health and safety. Using the most advanced technologies and testing protocols available in the housing industry an individual plan is developed for each applicant's home. Typical measures include installing insulation in walls, floors and attics; reducing air infiltration and pressure imbalances; sealing and repairing ducts; tuning and repairing heating and cooling units.

For low-income tenants of rental units, weatherization efforts must be arranged through the landlord by the Community Action Program. Often, the landlord is expected to contribute to the cost of the weatherization measures.

Once the application for WAP benefits is completed, it can take several months to approve funding for services. If the situation is an emergency, individuals should apply for the Utility Repair, Replacement, Deposit (URRD) program (see page 79).

Eligibility Information

To qualify for this program, the applicant must have an income that falls within the program rules. Please contact the agency nearest you for specific eligibility information. Priority for service is determined at the local agency level.

Documents to Bring

Applicant must show proof of home ownership or rental agreement. Applicants must also provide proof of income for the last 90 days, including copies of pay stubs, award letters, or Social Security checks. Verification of legal U.S. resident status is required. Additional documents may be required - call your local Community Action Program before your visit for a complete list of what you should bring.

Where to Apply

To apply for assistance, please contact one of the Agencies listed below.

Apache, Navajo, Coconino and Yavapai Counties

Northern Arizona Council of Governments (NACOG) 928-774-1895

Gila County

Gila County Community Services Department 928-425-7631, ext 8693

Graham, Greenlee, Cochise, Santa Cruz Counties

Southeastern Arizona Community Action Program (SEACAP) 928-428-4653
1-800-293-1144

Maricopa County

City of Phoenix 602-495-0700
A New Leaf Mesa 480-833-9200
Maricopa County
(not including Phoenix or Mesa) 602-506-5911

Pima County

Pima County Tucson Urban League 520-243-6777
(Tucson and South Tucson only) 520-791-9522

Pinal County

Community Action Human Resources Agency (CAHRA) 520-466-1112
1-888-472-2472

Yuma, La Paz, Mohave Counties

Western Arizona Council of Governments (WACOG) 1-800-782-1886

Utility Repair, Replacement, and Deposit (URRD)

Program Description

URRD provides assistance to eligible individuals in crisis situations with deposits for utility services and to make needed repairs and/or replacements to existing utility related appliances or utility related water and sewer systems.

The client must provide a written statement that repairs and replacements have been completed before payment is made to the vendor.

Assistance is limited to once in a 12-month period and may not exceed \$2,000 per fiscal year (July-June).

Eligibility Information

An eligible individual must be a resident of Arizona; U.S. Citizen or qualified legal resident. Applicants must meet one of the following crisis reasons: loss or reduction of income; an unexpected and unplanned expense that caused lack of resources; or a condition that endangers the health and safety of the household. Household income must meet program income guidelines. The applicant must be the owner of the appliance or system to be repaired and/or replaced.

Documents to Bring

Applicants must provide documentation to verify identity and citizenship; proof of income for the last 30 days, including copies of pay stubs, award letters or other documentation, social security numbers for all household members and proof of ownership of the appliance or home. For deposits, copies of the applicant's gas, electric and/or water bill must be provided.

Where to Apply

To apply for assistance, please call or visit your local Community Action Program (see page 4).

Habitat for Humanity

Habitat for Humanity International is a nonprofit, ecumenical Christian housing ministry.

HFH invites people of all backgrounds, races and religions to build houses together in partnership with families in need. Habitat has built more than 225,000 houses around the world, providing more than 1 million people in more than 3,000 communities with safe, decent, affordable shelter. HFHI was founded in 1976 by Millard Fuller along with his wife, Linda.

Through volunteer labor and donations of money and materials, Habitat builds and rehabilitates simple, decent houses with the help of the homeowner (partner) families. Habitat houses are sold to partner families at no profit and financed with affordable loans. The homeowners' monthly mortgage payments are used to build still more Habitat houses.

Habitat is not a giveaway program. In addition to a down payment and the monthly mortgage payments, homeowners invest hundreds of hours of their own labor — sweat equity — into building their Habitat house and the houses of others.

Throughout the world, the cost of houses varies from as little as \$800 in some developing countries to an average of nearly \$60,000 in the United States.

Habitat houses are affordable for low-income families because there is no profit included in the sale price. Mortgage length varies from seven to 30 years.

Eligibility Information

Families in need of decent shelter apply to local Habitat affiliates. The affiliate's family selection committee chooses homeowners based on their level of need, their willingness to become partners in the program and their ability to repay the loan. Every affiliate follows a nondiscriminatory policy of family selection. Neither race nor religion is a factor in choosing the families who receive Habitat houses.

How to Apply

If your family, or a family you know, is in need of decent, affordable housing, contact the Habitat affiliate nearest you, listed below. Your local affiliate can give you information on the availability, size, costs and sweat-equity requirements for Habitat houses in your area, as well as information on the application process.

For more information on Habitat for Humanity at the International level, please contact:

Habitat Help Line **1-800-422-4828, ext 2551 or 2552**
www.habitat.org

To donate or volunteer with Habitat for Humanity, please contact the office nearest you.

Where to Apply

Cochise County

Sierra Vista HFH
301 N. Gdn Ave.
Sierra Vista, AZ 85635
520-378-6966

Coconino County

Flagstaff HFH
P.O. Box 3783
Flagstaff, AZ 86003
928-779-1314

Williams Area HFH
P.O. Box 814
Williams, AZ 86046
928-635-0902

Gila County

Globe-Miami HFH
P.O. Box 328
Claypool, AZ 85532-0328
928-425-8429

Payson Area HFH, Inc.
P.O. Box 1131
Payson, AZ 85547
928-474-0330

Maricopa County

Central Arizona, Inc., HFH
115 E. Watkins
Phoenix, AZ 85004
623-583-2417

Desert Foothills HFH
42205 N. Vision Way
Anthem, AZ 85086
623-551-6000

Wickenburg Area HFH
P.O. Box 21117
Wickenburg, AZ 85358
928-684-2220

Mohave County

Bullhead Regional HFH
P.O. Box 21418
Bullhead City, AZ 86439
928-763-4775

Pima County

Tucson HFH
621 W Lester St
Tucson, AZ 85705
520-326-1217

Yavapai County

Verde Valley HFH
P.O. Box 2515
Cottonwood, AZ 86326
928-649-6788

Prescott Area HFH
1230 Willow Creek Rd
Prescott, AZ 86301
928-445-8033

Yuma County

Yuma HFH
2404 E. 24th St
Ste D
Yuma, AZ 85365
928-783-3993

Transportation Services



In This Section You Will Find Information on:

- **Transportation Services In Arizona By County**

CAP offices can sometimes provide transportation vouchers. See page 4 to locate the Community Action Program office in your area.

Most Senior Centers in Arizona provide limited transportation for older adults for shopping, medical appointments and socialization. Contact the Senior Center nearest you for more information (see page 6).

Many homeless (see page 68) and domestic violence (see page 25) shelters provide transportation services or bus passes for shelter guests. Contact the shelter for more information.



Arizona Community Action Association

Advocating, Educating and Partnering to Prevent and Alleviate Poverty

Transportation Services

Program Information:

There are a variety of transportation services available throughout the state. Some services are provided for specific populations, such as persons with disabilities or seniors, while others are available to the general public. Please contact the service provider in your area for details, and be aware that many providers require advanced notice to arrange transportation. It is best to call the provider several days in advance, when possible, to see what their policy is.

Apache County

- Navajo Transit 928-729-4108

Cochise County

Sierra Vista

- Taxi Service Available see phone book
- Bus Service 520-417-4888

Coconino County

Flagstaff

- Taxi Service Available see phone book
- NAIPTA-Mountain Line Transit 928-779-6624
- Transportation for Seniors & Persons with Special Needs 928-679-8900

Page

- Taxi Service Available see phone book

Gila County

Globe/Miami

- Dial-A-Ride/ Cobre Valley Transit 928-473-8222
- Globe Taxi Company 928-402-8294

Payson

- Rim County Taxi Mobile Service 602-978-1044
- Safe Ride Services 800-797-7433

Graham County

- Van Transportation 928-428-2872

La Paz County

Parker

- La Paz County Transit Service 928-669-6155
Must make appointment 24 hours in advance.

Quartzsite

- Transit Service 928-927-4333
Must make appointment 48 hours in advance.

Maricopa County

• Dial-A-Ride

- East Valley Cities 480-633-0101
- El Mirage 623-876-4223
- Glendale 623-930-3500
- Peoria 623-773-7435
- Phoenix 602-253-4000
- Surprise 623-222-1622
- Sun City Area 623-977-8363

• Avondale Taxi Program

623-222-4133

• Phoenix Reserve-A-Ride

602-262-4501

• Scottsdale CAB Connection

480-312-8747

• Senior Cab (Phoenix)

602-801-1163

• Glendale Taxi Subsidy Program

480-222-4133

• East Valley Ride Choice/Coupons for Cabs 480-962-7433

Providing transportation assistance to persons age 65 and older or persons with disabilities only. For more information about EVRC, please visit their website at www.evseniorservices.org.

• Duet: Partners in Health & Aging

602-274-5022

(Phoenix, Scottsdale, Fountain Hills, Paradise Valley, Glendale, Peoria, Litchfield Park)

• Regional Ridesharing

602-262-7433

RPTA

Computerized carpool and vanpool matching service for individuals and training and plan assistance on trip reduction programs. Promotional materials and vanpool vehicles provided for commuter trips.

• Valley Metro Bus Service

602-253-5000

Bus routes, schedules, and fare information available online at www.valleymetro.org. Call for information about discounted bus rates available to certain populations.

• Valley Metro ADA Eligibility Office

602-495-5777

• Volunteer Services for older adults and persons with a disability:

- About Care (Chandler, Gilbert) 480-802-2331
- East Valley Adult Resources 480-966-9704
- Benevilla (Sun Cities Area) 623-584-4999
- Neighbors Who Care (Sun Lakes) 480-895-7133
- Y-OPUS (Ahwatukke seniors) 602-212-6088
- Foothills Caring Corps 480-488-5022
(Carefree, Cave Creek, Phoenix north of Jomax Rd & east of I-17)

Bus Ticket Assistance may be available at:

- Salvation Army 602-267-4122
- Interfaith Cooperative Ministries 602-254-7450
- St. Vincent De Paul Transient Aid 602-261-6852

CAP Bus Tickets Assistance:

- Phoenix Human Services 602-262-6666
- Travis Williams 602-534-4732
- John F Long Family Services 602-262-6510
- Sunnyslope 602-495-5229

Bus tickets may be available for transportation to jobs and medical appointments.

Bus Ticket Help for Older Adults may available at some Senior Centers. See Aging Services on page 6 to find the Senior Center in your area.

Mohave County

Bullhead City

- Taxi Service Available see phone book
- Transit (BATS) 1-866-999-2287

Kingman

- KART Transportation Service 928-718-1470
- Taxi Service Available see phone book

Lake Havasu

- Taxi Service Available see phone book
- Transit System 928-453-7600

Navajo County

Holbrook

- Taxi Service Available see phone book

Show Low

- Taxi Service Available see phone book

Pima County

Ajo

- Ajo Transportation 520-387-6559
1-800-242-9483

Tucson

- San Tan 520-791-5071

Countywide

- Sun Tran Transit: 520-792-9222
- Van Tran 520-791-5409
Serving persons with special needs.

Pinal County

- **On-the-Go-Express** 800-208-6897 x 7685
Transportation for adults who are elderly and/or have a disability in Eastern Pinal County for medical appointments only in Phoenix and Mesa. M-F, dialysis appointments scheduled 3 days a week. Make appointment at least 1 week in advance between 9:00 a.m. and 1:30 p.m. AHCCCS participants are not eligible.

- **Pinal-Gila Council for Senior Services** 520-836-2758
Toll-free: 1-800-293-9393
Coordinates human transit activities in Pinal and Gila Counties

- **Dorothy Powell Senior Adult Program** 520-421-8760
Provides Coupons for Cabs, Rider Assistance Program (RAP) and operated a mini-bus

Apache Junction

- Taxi Service Available see phone book
- Apache Junction Senior Center 480-474-5260
Bus Service
- East Valley Rider's Choice Program 480-962-7433
Serving the Apache Junction area, this program provides transportation to persons age 65 and older or persons with disabilities only. For more information about EVRC, please visit their website at www.evadultresources.org.

Coolidge

- Cotton Express/Dial-A-Ride 520-723-7195
www.coolidgeaz.com
www.cottonexpress@coolidgeaz.com

City of Maricopa

- MaricopaXPRESS 520-316-6948
Regional connection service between Phoenix and Tempe for \$3.00 each way, M-F Local circular within Maricopa city limits available beginning 10/1/10. Provides deviated-fixed route with \$1.00 fare each way.

Santa Cruz County

Nogales

- Taxi Service Available see phone book
- Bus Service 520-287-5628

Yavapai County

Prescott

- Taxi Service Available see phone book
- Transit City Bus 928-778-7978

Sedona

- Taxi Service Available see phone book
- Verde Valley Care Givers 928-204-1238

Camp Verde

- Taxi Service Available see phone book
- Verde Valley Care Givers 928-204-1238

Cottonwood

- Taxi Service Available see phone book
- Cottonwood Area Transit Service (CATS) 928-634-2287

Yuma County

Yuma

- Taxi Service Available see phone book
- Dial-a-Ride 928-539-7076
- Foothills Helping Hands 928-305-9974

Transportation Services For Native Americans

Salt River Pima-Maricopa Indian Community

- Salt River Transit 480-850-8596

Hopi Reservation

- Hopi Senom Transit Program 928-734-3245

Transportation Services For Persons with Special Needs

Certified Orientation and Mobility Training is available for persons who are either blind or visually impaired. Please contact the providers listed below for information.

- AZ Center for the Blind and Visually Impaired 602-273-7411

Utility And Short Term Crisis Assistance



In This Section You Will Find Information About:

- **Utility Assistance Information**
- **Home Energy Assistance Fund**
- **Short Term Crisis Services (STCS)**
- **Low-Income Home Energy Assistance Program (LIHEAP)**
- **Arizona Rural Electric Cooperatives**
- **Telephone Assistance and Discount Programs**
- **Energy Providers and Their Assistance Programs**
 - **Arizona Public Service (APS)**
 - **SRP (Salt River Project)**
 - **Southwest Gas**
 - **Tucson Electric Power (TEP)**
 - **Unisource Energy Services - Electric & Gas**
- **Additional Utility Assistance Programs**
 - **SHARE**
 - **Energy Share**
 - **H.E.E.R.O.**



COMMUNITY PARTNERSHIP

SRP values our long-standing community partnership with Arizona Community Action Association and is proud to be a sponsor of this resource

Utility Assistance Information

Part One: If You're Unable to Pay Your Bill

If You Cannot Make Your Payment

There are things you can do to avoid having your electricity, natural gas, or telephone service shut off. The most important step is to **CALL your utility company as soon as possible** to let them know your situation. The longer you wait, the less time there is to address your payment problem before a shut off occurs. It is easier for utility companies to work with you when you have communicated with them about your financial difficulties and are making a real effort to pay your bill. Utility companies want to avoid shut-offs, not only because they cost the companies time and money, but also because of the effects a loss of service has on the lives of individuals and families.

If you are disconnected for non-payment, you may be charged a fee to reconnect your utility service, and you may be required to put down a larger deposit before the utility company will reconnect your service again. Should you be disconnected for non-payment and do not reconnect, any deposit monies you have paid may be applied to your outstanding balance.

How to Get Help

For customers who are having financial difficulties, most utility companies provide helpful services such as payment plans, credit counselors, or customer advocates for billing problems. Utility companies also work with social service and government agencies that provide programs to help low-income people with utility bills (see programs listed).

- **Crisis bill assistance may be available.** Call your Community Action Program for information. There are more than 30 **Community Action Programs (CAPs)** and sites in Arizona which provide utility assistance to low-income individuals through a variety of programs. If you are in a crisis situation and cannot find a way to pay your utility bills, contact your local Community Action Program (see page 4) to see if you are eligible for assistance. Most programs require that you meet certain criteria, including an income limit. Please keep in mind that money for these programs is limited each month.

Energy education programs can teach you how to save money on your gas or electric bill; the more you know about how to use energy wisely, the more you can save. Check with your local Community Action Program for referrals to energy education workshops.

If your bill is higher than usual for a given month, you may have an appliance (such as an air conditioner or refrigerator) that is not working properly and is using too much energy. There is also a very small possibility that you may have been accidentally over-billed. In either case, check with your utility company if you have questions about your bill.

Part Two: Take Control & Lower Your Bill

If you are or anticipate having trouble paying your electric, or gas bill or if you just want to keep more of your money for your family, your utility company or Community Action Program can provide you with more information about ways to save money by using less energy. You can also visit the U.S. Department of Energy website, <http://www1.eere.energy.gov/consumer/tips/> or www1.eere.energy.gov/consumer/tips/ for Energy Savers: Tips on Saving Energy and Money at Home.

The following are some actions and programs to consider:

- **Use energy wisely.** Set your air conditioner or heater thermostat a few degrees higher (summer) or lower (winter). Every degree change you make equals a 2% to 4% change in your bill. That means that if you change your air conditioning setting from 76 degrees to 80 degrees you may save \$8 to \$16 on a \$100 bill per month.

- **Use less.** Turn off lights when not needed. Unplug the second refrigerator. Keep your refrigerator or freezer full by using plastic jugs of water. Use an evaporative cooler instead of the air conditioner. Some families have saved \$5 to \$40 per month because they worked hard to conserve energy. However, if you don't use very much energy now, you may not save very much.

- **Sign up for a rate discount program.** Most electric and gas utilities have a discount program that can save you up to \$14.00 a month. Over a year, it can add up to much as \$178!

- **Apply for home weatherization.** Weatherization measures, such as insulation, caulking, window and duct repairs, and many others can help reduce your energy use by making your home more energy efficient. You can make some of these changes to your home yourself, such as weatherstripping and planting trees to provide shade to your home.

- **Attend an energy education class.** Call your utility or Community Action Program for more information.

- **Sign up for equalizer payments.** While you will still pay the same amount over a year, equalized payments can make it easier for you to manage the very high monthly bills, since every month the bill will be the same and you can plan for your payment. This also means that, in those months when your bill is very low, it will be a little higher. Check with your utility company for more information.

- **Explore Time of Use rates.** Your family might be a good candidate for lower electric rates if you are gone during the day and don't mind running the air conditioner and doing laundry during evening hours or on weekends. Check with your electric utility.

- **Medical provisions:** Most utility companies maintain a list of customers with life-threatening medical conditions requiring the use of lifesaving electrical equipment. Special provisions may be made for these people, such as advance notification of power outages. To be included on this list, the customer must provide the utility company with documentation of their condition by a licensed physician. Many utilities have rate discounts for qualified medically dependent customers. Check with your electric or gas company.

Home Energy Assistance Fund

Arizona Community Action Association has established a state-wide energy assistance program designed to assist qualified families with short-term crisis services which will allow payment troubled customers to maintain or restore vital utility services.

Grant application intake and utility service counseling is conducted by community-based organizations throughout Arizona.

Individuals seeking assistance should first visit their utilities website or contact their utility customer services department who will then make referrals to agencies in your area.

If you are referred to your local Community Action Program (CAP) Office, please see the list beginning on page 4 for

contact information. Applicants are required to provide proper identification, household income, recent utility bills and/or notices and other documentation. Further details regarding documents and intake processes will be provided when appointments are scheduled.

Short Term Crisis Services (STCS)

Program Description

The Short Term Crisis Services (STCS) program is a state-funded program that provides temporary assistance to low-income persons who have an emergency need that cannot be met immediately by their own income, and resources to help stabilize an immediate financial crisis. STCS may include emergency assistance with:

- Rent or mortgage payments to avoid eviction or foreclosure and prevent homelessness
- Emergency shelter to eligible persons
- Utility payments and utility deposit assistance
- Special needs that will help an individual secure or maintain employment
- Rental deposits (in certain geographic areas only) or 1st months rent.

Short Term Crisis Services are provided by Community Based Organizations (CBOs) including Community Action Agencies and Programs (CAPs) and by homeless and domestic violence shelters. Funds for STCS are limited and the eligibility requirements are very specific. It is possible that a person may apply and qualify but not receive assistance because all funds have been depleted. Funds for these services are provided through a number of resources including Federal, State and local government entities. Monies may also be provided by local charitable (i.e. United Way) and faith-based (i.e. St. Vincent de Paul) organizations.

Eligibility Information

To qualify for STCS, the applicant must meet the following eligibility requirements:

- Be a U.S. Citizen or qualified legal resident
- Be a resident of Arizona at the time of application
- Have a child under the age of 18 that meets US Citizenship or qualified legal resident criteria
- Have a total gross household income not exceeding 125% of the Federal Poverty Guidelines. Income can be slightly higher for households composition including an elderly or disabled individual.
- Applicant must meet one of the crisis reasons, defined as:
 1. A separation of the family that resulted from domestic violence when the applicant cannot return home to access the partner's or shared resources
 2. Loss of income
 3. Unforeseen circumstances that increased expenditures making it difficult to meet the following month's budgeted expenditures.
 4. Have a condition that endangers the health and safety of the household. Household income must still meet the program income guidelines.

Applicant must be able to explain and provide proof of what caused the emergency need for assistance. Assistance is limited to once in a 12 month period per fiscal year (July through June).

How to Apply

Individuals must apply at a local CAP office, homeless shelter or domestic violence shelter. The agency will be responsible for taking an application, interviewing the applicant and determining eligibility. During the interview, the applicant will be asked to provide documents that verify the information entered on the application. Emergency payments for eligible applicants will be made directly to the vendor on the applicant's behalf. No person applying for program services will receive direct cash assistance.

Documents Needed

Applicants must bring documents that show total gross income received within a specified period of time per each agency's guidelines. Applicants are also asked to provide documents that show what the household's need is (i.e. lease agreements, eviction notices, and/or utility bills), and be able to explain and provide proof of what happened that caused the need for assistance. Documents such as identification cards, Social Security numbers, birth certificates and residency information are also necessary to determine eligibility. Each agency may require additional documentation.

Where to Apply

You may apply at the CAP office nearest you or call them for more information. See page 4 for office locations and phone numbers.

Low-Income Home Energy Assistance Program (LIHEAP)

Program Description

LIHEAP is a combined heating and cooling assistance program designed to help qualified low-income individuals pay their utility bills. This Federal program is operated by CAPs and a small number of community-based organizations.

LIHEAP benefits can be used to pay for the current month's electric or gas bill, a past due bill, a utility deposit, late fees, or reconnect fees. **Remember to contact your utility company as soon as possible when you realize you might have trouble paying your bill.**

In some cases, assistance may be provided for water and sewer systems that are directly related to cooling systems in the summer months. Supplemental LIHEAP benefits may be available in crisis situations to provide additional assistance. Assistance is limited to once per 12-month period. The amount of assistance is dependent on factors such as: household size, gross monthly income and energy burden.

Note to rental tenants: If utility costs are included as part of your rent payment, the portion of your rent attributed to utility cost can be paid with LIHEAP benefits.

Eligibility Information

To qualify for this program, the applicant must have an income that falls within the program guidelines. Priority for service is determined at the local agency level. Higher priority is given to:

- Households with a higher energy burden relative to their income
- Households with children under age 6 or a frail elderly and/or disabled individual
- Households with a greater number of members and a very low income

Documents to Bring

Copies of the applicant's gas and/or electric bill, proof of income for the last 30 days, including copies of pay stubs, award letters, and Social Security numbers for all household members.

Where to Apply

Call or visit your local CAP office (See page 4) for more information on how to qualify and apply for LIHEAP.

Arizona Rural Electric Cooperatives

Availability of assistance programs varies among cooperatives. Call the consumer affairs office of your local cooperative for more information.

Mohave Electric Cooperative

Serving Mohave County
928-763-4115

Trico Electric Cooperative

Serving areas around Tucson
520-744-2944

Duncan Cooperative

Serving Southern Greenlee County
928-359-2503

Graham County Electric Cooperative

Serving Graham County
928-485-2451

Sulpher Springs Valley Electric Cooperative

Serving Cochise, Graham, Pima, and Santa Cruz Counties
520-384-2221

Navapache Cooperative

Serving Navajo and Apache counties
928-368-5118

Telephone Assistance Program (TAP)

Program Description

This program provides basic monthly telephone service and installation fees for low-income customers of Qwest telephone company who have a medical need for telephone service.

Eligibility Information

To be eligible for this program, applicant's income must fall within the program rules AND applicant must demonstrate a medical need for telephone service. This program is only available to Qwest customers. There are a limited number of openings in the program.

Documents Needed

The applicant must provide documentation of medical need signed by a doctor. You can find these medical need forms (make sure you are using the DES form) at your local CAP or DES office. Applicants must also provide proof of income for the last 30 days, including copies of pay stubs, award letters, or Social Security checks.

Where to Apply

To apply for TAP assistance, call or visit your local CAP office (see page 4).

Senior Telephone Discount Program (STDP)

Program Description

This program provides a 17% discount on monthly telephone bills to low-income persons age 65 or older. The discount is applied to local telephone rates as well as to inside wire maintenance and installation charges. This state legislated program is available through all telephone companies.

Eligibility Information

To be eligible for this program, applicants must meet income criteria, be 65 years of age or older, and be the head of the household.

Where to Apply

Applications can be obtained at public libraries and CAP offices (see page 4). Eligibility will be determined by the Department of Economic Security, Community Partnerships and Innovative Practices.

Lifeline Telephone Discount Program, and the Link-Up Program

Program Description

Lifeline provides eligible subscribers with a credit of \$8.10 each month on the basic service portion of their telephone bill. The credit applies on the main home telephone line listed in the name of the eligible telephone company subscriber. Lifeline Assistance subscribers also may receive blocking of long distance calling on their telephone line at no charge.

Link-Up provides eligible subscribers with reduced connection charges or \$30.00, whichever is less. Link-Up also provides for deferred payment of connection charges without interest. It does not cover the cost of wiring inside the home and is available only one per home address per subscriber. This program is available to Qwest customers only.

Eligibility Information

Telephone service must be in the applicant's name. The applicant must currently participate in at least one of the following public assistance programs to be eligible:

1. Nutrition Assistance Program (Formerly the Food Stamp Program)
2. Federal Public Housing Assistance
3. Supplemental Security Income (SSI)
4. AHCCCS (Medicaid)
5. Low-Income Home Energy Assistance Program (LIHEAP)
6. Temporary Assistance to Needy Families (TANF)
7. State Children's Health Insurance Plan (KidsCare)
8. National School Lunch Program

Where to Apply

To apply for either Lifeline or Link-Up, visit or contact your local CAP Office (see page 4).

Arizona Public Service (APS) Programs

Energy Support Program (E-3) and Medical Care Equipment (E-4) Programs

Program Description

If you are a limited income customer, you may be eligible to receive a discount on your electric bill through the APS Energy Support Program (E-3) or the Medical Care Equipment Program (E-4).

The E-3 and E-4 programs offer a discount of up to 40 percent off the cost of electricity for customers who meet certain income guidelines listed in the brochure application.

The Medical Care Equipment Program (E-4) is designed to provide additional relief on energy costs for customers that operate life-sustaining medical equipment

The discount varies depending on how much electricity is used each month; the less you use the higher the discount

E-3 Monthly Energy Use Discount: E-4 Monthly Energy Use Discount:

0-400	kwh	40%	0-800	kwh	40%
401-800	kwh	26%	801-1400	kwh	26%
801-1200	kwh	14%	1401-2000	kwh	14%
Over 1200	kwh	\$13.00	Over 2000	kwh	\$26.00

Eligibility Information

You may qualify for the discount if you have an APS account in your name and your household income is 150% of the Federal poverty guidelines. If the account is not in the name of the applicant, contact your local APS office for assistance. Medical Care Equipment Program (E-4) applicants can also be eligible for our Medical Care Program and complete our online application. Questions may be answered by contacting a Medical Care Program Representative by e-mail at medcareprog@aps.com or by phone at 602-371-6884 or outside Phoenix at 1-800-253-9408.

How to Apply

Fill out an application and send it to APS; it is already stamped and addressed. Applications can be found at all APS business offices, CAP offices, senior centers and food banks or online at www.aps.com. Once an application is received, it takes approximately 30-45 days to process.

Where to Apply

For more information on applying for this discount, obtaining an application or determining eligibility, call APS. Telephone assistance is available 24 hours a day, 7 days a week.

In Phoenix 602-371-7171
Outside of Phoenix (toll free) 1-800-582-5706

Please refer to your telephone book for a listing of local APS offices.

The APS Spanish Line is available to provide service and customer information in Spanish by calling:

In Phoenix 602-371-6861
Outside Phoenix (toll free) 1-800-252-9410

Energy Wise Low-Income Weatherization Program

Program Description

The Energy Wise Low-Income Weatherization Program is designed to help APS customers whose household income does not exceed 200% of the Federal poverty guidelines. It is designed to achieve affordable electric bills through home weatherization and repair. Examples of measures that might be done to improve energy efficiency are: air conditioning and cooler tune up, duct repair, attic insulation, window treatments, and in-home education on how to conserve energy and lower electric bills. Qualified participants may receive up to \$6,000 in home weatherization and repairs. Bill assistance is also available to help pay past due electric bills.

Eligibility Information

The applicant must be an APS residential customer, have the account in their name and have a low household income that meets program eligibility rules. If an account is not in the name of the applicant, contact your local APS office for assistance.

Where to Apply

To apply, contact your local CAP office (see page 4).

Medical Care Program

Program Description

The Medical Care Program is an outage preparation and notification program for customers with a medical condition requiring the use of electric medical equipment or a terminal illness of any kind.

The intent is to provide appropriate information to assist the customer in making back up plans.

The program gives advanced notification in the event of a planned outage. During an unplanned outage, the coding placed on the account is used to prioritize the order. Priority is based on the type of outages APS is currently working and the type of outage the customer is experiencing. These customers DO NOT need to have a limited income.

How to Apply

Fill out an application and send it to APS; it is already stamped and addressed. Applications can be found at all APS business offices, or online at www.aps.com. You can also contact the Medical Program at 602-371-6884.

Equalizer™

Equalizer can help you manage your budget by evening out the seasonal highs and lows of your monthly electric bill.

To sign up for Equalizer or talk to a **Customer Associate**, call APS at 602-371-7171 in the Phoenix area, or at 1-800-253-9405.

Safety Net

If you or someone you know is elderly, sick, is a shut in or away from home often, it's possible to overlook a utility bill or Shut Off Notice. To protect your health and safety by preventing any unnecessary disruption in your electric service, APS offers the voluntary Safety Net program.

You can designate a friend, relative or community agency to remind you to pay your APS bill. APS will send that person or agency a copy of any late notice you receive, as well as a copy of any notice that your service may be stopped due to unpaid

bills. The duplicate notices give the third party an opportunity to bring any late bills to your attention and offer you advice or aid. They will not be able to discuss your account or be held financially responsible.

Applications can be found at all APS business offices, or online at www.aps.com. You can also contact the Customer Care Center at 602-371-7171 or outside the Phoenix area at 1-800-253-9405.

SRP Programs

Economy Price Plan (EPP)

Program Description

The Economy Price Plan (EPP) program offers \$17.00 credit on your SRP bill each month to eligible customers. SRP M-Power customers receive a \$17.00 credit on the first day of each month.

Eligibility Information

Residential customers are eligible for this discount if they have an SRP account in their name, live at the residence where the discount will be received, and meet the low-income guidelines for this program. SRP notifies EPP participants when it is time to reapply each year.

How to Apply

Fill out an application and send it to SRP in the self-addressed, postage paid envelope provided with the application. Once the application is received, it can take up to 60 days to process.

Where to Apply

- **By phone at 602-236-8888**
- **In person at our SRP's Customer Business Office**
- **On-line at www.srpnet.com/prices/economy.aspx**
- **You can also apply at your local CAP office (see page 4)**

Customer Resource Counselors

Customer Resource Counselors work with customers who are having a financial crisis. The counselors explore programs that best fit the customer's needs, work with customers to create payment plans and refer to agencies for possible energy assistance, emergency food, clothing, and rent or mortgage assistance. Customers can call **602-236-8888** to discuss their unique situation.

Ombudsman Service

SRP's Consumer Ombudsman Office offers a variety of dispute resolution services, free of charge, to customers with unresolved power or water issues.

SRP Consumer Ombudsman

PAB 240
P.O. Box 52025
Phoenix, AZ 85072-2025
602-236-2196
ombuds@srpnet.com

SRP M-Power® Program

SRP M-Power is a pre-pay electric program that is easy to use. You can purchase electricity when you need it, on your own schedule, and only in amounts you want. It is similar to a prepaid cell phone. SRP will install a special meter and provide a user display terminal (UDT) and a smart card to purchase power. The UDT lets you know how much you are spending on electricity, and the amount of credit remaining. This information

helps you control energy usage and helps to make cost saving choices.

You can buy electricity with the Smart Card at one of many SRP PayCenters located around the valley; many are open 24 hours a day. The UDT reminds you when you are running low and need to buy more electricity before it runs out and your electricity goes off. There are no late payment fees or reconnect fees with SRP M-Power. You are in total control with M-Power.

To find out more, or to sign up for SRP M-Power, contact SRP at **602-236-8855**.

Low Income Weatherization Assistance Program

Program Description

The Low Income Weatherization Assistance Program provides FREE home energy audits, energy saving tips, and energy improvements that help achieve affordable electric bills to SRP customers. Examples of improvements may include: air conditioner or cooler tune-up, window repairs, duct repairs, attic insulation, and other possible improvements based on your residence.

Eligibility Information

The applicant must be a SRP customer, have an account in their name, be a homeowner, and a house income that meets the program guidelines set by the U.S. Department of Energy's Weatherization Assistance Program. For more information, visit SRP's website at www.srpnet.com/energy/powerwise/weatherization.aspx.

Where to Apply

To apply, contact your local CAP office (see page 4)

SRP Bill Assistance

Program Description

SRP Bill Assistance is available to help pay SRP bill for a customer experiencing a hardship or a crisis.

Eligibility Information

To qualify for this assistance, the applicant must be a SRP customer, have a hardship, and the household income match the guidelines for the Low Income Home Energy Assistance Program (LIHEAP).

Where to Apply

To apply, contact your local CAP office (see page 4).

Additional Free SRP Services and Programs to Help You Budget and be in Control

Custom Due Date: You can choose the day of the month at your electric bill is due.

Managed Payment Plan: smoothes out highs and lows of seasonal electric bills

Medical Life Support Equipment discount program (eligibility depends on medical life support equipment used)
Safety Net This program allows SRP residential electric customers to notify a third party "Safety Net partner," such as a relative or friend, if their bill becomes delinquent. That partner would receive a copy of the delinquent bill so they may notify the customer and encourage them to pay the bill so their power remains on. People who may want to have a Safety Net partner could include the elderly, disabled, or college students.

Bills in Spanish Large print bills

For more information, please contact us:

602-236-8888 Residential Customer Services

800-258-4777 for customers outside Maricopa County

602-236-1111 for Spanish speaking customers

Southwest Gas Programs

Low-Income Ratepayer Assistance Program (LIRA)

Program Description

The LIRA Program provides a 20% discount November 1 through April 30 on the first 150 therms of natural gas used each month; any monthly usage over 150 therms is charged at the regular residential rate. The LIRA Program also provides a lower base service charge, as well as a year round discount on the service establishment and/or re-establishment charge.

Eligibility Information

As a Southwest Gas customer, you qualify for LIRA if you receive service under Rate Schedule No. G-5, Residential Gas Service, the account is in your name, and total gross annual income of your household falls within the current low-income guidelines specified by the program.

How to Apply

Complete an application on-line at www.swgas.com/assistance/az/lira or contact Southwest Gas or any CAP office (see page 4) for an application to be sent directly to your home. The application is self addressed and postage paid for your convenience. Simply return the application to Southwest Gas for processing.

Your signature on the application authorizes Southwest Gas to determine and verify eligibility for the discount. An electronic signature is required for online applications.

Documents to Bring

In order to determine eligibility, Southwest Gas may require proof of income such as tax returns, paycheck stubs, government benefit check stubs or other government or employer records as appropriate.

Where to Apply

Visit www.swgas.com/assistance/az/lira or call Southwest Gas at 860-6020 for the local Southwest Gas office closest to you. For CAP locations, see page 4.

Low-Income Energy Conservation (LIEC) Program

Program Description

The LIEC weatherization program provides free audits, conservation education, and comprehensive weatherization materials that increase energy efficiency and safety in the homes of income qualified customers. Whether you own or rent your residence, the Southwest Gas Low-Income Energy Conservation Program, in partnership with the Arizona Department Of Commerce Energy Office, can assist you with money-saving home improvements to increase the energy efficiency of your home.

Energy saving measures are available to income-qualified customers at no cost. Examples of energy saving measures which may be installed are caulking, weatherstripping, duct work and window repairs. Program eligibility is determined by income guidelines set by the U.S. Department of Health and Social Services.

Eligibility Information

In order to participate in this program, a customer must meet the income qualifications set forth by the U.S. Department of Energy's Weatherization Assistance Program. Visit www.swgas.com/efficiency/az/liec or call Southwest Gas at (877) 860-6020 to see if you qualify.

Where to Apply

To request the Southwest Gas LIEC program, contact your local CAP office (see page 4).

Low-Income Energy Conservation (LIEC) Program Bill Assistance

Program Description

The Southwest Gas Bill Assistance program is a short-term aid for income qualified Southwest Gas customers who are facing a hardship or find themselves in a crisis.

Eligibility Information

For program eligibility and to see if you qualify, visit swgas.com/assistance/az/liec or contact Southwest Gas at (877) 860-6020

Where to Apply

To apply, contact your local CAP office (see page 4).

Equal Payment Plan (EPP)

EPP is a convenient program for residential customers that evenly distributes your annual gas costs into estimated equal monthly payments. Your usage will be reviewed on a quarterly basis and your payment may be adjusted.

By enrolling in the EPP, you will know what the amount of your bill will be each month and be assured that it will be paid on time.

Tucson Electric Power (TEP) Programs

Rate Lifeline Discount Rate Programs

Program Description

The Lifeline Program assists customers who are living on a limited income by offering a discount on residential electric bills. The less power the customer uses each month, the higher the discount for that month. Low-income customers with certain medical situations may be eligible for additional discounts.

Lifeline Discount

Lifeline provides qualifying customers with \$8 off their TEP residential bills each month. To be eligible for this discount you must:

- Have a TEP account in your name
- Be a TEP residential customer
- Have a combined household income at or below 150% of the Federal Poverty Level guideline.

Medical Lifeline Discount

Medical Lifeline provides additional discounts at the following rates:

0-1000 kwh	35%
1001-2000 kwh	30%
over 2000 kwh	10%

TEP will automatically calculate the appropriate discount on the participating customer's monthly bill.

Eligibility Information

To qualify for the program, applicants must be TEP customers, be on the basic residential rate, and have a household income that meets program rules. Master-metered customers require the participation of the landlord or manager. For Medical discounts, a verification form must be filled out by a doctor.

Where to Apply

Customers can request an application by calling **520-623-7711** (Monday-Friday 7:00 am-7:00 pm), or pick one up at participating social service agencies.

TEP Weatherization Program

Program Description

The program provides energy efficiency checkups to qualified low-income customers and, if needed, may make home repairs that will help reduce energy costs. Repairs may include: caulking and weather-stripping; insulation; sunscreens; evaporative cooler repair or replacement and low flow shower head installation. If you qualify and there is funding available, someone will call you to set up a time to visit your home. If approved, it could take from 3 to 12 months before the work can be done.

Eligibility Information

To qualify for the program, you must be a homeowner (duplex, mobile-home or single-family home), be a TEP customer, and have a household income less than 150% of the Federal Poverty Level.

Documents to Bring

The following documents are required:

- Proof of home ownership (deed, title or mortgage & property tax statement)
- Proof of income for the last year (pay stubs)
- Utility bills
- Photo I.D. & Social Security Card

Where to Apply

If you live in Tucson, make an appointment at the following location:

Tucson Urban League

2305 S. Park
Tucson, AZ 85713
520-623-4388
Hours: 9 a.m. - 12 p.m. M-F

If you live outside of Tucson in Pima County, fill out an application and return it to:

Pima County Community Action Agency (CAA)

One Stop
2797 E. Ajo Rd
Tucson, AZ 85713
520-243-6700

Unisource Energy Services – Electric (UES-Electric) Programs

Customer Energy Support Program (CARES)

Program Description

The CARES program is designed to provide assistance to UES-Electric's low-income customers as well as promote conservation and the wise use of electric energy. The program offers a discount of up to 30% for eligible low-income customers. The amount of the discount depends on how much electricity you use each month; the less you use, the higher the discount. Low-income customers with certain medical conditions may be eligible for additional benefits. UES-Electric serves electric customers in Mohave and Santa Cruz counties.

Monthly Energy Use Discount

0-300 kwh	30%
301-600 kwh	20%
601-1000 kwh	10%
Over 1000 kwh	\$8.00

Eligibility Information

The applicant must be a residential customer of UES-Electric and have the account in their name. Applicants must have a low household income that meets program rules. Customers must re-apply for the program each year or if the customer moves.

How to Apply

For more information about the program, to obtain an application, or to find out if you are eligible, contact UNS, or your local CAP office (see page 00)

Where to Apply

Customers must complete an application for the CARES program and send it to UES-Electric.

Unisource Energy Services – Electric

2901 Shamrell #110
Flagstaff, AZ 86001-9402
1-877-UES-4YOU (877-837-4968)
www.uesaz.com

It takes approximately 3-4 weeks to process the application before the customer receives the benefit.

Low-Income Outreach Program (LIOP)

Program Description

LIOP will provide UES-Electric low-income customers with up to \$1600 per household to help reduce electric bills through weatherization improvements and home repair, energy efficiency, or the repair or replacement of electric space heating/cooling equipment and electric hot water heaters. Energy education is provided to participating customers to help them learn how to conserve energy and reduce their utility bills even more.

Eligibility Information

The applicant must be a UES-Electric residential customer, have the account in their name, and be a low-income household with an income at or below 150% of the Federal Poverty Level. Participation is limited to once per calendar year.

How to Apply

Contact your local CAP Office for an application (see page 4).

Documents to Bring

Applicant must show proof of home ownership or rental agreement. Applicant must also provide proof of income for the last 90 days (30 days for repair/replacement), including copies of pay stubs, award letters, or Social Security checks.

Budget Billing Plan

The UES-Electric Budget Billing Plan divides your estimated yearly costs for electric service into 12 equal payments. Call UES-Electric at 1-877-837-4968 for more information, or visit our website at www.uesaz.com.

Unisource Energy Services – Gas Programs

Customer Assistance Residential Energy Support (CARES)

Program Description

The CARES program provides a discount of \$0.15 per therm for the first 100 therms of energy that eligible low-income customers are billed each month during the months of November through April.

Eligibility Information

Your income must fall within the low-income guidelines specified by the program. Also, you must be a UNS Gas, Inc. customer and the account must be in your name (refer to your billing statement). Customers may be required to renew their application each year and will be required to renew their application when they move.

How to Apply

Applications are available at the UES-Gas and UES-Electric offices or at your local CAP office. Completed applications should be mailed to UES-Gas. Once your application is approved, the CARES discount will apply to the next applicable billing period.

Documents Needed

You may be asked to send with your application items such as tax returns, paycheck stubs, copies of government records, or other documents verifying income.

Where to Apply

Call UES Customer Care Center at 1-877-837-4968 or check www.uesaz.com. For a list of CAP offices, see page 4.

Weatherization Program

Program Description

This program provides up to \$2,000 to qualified UES-Gas residential customers for weatherization of their residence including appliance repair/replacement efforts.

Eligibility Information

The applicant must be a UES-Gas residential customer, have the account in their name, and have a low-income household that meets program rules.

How to Apply

Contact your local CAP (see page 4) or UES-Gas (1-877-837-4968) for more information or to request and application.

Documents to Bring

Applicant must show proof of home ownership or rental agreement and proof of income. Proof of income may include tax returns, paycheck stubs, copies of government records, or other documents verifying income.

Budget Billing Plan

This program divides your estimated yearly costs for gas service into 12 equal payments. Call UES-Gas at 1-877-837-4968 for more information.

Warm Spirit Program

UES-Gas invites customers to contribute to Warm Spirit, a program that provides qualified low-income customers with emergency assistance in paying their gas bills. Customers can participate by rounding up each monthly bill to the next dollar, adding a fixed amount to each monthly bill, or making a one-time or recurring donation. All donations are used to assist low-income customers with their gas bill, and are tax-deductible. For more information, please contact UES-Gas at 1-877-837-4968, or visit UES online at www.uesaz.com.

Additional Utility Assistance Programs

SHARE (Service to Help Arizonans With Relief on Energy) Energy Share

Program Description

The SHARE and Energy Share programs, administered by the Salvation Army, provides a one-time payment to assist individuals and families who are experiencing a temporary financial crisis situation, are unable to pay for their basic household energy bill and have exhausted all other potential sources of aid. The program is available to help pay for a variety of energy sources including electricity, natural gas, propane, oil and wood.

Eligibility Information

To qualify, you must prove that you have an unexpected financial crisis, such as a death in the family, loss of job, unexpected medical bills.

How to Apply

To apply, contact any Salvation Army office for pre-screening by a caseworker. If you qualify, the caseworker will notify the utility company that a payment will be applied to your bill.

Documents to Bring

- The original utility bill (If it is not in your name, you must provide proof that you are responsible for payment.)
- Documents that prove a crisis situation
- Photo I.D.
- Proof of address, income and household members

Other documents may be required by your Salvation Army caseworker, so you are advised to ask the caseworker what specific documents are needed.

To locate your nearest Salvation Army office, call **602-267-4122**.

LIFE (Low Income Fund for Emergencies) & H.E.E.R.O (Help With Emergency Energy Relief Operation)

Program Description

LIFE* and H.E.E.R.O. provide direct bill assistance to qualified households with unexpected financial difficulties in Tucson Electric Power's service territory. Funds may be used for one-time emergency payment of energy bills, or, in special cases, emergency home or equipment repairs.

Eligibility Information

To qualify for this program, the applicant must have a low income that falls within the program rules. Requirements are the same as for LIHEAP (see page 82).

How to Apply

Applicants must call for an appointment with the Salvation Army Family Service Center to receive assistance. Normally, LIFE* and H.E.E.R.O. payments can be guaranteed immediately, once eligibility and availability are determined.

Where to Apply

Appointments can be made at one of two Salvation Army Family Service Centers in Tucson:

3525 E 2nd St	520-523-6080
101 W Irvington Rd	520-294-5224

Additional Resources



In This Section You Will Find Information on:

- **DES/Family Assistance Administration Offices**
- **DES Ombudsman Office**
- **Emergency and Disaster Assistance Offices**
- **Indigent Burial Information**
- **Legal Service Organizations**
- **Low Cost Pet Spay and Neuter Clinics**
- **Veteran's Services**
- **Voting Information**
- **Arizona Self Help**



Arizona Community Action Association
Advocating, Educating and Partnering to Prevent and Alleviate Poverty

Department of Economic Security/Family Assistance Administration (DES/FAA)

DES/FAA has offices throughout the state. In order to process your application without delay, make sure to bring needed documents to your eligibility interview. When you turn in an application, ask the DES/FAA worker about what documents they need to see. A list of documents commonly needed is available online at <http://arizonaselfhelp.org/Page099tobring>.

If you qualify, DES/FAA can provide you with the following services:

- Nutrition Assistance
- Cash Assistance
- AHCCCS
- General Assistance
- Referrals to other services

To reach the DES Main Office, please contact: 602-542-9935 or 1-800-352-8401

You can also download applications for many of DES's programs at: www.azdes.gov/faa or www.arizonaselfhelp.org

You can apply for NA, CA and AHCCS online at www.healtharizona.org

Apache County

Hwy191, Bldg. 7395 A
Chinle, AZ 86503
928-674-5085

P.O. Box 428
Sanders, AZ 86512
928-688-2871

54B
Hwy 264 Junction
Window Rock, AZ 86515
928-871-3436

Cochise County

207 Bisbee Rd
Bisbee, AZ 85603
520-432-5415

615 2nd St
Douglas, AZ 85607
520-364-1291

820 E Fry Blvd
Sierra Vista, AZ 85636
520-459-6901

256 S Curtis
Willcox, AZ 85643-0230
520-384-3583

Coconino County

397 Malpais Ln
#7
Flagstaff, AZ 86001
928-213-3556

1057 Vista Ave
P.O. Box 1656
Page, AZ 86040
928-645-8131

P.O. Box 130
Tuba City, AZ 86045-1098
928-283-4511

Gila County

605 S 7th St
Globe, AZ 85501
928-425-3101

122 E Hwy 260
#110
Payson, AZ 85541-5421
928-474-4521

Graham County

1938 W Thatcher Blvd
Safford, AZ 85546
928-428-6731

Greenlee County

300 N Coronado Ave
Clifton, AZ 85533
928-865-4131

La Paz County

1032 Hopi Ave
Parker, AZ 85344
928-669-9293

Maricopa County - Central

215 E McDowell
Phoenix, AZ 85004
602-495-1308

1522 E Southern
#2
Phoenix, AZ 85040
602-243-0404

4635 S Central
Phoenix, AZ 85040
602-276-5773

1824 E McKinley
Phoenix, AZ 85006
602-258-2695

350 E Bell Rd
Suite J104
Phoenix, AZ 85022
602-843-3934

Maricopa County - East

2288 W Guadalupe Rd
Gilbert, AZ 85233
480-777-1168

1619 E Main
Mesa, AZ 85203
480-834-4066

3150 E Union Hills
Phoenix, AZ 85050
602-482-0211

5038 S Price
Tempe, AZ 85282
480-890-7300

Maricopa County - West

290 E. La Canada
Avondale AZ 85323
623-925-0095

302 N 4th St
Buckeye, AZ 85326
623-327-0862

4323 W Olive
Suite 105
Glendale, AZ 85302
623-931-5640

6010 N 57th Dr
Glendale, AZ 85301
623-842-6300

2311 W Royal Palm Ln
Phoenix, AZ 85021
602-242-0024

11526 W Bell Rd
Surprise, AZ 85374
602-771-1840

Mohave County

301 Pine St
Kingman, AZ 86401
928-718-3153

519 E Beale, #130
Kingman, AZ 86401
928-753-7882

228 London Bridge Rd
Lake Havasu, AZ 86403
928-680-6003

2601 Hwy 95
Bullhead City, AZ 86442
928-704-7776

Navajo County

P.O. Box 679
Pinon, AZ 86510
928-725-3488

P.O. Box 68
Kayenta, AZ 86033
928-697-3509

P.O. Box 44
Kykotsmovi, AZ 86039
928-734-2202

P.O. Box 1180
210 Facto Rd
Whiteriver, AZ 85941
928-338-4134

319 E 3rd St
Winslow, AZ 86047
928-289-2425

2500 E Cooley
#410
Show Low, AZ 85901
928-532-4310

Pima County

38 Plaza St
Ajo, AZ 85321
520-578-8456

Sells Shopping Center
Sells, AZ 85634
520-383-2631

5441 E 22nd
Suite 115
Tucson, AZ 85711
520-745-5802

1200 N Country Club
Tucson, AZ 85716
520-881-4081

316 W Ft. Lowell
Tucson, AZ 85705
520-293-0214

250 S Toole Ave
Tucson, AZ 85701
520-791-2732

2760 S 4th Ave
Tucson, AZ 85713
520-620-6616

195 W Irvington
Tucson, AZ 85714
520-741-9751

3912 W Ina Rd
Tucson, AZ 85711
520-744-5850

Pinal County

2066 W Apache Trail
#108
Apache Junction, AZ 85220
480-982-9182

318 N Florence St
Casa Grande, AZ 85222
520-836-7435

1155 N Arizona Blvd
Coolidge, AZ 85228
520-723-5351

331 Alden Rd
P.O. Box 1119
Kearny, AZ 85237
520-363-5568

228 Main St
Mammoth, AZ 85618
520-487-2311

Santa Cruz County

1843 N State Dr
Nogales, AZ 85621
520-281-2634

Yavapai County

1519 W Gurley St
Prescott, AZ 86305
928-277-2800

1500 E Cherry St
Suite A
Cottonwood, AZ 86326
928-669-6800

Yuma County

342 Main St
Somerton, AZ 85350
928-627-2075

1220 S 4th Ave
Yuma, AZ 85364
928-782-7101

DES Ombudsman Office

The DES Ombudsman Office provides DES clients with assistance related to questions or issues with DES programs, including denials, problems with receiving payments, etc. Please contact the Ombudsman Office via phone or email for assistance.

1-866-362-2837
602-364-2860
ombudsman@azdes.gov

State And County Emergency Management

The Arizona Division of Emergency Management (ADEM) coordinates the state's response to reduce the impact of disasters on people and property. The Division maintains a website

with current emergency information at www.az211.gov. As larger scale events unfold (wildfires, floods, monsoon storms), emergency response agencies share information and action steps that citizens need to take. This information is posted on www.az211.gov so citizens have a one-stop shop for easy access to information.

Statewide and County Offices

Arizona Division of Emergency Management
5636 E McDowell Rd
Phoenix, AZ 85008
602-244-0504
1-800-411-2336

Apache County Emergency Management
370 Washington St
St. Johns, AZ 85936
928-337-7631

Cochise County Emergency Management
205 N Judd Drive
Bisbee, AZ 85603
520-432-9550

Coconino County Emergency Management
5600 E Commerce
Flagstaff, AZ 86004
928-526-2735

Gila County Emergency Management
5515 S Apache Ave, Suite 400
Globe, AZ 85004
928-402-8767

Graham County Emergency Management
921 Thatcher Blvd
Safford, AZ 85546
928-792-5034

Greenlee County Emergency Management
5th St and Webster
Clifton, AZ 85533
928-865-5385

La Paz County Emergency Management
1109 Arizona Ave
Parker, AZ 85344
928-669-6141

Maricopa County Emergency Management
2035 N 52nd St
Phoenix, AZ 85008
602-273-1411

Mohave County Emergency Management

3675 E Andy Devine Ave
Kingman, AZ 86402
928-757-0910

Navajo County Emergency Management

137 W Arizona
Holbrook, AZ 86025
928-524-4780

Pima County Emergency Management

150 W Congress,
B-Level
Tucson, AZ 85701
520-798-0600

Pinal County Emergency Management

31 N Pinal St
Florence, AZ 85232
520-866-6462

Santa Cruz County Emergency Management

2150 N Congress Dr, Suite 110
Nogales, AZ 85621
520-375-8002

Yavapai County Emergency Management

1100 Commerce Dr
Prescott, AZ 86305
928-771-3321

Yuma County Emergency Management

141 3rd Ave
Yuma, AZ 85364
928-539-7867

Indigent Burial Program

The indigent burial program and application process varies by county. No public assistance program can pre-qualify a decedent or family for this service. Eligibility is generally based on income and assets of both the deceased and the next of kin. Both the deceased and the next of kin must meet the poverty guidelines. Qualified veterans may be buried at the Veteran's Administration National Memorial Cemetery in Arizona.

To initiate a referral for the indigent burial program contact the County Public Fiduciary's Office nearest you for further information.

State of Arizona County Public Fiduciary Offices

Apache County	520-337-7268
Cochise County	520-432-9660
Coconino County	928-679-7441
Gila County	928-425-3149
Graham County	520-428-4441
Greenlee County	520-865-2323
La Paz County	928-669-6163
Maricopa County	602-506-5801
Mohave County	928-718-4959
Navajo County	928-524-4353
Pima County	520-740-5454
Pinal County	520-866-7252
Santa Cruz County	520-761-7800
Yavapai County	928-375-7960
Yuma County	928-373-1145

Legal Service Organizations

Program Description

All legal service agencies provide free help to eligible low-income clients with civil (not criminal) legal problems. They may be able to represent you if your case falls within one of the following categories: government benefits; landlord/tenant issues; Federal housing program disputes; loss of home; divorce; domestic abuse and violence issues; personal safety and the safety of children; child custody; visitation; guardianship of minors, elderly or the incapacitated; bankruptcy; debt collection defense; consumer issues; health issues; civil rights; and Indian law. Remember, not all offices provide help on all of the above listed subjects. You need to contact your local office to see if they will be able to help you.

Eligibility Information

Free legal services are available to U.S. citizens and legal residents whose income falls within the agency's guidelines. Non-legal residents may also be eligible for help. This can be a complex issue and is different in every case, so you should ask your local office if you might be eligible.

How to Apply

Most offices only accept new applications during certain times of the week. These times vary by every office. You should call the office nearest you and ask them when you can apply. Some offices will accept your application over the phone, but you should not count on that. If it is an emergency, such as threat of being evicted in a few days, you should call or visit your local office and explain our timeline for getting help. In some situations, the agency may be able to make an exception and assist you regardless of whether or not they are accepting new applications. Please contact the office directly to inquire in these cases.

Documents Needed

Bring all documents pertaining to the legal problem; also bring proof of U.S. citizenship or immigration status, if applicable. Bring any documents, court papers, leases, summons, petitions, letters, bills, contracts, mortgages, Department of Economic Security denials, termination notices or other relevant papers with you to the scheduled interview. Be prepared to answer questions about your income.

Where to Apply

There are free legal service agencies throughout the state for people with low incomes. Contact the office nearest you.

Statewide Legal Resource Programs**Arizona Civil Liberties Union/Foundation**

P.O. Box 17148
Phoenix, AZ 85011

Arizona Coalition Against Domestic Violence (AzCADV)

100 W Camelback Rd, Suite 109
Phoenix, AZ 85013
602-279-2900

Arizona Court Appointed Special Advocate Program (CASA)

1501 W Washington St, Suite 119
Phoenix, AZ 85007
602-542-9683

Arizona Disability Advocacy Coalition

3839 North 3rd St, Suite 209
Phoenix, AZ 85012
602-274-6287

Elder Law Hotline (age 60+)

1-800-231-5441
www.azlawhelp.org

Equal Employment Opportunity Commission (EEOC)

3300 N Central Ave, Suite 690
Phoenix, AZ 85012
602-640-5000

Apache County**DNA-People's Legal Services**

P.O. Box 767 (office next to WIC)
Chinle, AZ 86503
928-674-5242

DNA-People's Legal Services

PO Box 306 (Route 12 & Hwy 264)
Window Rock, AZ 86515
928-871-4151

Southern Arizona Legal Aid

64 E Broadway Blvd
Tucson, AZ 85701
520-623-9461
1-800-640-9465 x4176
(serving Apache County)

Southern Arizona Legal Aid

New Human Services Building
P.O. Box 1030
Whiteriver, AZ 85941
928-338-4845
(serving Native populations in Apache County)

Cochise County**Southern Arizona Legal Aid**

Unit 204
2 Copper Queen Plaza
Bisbee, AZ 85603
520-432-1639
1-800-231-7106

Southern Arizona Legal Aid

64 E. Broadway Blvd
Tucson, AZ 85701
520-623-9461
1-800-640-9465 x 4176
(serving Cochise County)

Coconino County**DNA – People's Legal Services**

P.O. Box 767
(office next to W.I.C.)
Chinle, AZ 86503
928-674-5242
1-800-789-7598

DNA – People's Legal Services

2323 E Greenlaw Ln
Suite 1
Flagstaff, AZ 86004
928-774-0653
1-800-789-5781

DNA – People's Legal Services

P.O. Box 558
(office behind the Jail/Courts Building)
Keams Canyon, AZ 86034
928-738-2251
1-800-789-9586

DNA - People's Legal Services

P.O. Box 765
Tuba City, AZ 86045
928-283-5265

DNA – People's Legal Services

P.O. Box 306
(office next to Fina Gas Station)
Window Rock, AZ 86515
928-871-4151
1-800-789-5824

Gila County**Southern Arizona Legal Aid**

5658 Hwy 260, Suite 15
Lakeside, AZ 85929
928-537-8383
1-800-658-7958
(serving Gila County)

Southern Arizona Legal Aid

64 E. Broadway Blvd
Tucson, AZ 85701
520-623-9461
1-800-640-9465 x 4176
(serving Gila County)

Tohono O'odham Legal Services

P.O. Box 246
Main St & Education St
Sells, AZ 85634
928-383-2420

Graham County**Southern Arizona Legal Aid**

2 Copper Queen Plaza
Bisbee, AZ 85603
520-432-1639
1-800-231-7106
(serving Graham County)

Greenlee County**Southern Arizona Legal Aid**

2 Copper Queen Plaza
Bisbee, AZ 85603
520-432-1639
1-800-231-7106
(serving Greenlee County)

La Paz County

Community Legal Services

201 S First Ave
Yuma, AZ 85364
928-782-7511
1-800-424-7962
(serving La Paz County)

Maricopa County

Advocates for the Disabled

650 N Second Ave
Phoenix, AZ 85003
602-212-2600

Arizona Center for Disability Law

5025 E Washington St
Suite 202
Phoenix, AZ 85034
602-274-6287
1-800-927-2260

Arizona Senior Citizens Law Project

1818 S 16th St
Phoenix, AZ 85034
602-252-6710

ASU Homeless Legal Assistance Project

ASU College of Law
P.O. Box 877906
Tempe, AZ 85034
480-965-3319

ASU Civil Justice Clinic

ASU Armstrong Hall
Room 106
Tempe, AZ 85287
480-965-6968

Catholic Social Service - Central & Northern Arizona

1825 W Northern Ave
Phoenix, AZ 85021
602-997-6105

Community Legal Services

305 S 2nd Ave
Phoenix, AZ 85003
602-258-3434
Client only: 1-800-896-3631

Community Legal Services

20 W First St
Suite 100
Mesa, AZ 85201
480-833-1442
1-800-852-9075

Community Legal Services Disability Advocacy Project

4520 N Central Ave
Suite 575A
Phoenix, AZ 85012
602-212-2724

Community Legal Services Farm Workers Program

Volunteer Lawyers Program
305 S 2nd Ave
Phoenix, AZ 85003
602-258-3434

Family Lawyer's Assistance Project

222 E Javelina
Mesa, AZ 85210
602-506-7948

Family Lawyer's Assistance Project

201 W Jefferson St
Phoenix, AZ 85003
602-506-7948

Fresh Start Women's Foundation

1130 E McDowell Rd
Phoenix, AZ 85006
602-252-8494

Friendly House Immigration Service

802 S First Ave
Phoenix, AZ 85003
602-257-1870

Maricopa County Lawyer Referral Service

303 E Palm Ln
Phoenix, AZ 85004
602-257-4434

Mohave County

Community Legal Services

1720 Beverly Ave
Suite A
Kingman, AZ 86401
928-681-7175
Client Only: 1-800-255-9031

Navajo County

DNA – People's Legal Services

P.O. Box 306
(office next to Fina Gas Station)
Window Rock, AZ 86515
928-871-4151
1-800-789-5824

Southern Arizona Legal Aid

5658 Hwy 260
Suite 15
Lakeside, AZ 85929
928-537-8383
(serving Navajo County)

Southern Arizona Legal Aid

New Human Services
Building
P.O. Box 1030
Whiteriver, AZ 85941
928-338-4845
1-800-658-7958
(serving Natives in Navajo County)

DNA – People's Legal Services

Hopi Legal Services
P.O. Box 558
Keams Canyon, AZ 86034
928-738-2251

Pima County

Arizona Center for Disability Law

100 N Stone Ave
#305
Tucson, AZ 85701
520-327-9547

Asylum Program of Southern Arizona

1036 N First Ave
Tucson, AZ 85719
520-623-4555

Papago Legal Services

P.O. Box 298
Sells, AZ 85634

Pinal County

Florence Immigrant and Refugee Rights Project

300 S Main
P.O. Box 654
Florence, AZ 85232
520-868-0191

Four Rivers Indian Legal Services

403 Seed Farm Road
P.O. Box 68
Sacaton, AZ 85147
520-562-3369
1-800-312-2290

Southern Arizona Legal Aid

766 N Park Ave
Casa Grande, AZ 85122
520-316-8076
1-877-718-8086

Tohono O'odham Legal Services

P.O. Box 246
Main St & Education St
Sells, AZ 85634
928-383-2420
(serving Pinal County)

Santa Cruz County

Southern Arizona Legal Aid, Inc.

1071 N Grand Ave
Suite 110
Nogales, AZ
520-287-9441

Yavapai County

Community Legal Services

401 N Mt Vernon St
Prescott, AZ 86301
928-445-9240

Four Rivers Indian Legal Services

403 Seed Farm Road
P.O. Box 68
Sacaton, AZ 85247
520-562-3369
(serving Yavapai County)

Global Family Legal Services

2940 Southwest Dr
Suite 5
Sedona, AZ 86336
928-282-2590

Yuma County

Community Legal Services

201 S 1st Ave
Yuma, AZ 85364
928-782-7511

Community Legal Services

679 1st Ave
#A
San Luis, AZ 85349
928-627-8023

Four Rivers Indian Legal Services

403 Seed Farm Road
P.O. Box 68
Sacaton, AZ 85247
520-562-3369
(serving Yuma County)

Low-Cost Pet Spay and Neuter Clinics

Low-cost pet spay and neuter clinics provide basic sterilization services to pet owners, with some providing other services including vaccinations and exams. Some clinics also provide services at no cost to low-income clients and for specific animals such as feral cats. Prices can vary widely even in the same city. When discussing prices, be sure to ask whether there are any other charges or fees in addition to the cost to spay or neuter. For example, sometimes a clinic will require that an animal receive a rabies vaccination if it has not already had one. Rabies vaccinations for domestic pets are required by law in Arizona.

Some Counties offer free or low-cost spay and neuter services through their Animal Control office. In some cases, if you are enrolled in a program such as Nutrition Assistance or AHCCCS, you may qualify for a discount on services. Please contact the Animal Control office in your County for more information. The Humane Society is a good resource for both spay/neuters and vaccinations. Please contact the Humane Society in your area for more information:

**Arizona Humane Society
Margaret McAllister Brock Spay & Neuter Clinic**
1521 W Dobbins Rd
Phoenix, AZ 85041
602-997-7586
www.azhumane.org

**Arizona Humane Society
Marge Wright Low-Cost Spay and Neuter Clinic**
1131 W Hatcher Rd
Phoenix, AZ 85021
602-216-6442
www.azhumane.org

Humane Society of Southern Arizona
3450 N Kelvin Blvd
Tucson, AZ 85716
520-327-6088
www.hssaz.org

Western Arizona Humane Society
1100 Empire Dr
Lake Havasu City, AZ 86404
928-855-5083
www.havasuhumane.org

A list of additional resources for free or low-cost spay and neuter services, as well as exams and vaccinations is available on the Arizona Animal Assistance website at <http://www.azanimalassistance.com/id15.html>.

Veteran's Resources

The Arizona Department of Veteran's Affairs and the offices listed below work on behalf of Arizona Veterans through advocacy, legislation, and a variety of services and community relationships. For more information, visit the Department online at www.azdvs.gov

Statewide Veteran's Affairs Contact

American Legion Office
3333 N Central, Suite 1048
Phoenix, AZ 85012
602-627-3281

**Arizona Department of Veteran's Services
Administration, Fiduciary Division, Financial Services,
Education Approval**
3839 N 3rd St
Suite 209
Phoenix, AZ 85012
602-255-3373

**Veteran's Service Division
National Guard Office**
1335 N 5th St
Room M5710
Phoenix, AZ 85008
602-629-4380

Arizona Department of Veteran's Services
5315 E Broadway
Suite 103
Tucson, AZ 85711
1-888-711-8387

Arizona State Veterans' Home
4141 North S Herra Way
Phoenix, AZ 85012
602-248-1550

Southern Arizona Veteran's Cemetery
1300 Buffalo Soldier Trail
Sierra Vista, AZ 85635
520-458-7144

Veteran's Service Division Field Offices

Cochise County

1300 Buffalo Soldier Tr
Sierra Vista, AZ 85635
520-458-7144

Coconino County

2705 N 4th St
Suite B
Flagstaff, AZ 86004
928-779-4166

Maricopa County

3130 N Arizona Ave
Suite 114
Chandler, AZ 85224
480-558-2052

3333 N Central
Suite 1052
Phoenix, AZ 85012
602-627-3261

10147 W Grand Ave
Suite C1
Sun City, AZ 85351
623-583-1025

Mohave County

2301 Harrison St
Kingman, AZ 86401
928-718-7621

2160 N McCulloch Blvd
Suite 105
Lake Havasu City, AZ 86403
928-505-4616

Pinal County

401 N Marshall St
Casa Grande, AZ 85222
520-426-1456

Pima County

5232 E Pima St
Suite B
Tucson, AZ 85712
520-207-4960

Yavapai County

240 S Montezuma St
Suite 208
Prescott, AZ 86303
928-443-0167

Yuma County

2811 S 4th Ave
Suite D
Yuma, AZ 85364
928-726-2851

Voting Information

Elected officials make changes to programs and services based on what they think is important to the people they represent. The **MOST** influential individuals are **REGISTERED VOTERS**. When you register and vote, you send a clear signal to your elected officials that your needs and opinions are important, and they need to listen to them or you will help elect other officials who will better represent your needs. Many changes are happening to low-income programs and services. It is important for your elected officials to hear what you think. Your voice matters to elected officials... **USE IT! VOTE!!!**

To Register to Vote, You Must:

- be a U.S. citizen
- be a resident of Arizona for 29 days before the day of election
- be 18 years of age or older on or before the day of the next General Election
- have not been convicted of treason or a felony, unless your civil rights have been restored.
- have not been adjudicated or an incapacitated person as defined in A.R. 5101

How to Register to Vote

Online:
Go to www.servicearizona.com and select voter registration

Print a form:
Go to www.azsos.gov and select printable form. Complete, sign and mail form as noted on instructions.

By mail:
You may contact the County Recorder's Office listed below for your area and request that a voter registration form be mailed to you.

In person:
You may visit the County Recorder's Office in the county in which you are a legal resident and complete an Arizona Voter Registration form.

Arizona Secretary of State:
www.azsos.gov

For information on candidates, ballot measures, voting districts, county services, and the like, plus news affecting past, current, or upcoming elections.

Voter Registration Hotline:
1-877-THE-VOTE
(843-8683)

Arizona County Recorder's Offices

Contact these offices to register to vote, obtain information on documents needed to prove citizenship or to request mail ballots for elections:

Apache County Recorder
St. Johns, AZ 85936
928-337-7514

Cochise County Recorder
Bisbee, AZ 85603
520-432-8354

Coconino County Recorder
Flagstaff, AZ 86001
928-679-7860

Gila County Recorder
Globe, AZ 85501
928-425-3231 ext 8734

Graham County Recorder
Safford, AZ 85546-9985
928-428-3560

Greenlee County Recorder
Clifton, AZ 85533
928-865-2632

La Paz County Recorder
Parker, AZ 85344
928-669-6136

Maricopa County Recorder/ Elections Dept
Phoenix, AZ 85003
602-506-1511

Mohave County Recorder
Kingman, AZ 86402
928-753-0767

Navajo County Recorder
Holbrook, AZ 86025
928-524-4194

Pima County Recorder
Tucson, AZ 85702
520-740-4330

Pinal County Recorder
Florence, AZ 85232
520-509-3555

Santa Cruz County Recorder
Nogales, AZ 85621
520-375-7990

Yavapai County Recorder
Prescott, AZ 86305
928-771-3248

Yuma County Recorder
Yuma, AZ 85364
928-373-6020

Go to www.ArizonaSelfHelp.org for a free, easy and confidential to find out if you may qualify for benefits and programs, or call 1-800-352-8401

Arizona Self Help prescreens eligibility and provides information on programs such as:

Child and Family Resources

- Childcare Assistance
- Temporary Assistance for Needy Families (TANF)
- Head Start

Financial Benefits

- Federal Child Tax Credit
- Federal Hope Tax Credit
- Individual Development Accounts (IDA)
- Federal Child and Dependent Care Tax Credit
- Federal Earned Income Tax Credit
- Federal Lifetime Learning Tax Credit
- Second Chance Banking

Health Care

- Medicare Part D
- Arizona CoppeRX Card
- Arizona Health Care Cost Containment System (AHCCCS)
- Medicare and Medicare Savings
- Pima Community Access Program

Jobs and Employment Directions

- One-Stop Career Center Services

Clothing and Diaper Banks

- Diaper Banks
- Clothing Banks

Food and Nutrition

- Women, Infants, and Children (WIC)
- School Lunch
- Emergency Food
- Supplemental Nutrition Assistance Program (SNAP)

Housing and Utilities

- Federal Housing Assistance
- Utility Discounts
- Low Income Home Energy Assistance (LIHEAP)
- Economy Pass Program
- Home Repairs

Senior and Disabled Services

- Arizona Long Term Care System (ALTCS)
- Senior Adult Independent Living (SAIL)
- Social Security Retirement
- Social Security Disability Programs



Arizona Community Action Association

Advocating, Educating and Partnering to Prevent and Alleviate Poverty



A BRIGHT IDEA FROM APS

Save up to 40% on Energy Costs.

APS customers who qualify under Federal Low Income Guidelines are eligible to receive a reduction of up to 40% off their electricity costs through the APS Limited-Income Energy Support Program (E-3).

If you or someone you know is an APS customer who may meet the Federal Low Income Guidelines, visit [aps.com](https://www.aps.com), contact your local APS Business Office or call 1.800.253.9405 and ask for an E-3 application. If you qualify, you will be automatically enrolled in the APS Energy Support Program and the reduction will begin appearing on your APS bill. It's an easy way you can make each day a little brighter.

[aps.com](https://www.aps.com)



A Strong Membership Means A Strong Voice

Please Join ACAA in Our Efforts
to Provide Information and Opportunities to Low-Income Arizonans

Membership Benefits

- ACAA Electronic Newsletter
- Discounts on ACAA Conferences & Meetings
- Access to ACAA's Poverty Clearinghouse and Resource Library
- Legislative and Advocacy Updates and Alerts
 - Poverty Report
- Participation on ACAA's Committees

Arizona Community Action Association

Membership Application

_____ **New** _____ **Renew**

ACAA Memberships begin in May of each year.

The cost of a membership is:

(Please check one)

- Individual - \$30 per person**
- Low Income Individual - Free**
- Organizational - \$300 per organization***
- Sustaining - Membership \$300 per organization***



Arizona Community Action Association
Advocating, Educating and Partnering to Prevent and Alleviate Poverty

Full Name _____

Organization _____

Mailing Address _____

City _____ State _____ Zip _____

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(1 = not useful at all, 5 = extremely useful)

1 2 3 4 5

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People's Information Guide

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