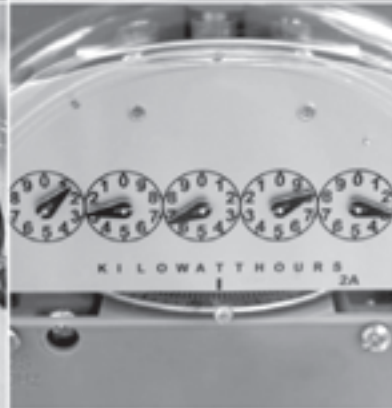


# People's Information Guide

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](http://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](mailto:info@azcaa.org)

Web Site: [www.azcaa.org](http://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

# Table of Contents

<b>Introduction</b> .....	1
<b>Community Information &amp; Referral</b> .....	2
<b>Community Action Agencies and Programs</b> .....	4
<b>Aging Services</b> .....	6
<b>Childrens' Services</b> .....	13
<b>Disability Services</b> .....	21
<b>Domestic Violence Services</b> .....	25
<b>Employment, Training and Education</b> .....	29
<b>Financial Benefits</b> .....	36
<b>Food and Nutrition</b> .....	42
<b>Health Care</b> .....	53
<b>Homeless Shelters and Services</b> .....	68
<b>Housing, Home Repair and Home Weatherization</b> .....	73
<b>Transportation Services</b> .....	81
<b>Utility and Short Term Crisis Assistance</b> .....	84
<b>Resources</b> .....	94
• DES /Family Assistance Administration Offices .....	95
• DES Ombudsman Offices .....	96
• Emergency and Disaster Assistance Offices .....	96
• Indigent Burial Program .....	97
• Legal Service Organizations .....	97
• Low Cost Pet Spay and Neuter Clinics .....	100
• Veterans' Services .....	100
• Voting Information .....	101
• Arizona SelfHelp .....	102

**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](http://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](http://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](http://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](http://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](http://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:

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

# 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:

<b>Statewide</b> (24 Hour Adult Abuse Hotline)	1-877-767-2385
<b>Maricopa</b>	602-255-0996
<b>Pima</b>	520-881-4066
<b>Apache and Coconino</b>	928-213-3594
<b>La Paz, Mohave, Yuma</b>	928-782-9255
<b>Gila and Pinal</b>	928-425-3101
<b>Cochise, Graham,</b>	
<b>Greenlee and Santa Cruz</b>	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](http://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](http://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](http://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](http://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](http://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](http://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/](http://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/](http://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](http://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](http://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](http://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](http://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](http://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](http://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](http://www.arizonaselfhelp.org) or [www.az.des.gov/faa](http://www.az.des.gov/faa). You can also apply online at [www.healthearizona.org](http://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](http://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](http://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](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](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/](http://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](http://www.healtharizona.org)

Applications can also be downloaded from:

[www.azdes.gov/faa](http://www.azdes.gov/faa)  
[www.arizonaselfhelp.org](http://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](http://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](http://www.arizonaselfhelp.org).**

You may also apply online at [www.healtharizona.org](http://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.healthearizona.org](http://www.healthearizona.org) or applications can also be downloaded from the DES website at [www.azdes.gov/faa](http://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.healthearizona.org](http://www.healthearizona.org) or submit an application to the nearest DES/Family Assistance Administration office (see page 95).

### For more information call:

<b>Statewide</b>	<b>1-800-352-8401</b>
<b>Inside Maricopa County</b>	<b>602-542-9935</b>

## 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](http://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

<b>Statewide</b>	<b>1-800-352-3792</b>
<b>Inside Maricopa County</b>	<b>602-263-8856</b>
<b>EITC Hotline</b>	<b>602-263-8856</b>

## 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](http://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](http://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](http://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](http://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](http://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:

<b>Within Maricopa County</b>	<b>602-542-9935</b>
<b>Outside Maricopa County</b>	<b>1-800-352-8401</b>

### How to Apply

You can apply on-line at [www.healthearizona.org](http://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](http://www.arizonaselfhelp.org). Screening is fast, easy, and 100% confidential.

**You can apply online at [www.healtharizona.org](http://www.healtharizona.org)**

**You can download an application at:  
[www.arizonaselfhelp.org](http://www.arizonaselfhelp.org) or [www.azdes.gov/faa](http://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.

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

## 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](http://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](http://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](http://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](http://www.healtharizona.org), and more information is also available online at: [www.azahcccs.gov/site/](http://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:

<b>Inside Maricopa County:</b>	602-417-5010
<b>Outside of Maricopa County:</b>	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](http://www.azahcccs.gov/Members/Forms.asp)

or apply online at [www.healthearizona.org](http://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](http://www.ssa.gov), or by calling **1-800-772-1213**.

For detailed information about Medicare eligibility and coverage:

<b>Online</b>	<a href="http://www.medicare.gov">www.medicare.gov</a>
<b>Toll-free</b>	1-800-MEDICARE (633-4227)
<b>TTY</b>	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.pgscsc.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

#### **Cenpatico 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](http://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](http://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](mailto: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](mailto: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](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](http://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](http://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](http://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](http://www.evadultresources.org).

### **Coolidge**

- Cotton Express/Dial-A-Ride 520-723-7195  
[www.coolidgeaz.com](http://www.coolidgeaz.com)  
[www.cottonexpress@coolidgeaz.com](mailto: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/](http://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](mailto: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](http://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](http://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](http://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](http://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](mailto: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](http://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](http://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](http://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](http://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](http://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](http://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](http://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](http://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](http://www.azdes.gov/faa) or [www.arizonaselfhelp.org](http://www.arizonaselfhelp.org)

You can apply for NA, CA and AHCCS online at [www.healtharizona.org](http://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](http://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](http://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](http://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](http://www.servicearizona.com) and select voter registration

**Print a form:**  
Go to [www.azsos.gov](http://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](http://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](http://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](http://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](http://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 \_\_\_\_\_

Telephone, Work ( ) \_\_\_\_\_ Cell( ) \_\_\_\_\_ Fax ( ) \_\_\_\_\_

E-Mail Address \_\_\_\_\_

*\*Please Note: Organizational/Corporate and Sustaining Memberships permit only ONE designated representative of a participating organization or company to receive discounted membership rates at ACAA preferences. Please put the designated persons name in the above name fields.*

**Please email, fax or mail this completed form with your check or money order to:**

(Membership free for those individuals who earn less than \$13,500 per year)

**ACAA**

**Membership Coordinator**

2700 North 3rd Street, Suite 3040

Phoenix, AZ 85004



## COMMUNITY AND COMMITMENT.

Helping the Valley's many communities thrive is at the heart of everything we do. After all, we live here too. In fact, SRP has supplied the Valley with energy and water for over 100 years. Besides being stewards of these crucial resources, we're proud to invest in the Valley's future and celebrate its many accomplishments. Whether it's education, the environment, human services, the arts or economic development, SRP is committed to helping the Valley prosper for generations to come. To learn more, visit [srpnet.com/community](http://srpnet.com/community).



# Please tell us what you think of this resource guide.

Your feedback is critical in developing the next edition! Please answer the following questions and return this form to the address below.

**1. How/where did you get a copy of the People’s Information Guide?**

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**2. What sections or what information did you find particularly useful?**

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**3. How easy was the Guide to read and understand, on a scale of 1 – 5?**

(1 = not useful at all, 5 = extremely useful)

1                      2                      3                      4                      5

**4. What additional topics or information would you recommend we add?**

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**5. How useful was the People’s Information Guide overall, on a scale of 1 – 5?**

(1 = not useful at all, 5 = extremely useful)

1                      2                      3                      4                      5

**7. Was the information provided correct?**      yes                      no

**7b. Please list incorrect information so it may be corrected:**

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**8. Please provide any additional comments or suggestions.**

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## Thank you for your feedback!

**Please Return Your Evaluation To:**  
**Arizona Community Action Association**

2700 North 3rd Street, Suite 3040  
Phoenix, AZ 85004

**Fax:** (602) 604-0644

**Email:** info@azcaa.org

**Web Site:** www.azcaa.org

**If you would like to provide ACAA with additional comments or suggestions,**

**Please visit us online at [www.azcaa.org](http://www.azcaa.org) or email us at [info@azcaa.org](mailto:info@azcaa.org).**

***Your feedback helps us improve this Guide.***

# People's Information Guide

## Where to Go For Help

The Arizona Community Action Association Would Like to Thank the Following Sponsors for Their Generous Donations.

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Arizona Community Action Association

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