



AREA AGENCY ON AGING
REGION ONE, INCORPORATED
50 YEARS OF IMPACT

Resource Guide

MARICOPA COUNTY

24-Hour *Senior* HELP LINE
602-264-4357



AREA AGENCY ON AGING RESOURCE GUIDE

Area Agency on Aging, Region One provides programs and services to adults age 60 and older, family caregivers of older adults, those age 18 to 59 with physical disabilities and long-term care needs, and persons 18 and older who are living with a diagnosis of HIV/AIDS. The Agency also serves many special populations including elder refugees, persons with behavioral health conditions and victims of late-life domestic violence, elder abuse and sexual assault.

Guía de Recursos de Area Agency on Aging

Agencia del Área sobre el Envejecimiento, Región Uno brinda servicios y programas a adultos mayores de 60 años, cuidadores familiares de adultos mayores, personas de 18 a 59 años con discapacidades físicas y necesidades de atención a largo plazo, y personas mayores de 18 años que viven con un diagnóstico de VIH / SIDA. La Agencia también presta servicios a muchas poblaciones vulnerables, incluyendo a refugiados mayores, personas con problemas de salud del comportamiento y a víctimas de violencia doméstica en la vejez, de abuso de ancianos y de agresión sexual.

Using this Guide

The services and service providers in this guide are listed alphabetically.

Get help finding the program that's right for you.

Experts are available to help you find the assistance you need. Call Area Agency on Aging's 24-Hour *Senior* HELP LINE

1-888-264-2258 or call **602-264-HELP (4357)**

The Area Agency on Aging Resource Guide is maintained to enhance public access to information about resources available to Maricopa County residents. While every effort is made to ensure the accuracy of the information, we make no guarantees. The inclusion of an organization or service does not imply an endorsement of the organization or service, nor does exclusion imply disapproval.

Under no circumstances shall the Area Agency on Aging, Region One be liable for any direct, indirect, incidental, special, punitive, or consequential damages which may result in any way from your use of the information included in the Area Agency on Aging Resource Guide.

Uso de la Guía

Los servicios de esta guía están enlistados en orden alfabético.

Obtenga ayuda para encontrar el programa adecuado para usted.

Los expertos están disponibles para ayudarle a encontrar la asistencia que necesita. Llame a la línea de ayuda para personas de tercera edad de la agencia que está disponible las 24 horas

1-888-264-2258 o llame al **602-264-HELP (4357)**

La Guía de Recursos de Area Agency on Aging se mantiene para fomentar el acceso del público a la información sobre los recursos disponibles para los residentes del condado Maricopa. Aunque se hace todo lo posible para proporcionar la información con exactitud, no podemos garantizarla. La publicación de una organización o servicio no implica ningún tipo de endoso de la organización o servicio, ni exclusión implican desaprobación.

Bajo ninguna circunstancia el Area Agency on Aging, Region One, será responsable de los daños directos, indirectos, incidentales, especiales, punitivos o consecuentes que puedan resultar de alguna forma por el uso de la información incluida en la Guía de Recursos de Area Agency on Aging.

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The 24-Hour *Senior* HELP LINE is the information and assistance program and the central intake for the Area Agency on Aging programs & services. Taking over 55,000 calls each year, the *Senior* HELP LINE staff assists callers in finding and connecting them to the right resources in Maricopa County.

La Línea de ayuda para personas mayores de 24 horas es el programa de información y asistencia y la entrada central de la Agencia del Área de programas y servicios para Personas Mayores. El personal de *Senior* HELP LINE, que atiende más de 55,000 llamadas cada año, ayuda a quienes llaman a encontrar y conectarlos con los recursos adecuados en el condado de Maricopa.

**24-Hour *Senior*
HELP LINE**
602-264-HELP (4357)

Adaptive Aids & Equipment

Adaptive aids and equipment are designed to help older adults and younger adults with a physical disability with activities of daily living, such as mobility and transferring. A wide variety of aids, equipment and services are available, including services from agencies that assist with home modifications for people with special needs. This type of equipment is often referred to as “durable medical equipment” because it can be used repeatedly in the home to help provide a better quality of life.

Adaptive aids and equipment can be purchased or rented privately. The cost is usually covered under most medical insurance programs when prescribed by a medical professional. Check with your insurance provider for details. A limited amount of adaptive equipment is available for loan from one of the “loan closets” or agencies listed in this Resource Guide.

- For home modification equipment, please refer to page 56
- For hearing impaired aids, please refer to page 53
- For visually impaired aids, please refer to page 99

Los aparatos adaptables y equipos están diseñados para ayudar a las personas mayores y a las personas con incapacidades físicas, en sus tareas diarias, tal y como es el desplazarse de un lugar a otro. Existe una amplia variedad de aparatos que son adaptables, equipos y servicios; incluyendo servicios de agencias que ayudan con las modificaciones de casas para las personas con necesidades especiales. Este equipo es referido como un “equipo médico duradero”, porque puede ser utilizado repetidamente en la casa obteniendo así una mejor calidad de vida.

Estos aparatos adaptables y equipos pueden ser comprados o rentados por compañías privadas y normalmente están cubiertos por la mayoría de los programas de seguros médicos; siempre y cuando sea ordenado por un médico. Verifique con su seguro médico para que le de los detalles. Una cantidad limitada de estos equipos, pueden ser prestados por los “loan closets” o agencias abajo mencionadas.

- Para equipo para modificar su casa, favor pasar a la página 56
- Para aparatos para personas con problemas para oír, pasar a la página 53
- Para aparatos para personas con problemas de visión, pasar a la página 99

ADAPTIVE AIDS & EQUIPMENT

Ability 360

5025 E. Washington, Ste. 200
Phoenix, AZ 85034
602-256-2245
www.ability360.org

ALS Association Care Services

360 E. Coronado Rd., Ste. 140
Phoenix, AZ 85004
602-297-3800
800-782-4747
www.als.org/support/states/arizona
(Serves those with Lou Gehrig's disease)

American Legion

602-264-7706
www.azlegion.org
(Serving Veterans in Glendale, Apache Junction, Phoenix, Mesa)

The Arizona Technology Access Program (AzTAP)

A Statewide Phoenix based program of NAU & Human Development
Northern Arizona University
300 W. Clarendon Ave., Ste. 475
Phoenix, AZ 85013
602-728-9534 | 1-800-477-9921
www.aztap.org

Aster Senior Center at Mesa Downtown

247 N. MacDonald
Mesa, AZ 85201
480-962-5612
www.asteraz.org
(Mesa residents only)

Foothills Caring Corps

7275 Easy St., Ste. #103
Carefree, AZ 85377
480-488-1105
www.foothillscaringcorps.com

Fountain Hills Community Center

13001 N. La Montana Dr.
Fountain Hills, AZ 85268
480-816-5200
www.fhseniorservices.org
(Fountain Hills residents only)

Granite Reef Senior Center

1700 N. Granite Reef
Scottsdale, AZ 85257
480-312-1700
(Scottsdale residents only)

Paralyzed Veterans of America (AZ Chapter)

1001 E Fairmount Ave.
Phoenix, AZ 85014
602-244-9168

Solecito Services, Inc.

5820 W. Peoria Ave.
Glendale, AZ 85302
623-876-5331
(West Valley residents)

Southwest Lending Closet

218 N. Central Ave.
Avondale, AZ 85323
623-932-1016
www.swlendingcloset.org

ADAPTIVE AIDS & EQUIPMENT

**Sun City West Foundation -
Helping Hands**

14624 R. H. Johnson Blvd.
Sun City West, AZ 85375
623-975-5499
www.scwfoundation.org
*(Sun City West, Sun City Grand, Corta Bella
and AZ Traditions residents only)*

Sunshine Service

9980 W. Santa Fe Dr.
Sun City, AZ 85351
623-974-2561
www.sunshineservice.org
(Only Sun City residents only)

Via Linda Senior Center

10440 E Via Linda
Scottsdale, AZ 85258
480-312-5810
(Scottsdale residents only)

Youngtown Community Fund

Local Medical Lending Center
11215 W. Nevada Ave., Ste. A
Youngtown, AZ 85363
623-977-4661
www.youngtownaz.org
(Youngtown residents only)

**DRIVING AIDS
AND ACCESSIBLE
VEHICLES**

Dignified Motors

170 E Corporate Pl.
Chandler, AZ 85225
480-315-0103
www.dignifiedmotors.com

DriveAble Solutions

4120 N. 20th St., Ste. A
Phoenix, AZ 85016
602-840-2323
www.driveablesolutions.com

United Access

23606 N. 19th Ave., Ste. 16
Phoenix, AZ 85085
623-879-0800
www.braunability.com

Adult Day Health Care

Adult Day Health Care (ADHC) offers care and supervised activities during the day for older adults and adults with disabilities, allowing caregivers to take time off from their responsibilities. ADHC is a service that working caregivers can depend on.

Licensed by the Arizona Department of Health Services, ADHC centers offer supervision, planned activities, personal care, personal skills training, meals, and health monitoring at an affordable cost.

Care is available during the day, for as many as five days a week. Most centers can provide transportation if needed.

For more information about adult day care, call the 24-Hour *Senior* HELP LINE at 602-264-4357.

El servicio de Cuidado Diurno de la Salud para Adultos (ADHC por sus siglas en inglés) ofrece cuidado y actividades supervisadas durante el día para las personas de la tercera edad y los adultos con discapacidad, permitiendo a aquellos que los cuidan que se tomen tiempo libre de sus responsabilidades. ADHC es un servicio en el que los proveedores de cuidados pueden confiar.

Autorizados por el Departamento de Servicios de la Salud de Arizona, los Centros de ADHC ofrecen supervisión, actividades planeadas, cuidado personal, capacitación de habilidades personales, comidas, y monitoreo de la salud.

El cuidado está disponible durante el día, cinco días a la semana. La mayoría de los Centros pueden ofrecer transporte si es necesario.

Para recibir información llame a la LINEA DE AYUDA para personas de tercera edad al 602-264-4357.

PHOENIX

Desert Mission Adult Day Health Care Center

303 E. Eva St.
Phoenix, AZ 85020
602-870-6374
www.desertmission.com

Sunflower Adult Day Care Center

2814 W. Bell Rd., Ste. 1415
Phoenix, AZ 85053
602-843-8711
www.sunfloweraduldaycarecenter.com

WEST VALLEY

FSL ReCreacion – Glendale

16209 N. 67th Ave.
Glendale, AZ 85306
602-532-2983
www.fsladuldaysservices.org

Lucy Anne's Place Memory Care

16752 N. Greasewood St.
Surprise, AZ 85374
623-584-4999
www.benevilla.org

Mary's Place Memory Care

14601 N. Del Webb Blvd.
Sun City, AZ 85351
623-815-1031
www.benevilla.org

ADULT DAY HEALTH CARE

Sun City Restorative Care

15800 Del Webb Blvd.
Sun City, AZ 85351
623-977-8274
www.benevilla.org

West Valley Life Enrichment Program

8133 W. Cactus Rd.
Peoria, AZ 85361
623-979-7126
www.benevilla.org

EAST VALLEY

FSL ReCreacion – Tempe

2234 E. Maryland Dr.
Tempe, AZ 85281
602-532-2982
www.fsladuldaysservices.org

Oakwood Creative Care

www.oakwoodcreativecare.org

Red Mountain Multigenerational Center

7550 E. Adobe St.
Mesa, AZ 85207
480-641-7644

Town Center

247 N. MacDonald
Mesa, AZ 85201
480-464-1061

Alcohol & Substance Abuse

Alcohol and substance abuse are not problems exclusive to the young. The abuse of alcohol and medications present unique problems for older adults and adults with a physical or mental disability. Older adults often abuse or misuse these substances to try to alleviate loneliness or to cope with change.

Many older adults take numerous prescription and over-the-counter medications every day. The use of medications and alcohol can lead to problems that cannot be resolved without help from someone outside the immediate family. There are many resources that can assist in obtaining counseling, information or support.

El alcohol y el uso indebido de drogas no son problemas exclusivos de los jóvenes. El abuso de alcohol y medicamentos presentan problemas únicos a las personas de la tercera edad y adultos con discapacidad física o mental. Las personas de la tercera edad a menudo abusan o dan mal uso a estas sustancias para tratar de aliviar la soledad o para afrontar el cambio.

Muchas personas mayores toman medicamentos con o sin receta todos los días. El uso de medicamentos y alcohol puede llevar a problemas que no pueden ser resueltos sin la ayuda de alguien ajeno a la familia inmediata. Hay muchos recursos que pueden ayudarle a obtener asesoramiento, información y apoyo.

CENTRAL VALLEY

Alcoholics Anonymous

3215 E. Thunderbird Rd., Ste. B

Phoenix, AZ 85032

24-Hour Help Line: 602-264-1341

www.aaphoenix.org

Banner Health Systems

Main Office: 602-254-4357

Toll-Free: 1-800-254-4357

www.bannerhealth.com

Community Bridges

Peer Access to Care Line

1-877-931-9142 (24/7)

www.communitybridgesaz.org

Family Service Agency

10220 N. 31st. Ave. #103

Phoenix, AZ 85051

602-264-9891

www.fsaphoenix.org

La Frontera/EMPACT-SPC*Suicide Prevention Center*

618 S. Madison Dr.

Tempe, AZ 85281

480- 784-7574

Crisis Line: 480-784-1500

Main Office: 480-784-1514

Toll-Free: 1-866-205-5229

www.empact-spc.com**Maricopa County Response Network**

Crisis Line: 1-800-631-1314

Crisis Line: 602-222-9444

988 (National)

National Council on Alcoholism and Drug Dependence

4201 N. 16th St., Ste. 140

Phoenix, AZ 85016

602-264-6214

1-800-622-2255

www.recovered.org**Native Health**

4041 N. Central Ave., Bldg. C

Phoenix, AZ 85012

602-279-5262

www.nativehealthphoenix.org**Native Health Mesa**

777 W. Southern Ave. Buildings B,C,E

Mesa, AZ 85210

602-279-5262

www.nativehealthphoenix.org**Native Health West (NHW) Community Health Center**

2423 W. Dunlap Ave., Ste. 140

Phoenix, AZ 85021

602-279-5262

www.nativehealthphoenix.org**Phoenix Area Narcotics****Anonymous**

Phoenix Area Service Committee

P.O. Box 34123

Phoenix, AZ 85067

Helpline: 602-325-4702

www.arizona-na.org**Salvation Army Adult Rehabilitation Center**

15 E. Pima St.

Phoenix, AZ 85004

602-256-4500

Southwest Behavioral Health Services

3450 N. 3rd St.

Phoenix, AZ 85012

602-265-8338

www.sbhservices.org**St. Luke's Behavioral Health Center**

1800 E. Van Buren Ave.

Phoenix, AZ 85006

602-251-8535

www.stlukesmedcenter.com**Terros**

3003 N. Central Ave., Ste. 200

Phoenix, AZ 85012

602-685-6000

www.terroshealth.org**Valle del Sol**

3807 N. 7th St.

Phoenix, AZ 85014

602-258-6797

www.valledelsol.com

ALCOHOL & SUBSTANCE ABUSE**WEST VALLEY****Banner Del E. Webb
Medical Center***Behavioral Health*

14502 W. Meeker Blvd.
Sun City West, AZ 85375
602-254-HELP (4357)
www.bannerhealth.com

Narcotics Anonymous

P.O. Box 1351
Phoenix, AZ 85001
Helpline: 480-897-4636
www.arizona-na.org

Terros-Olive Counseling

4425 W. Olive St., Ste. 200
Glendale, AZ 85302
623-685-6000
www.terros.org

EAST VALLEY**Community Bridges**

560 S. Bellview
Mesa, AZ 85204
1-877-931-9142 (24/7)
www.communitybridgesaz.org

Animal Companions & Pet Care

The special friendship and camaraderie a pet offers can significantly enhance an individual's quality of life. The following organizations can help individuals obtain animals that will make excellent companions.

La amistad y compañía especiales que ofrece una mascota puede mejorar de manera significativa la calidad de vida. Las siguientes organizaciones pueden ayudar a las personas a obtener animales que serán excelentes compañeros.

Animals Benefit Club Sanctuary

3111 E. St. John Rd.
Phoenix, AZ 85032
602-867-2169
www.animalsbenefitclub.com

Sunslope

9226 N. 13th Ave.
Phoenix, AZ 85021
602-997-7585

Arizona Animal Welfare League

25 N. 40th St.
Phoenix, AZ 85034
602-273-6852
www.aawl.org

Arizona Pet Project

3905 N 7th Avenue #7611
Phoenix, AZ 85011
602-882-8627
(temp. boarding, emergency vet care, spay/neuter and vaccine clinics, pet food and supplies, pet deposits and housing help)

Animal Defense League of Arizona

3302 N. 7th St.
Phoenix, AZ 85014
602-273-7842
Donation: P.O. Box 33093
Phoenix, AZ 85067
602-273-7842 • 602-265-7729
www.adlaz.org
(spay/neuter hotline for TNR also)

Companion Animal Association of Arizona, Inc.

211 W. Monroe St.
Phoenix, AZ 85003
602-258-3306
www.caaainc.org
(pet grief support service helpline)

Arizona Humane Society

www.azhumane.org

Phoenix

1521 W. Dobbins Rd.
Phoenix, AZ 85041
602-997-7585

Happy Tails Service Dogs

1 W. Sequoia Dr.
Phoenix, AZ 85027
623-580-0946
www.happytailsservicedogs.com

Maricopa County Animal Care and Control

602-506-7387
pets.maricopa.gov

ANIMAL COMPANIONS & PET CARE

West Valley

2500 S. 27th Ave.
Phoenix, AZ 85009

East Valley

2630 W. Rio Salado Pkwy.
Mesa, AZ 85201

Pets & People Pantry

Litchfield Park, AZ 85340
480-427-9281

Pets on Wheels

1700 N. Granite Reef Rd.
Scottsdale, AZ 85257
480-312-1741
www.petsonwheelsscottsdale.com
(Pet visitation program in Scottsdale only)

Sun Valley Animal Shelter

7150 N. 110th Ave.
Glendale, AZ 85307

AFFORDABLE PET FOOD

Empty Bowl Pet Food Pantry

610 E. Bell Rd. • 602-909-7153

P.E.T. Pantry

7700 E. Roosevelt
Scottsdale, AZ 85257
480-312-2323
(Scottsdale residents only)

Chuck Waggin Pet Food Pantry

4028 N. 7th St., Phoenix, Az. 85014
602-686-8104

LOW COST VETS

Alta Vista Veterinary Hospital

4706 7th Ave. • Phoenix, AZ 85013
602-277-1464 *(Walk-ins welcome)*

MD Pet Care Low Cost Clinic

30 N. 40th Pl.
Phoenix, AZ 85034
602-358-7267
(Only there on Saturdays by appt. only)

SPAY & NEUTER

Altered Tails

(both clinics no longer free spay/neuter)

Phoenix Clinic

950 W. Hatcher Rd.
Phoenix, AZ 85021
602-943-7729
phoenixinfo@alteredtails.org
*(7:30AM-5:00PM Tues.-Fri.
7:30AM-5:00PM first Sat. of the month)*

Mesa Clinic

77246 E. Main St., Ste. 3
Mesa, AZ 85207
480-807-1200
mesainfo@alteredtails.org
*(7:30AM-5:00PM Tues.-Fri.
7:30AM-5:00PM first Sat. of the month)*

MISC. SERVICES

**Pets for the Elderly
Foundation Program**

480-625-4679
*(Pays fees to shelters for adoption, must be
65 yrs. old and above)*

Lost Our Home

2323 S. Hardy Dr.
Tempe, Az. 85282
602-445-7387 • 602-445-7388 fax
www.lostourhome.org
10:00AM-5:30PM temp. housing for pets)

Benefits Assistance

A variety of programs and reduced-cost health care services are available for older adults, and adults with a disability.

Medicare is a federal health insurance program for people who are 65 years of age and older, certain younger people with disabilities, and people with End-Stage Renal Disease permanent kidney failure requiring dialysis or a transplant (ESRD). There are four parts to Medicare:

- Part A primarily covers hospitalization.
- Part B covers outpatient care, including visits to doctors.
- Part C covers benefits offered by a private company
- Part D covers prescription drugs.

Medicare Advantage Plan (Part C) – Health plan offered by a private company that contracts with Medicare. This type of plan covers all original Medicare services and may offer extra coverage like vision, hearing and dental coverage.

Eligibility determination and enrollment in the Medicare program is the responsibility of the Social Security Administration.

Hay una variedad de programas y servicios de bajo costo disponibles para el cuidado de la salud de personas de edad avanzada y adultos con discapacidades.

Medicare es un programa federal de seguro de salud para personas mayores de 65 años, ciertas personas más jóvenes con discapacidades y personas con enfermedad renal en etapa terminal (insuficiencia renal permanente que requiere diálisis o un trasplante, a veces llamada ESRD).

Medicare consta de cuatro partes:

- La Parte A cubre la hospitalización
- La Parte B cubre la atención ambulatoria, incluidas las visitas al médico
- Beneficios de la Parte C ofrecidos por la empresa privada
- La Parte D cubre los medicamentos recetados

Medicare Advantage Plan (Part C) – un plan de salud de Medicare ofrecido por una compañía privada que tiene contrato con Medicare. Este tipo de plan cubre todos los servicios originales de Medicare y puede ofrecer cobertura adicional como visión, audífonos y dental.

La determinación de elegibilidad y la inscripción en el programa de Medicare es responsabilidad de la Administración del Seguro Social.

Social Security Administration
1-800-772-1213
www.ssa.gov

Medicare Information
1-800-MEDICARE (633-4227)
www.medicare.gov

BENEFITS ASSISTANCE

The State Health Insurance Assistance Program (SHIP), offered through the Area Agency on Aging Benefits Assistance Program, provides objective information about Medicare, insurance and benefits to older adults, younger adults with a disability, and caregivers. Counselors assist those with Medicare or those eligible for Medicare, to better understand their options. Trained volunteers are available at a number of locations throughout Maricopa County to provide free personalized assistance.

El Programa Estatal de Asistencia con Seguro Médico (SHIP, por sus siglas en inglés), ofrecido a través del Programa de Asistencia de Beneficios de la Agencia, brinda información objetiva sobre Medicare, seguros y beneficios para personas mayores, personas con discapacidad y cuidadores. Los consejeros asisten a quienes tienen Medicare o aquellos elegibles para Medicare, para entender mejor sus opciones y ayudarles a maniobrar a través del sistema. Voluntarios capacitados están disponibles en varios lugares del condado de Maricopa para brindar asistencia personalizada gratuita.

**Area Agency on Aging,
Region One**

Benefits Assistance Program
1366 E. Thomas Rd. #108
Phoenix, AZ 85014
24-Hour *Senior* HELP LINE
602-264-HELP (4357)
www.aaaphx.org

**State Health Insurance
Assistance Program (SHIP)
Statewide Medicare Hotline**
1-800-432-4040

Arizona Health Care Cost Containment System (AHCCCS) is Arizona's Medicaid program for those who cannot afford medical care. Eligibility to participate is based on evidence of citizenship, residency in Arizona and household income, and may require evidence of assets and prior medical expenses.

Sistema de Control de Costos Médicos de Arizona (AHCCCS) es el programa de Medicaid de Arizona, diseñado para ayudar a quienes no pueden pagar la atención médica; el derecho a participar se basa en la evidencia de ciudadanía, residencia en Arizona, los ingresos del hogar y puede exigir prueba de bienes y gastos médicos previos

**Arizona Health Care Cost
Containment System (AHCCCS)**
801 E. Jefferson St., Phoenix, AZ 85034
602-417-4000 | 1-800-654-8713
www.azahcccs.gov

Healthy-e-Arizona PLUS
*Connecting individuals and families to
coverage, benefits and services.*
www.healthearizonaplus.gov

Medicare Savings Programs can help those on a limited income pay for costs associated with Medicare. Eligibility is based on income. To apply for Medicare savings programs, contact the Area Agency on Aging and ask to speak with a Benefits Assistance Counselor.

Programas de Ahorros de Medicare pueden ayudar a las personas con ingresos limitados a pagar los costos asociados con Medicare. La elegibilidad y el nivel de beneficios se basa en los ingresos. Para solicitar programas de ahorros de Medicare, comuníquese a AHCCCS.

**Area Agency on Aging,
Region One**
1366 E. Thomas Rd. #108
Phoenix, AZ 85014
24-Hour *Senior* HELP LINE
602-264-HELP (4357)
www.aaaphx.org

SSI/MAO Office
801 E. Jefferson St., Mail drop 3800
Phoenix, AZ 85034
602-417-5010
www.azahcccs.gov

Quality Improvement Organization: People on Medicare have special rights if they are in the hospital. They have the right to request a review by the Quality Improvement Organization of any written notice of non-coverage received from the hospital stating Medicare will no longer pay for the hospital care. The Quality Improvement Organization also monitors and reviews quality of care issues.

Organización para una mejoría con calidad: Las personas con Medicare tienen derechos especiales si han sido hospitalizados. Tienen derecho de solicitar una revisión por parte de la Organización para una mejoría con calidad, de cualquier notificación por escrito, recibida de parte del hospital indicando que, Medicare ya no cubrirá los gastos del hospital. La organización para una mejoría con calidad también supervisa y examina la calidad de cualquier asunto relacionado a las atenciones y cuidados del paciente.

Livanta
240-712-4300
www.livanta.com

BENEFITS ASSISTANCE

Additional Health Insurance Information: Health insurance is a complicated matter. The following resource list includes agencies that can assist you in obtaining information regarding health insurance and benefits.

Más información sobre el seguro médico: los seguros médicos son temas complicados. La siguiente lista de recursos incluye agencias que pueden ayudarle a obtener información sobre seguros médicos y beneficios.

**Area Agency on Aging,
Region One**

Benefits Assistance Program
2950 N. 7th St.
Phoenix, AZ 85014
24-HOUR *Senior* HELP LINE
602-264-HELP (4357)
www.aaaphx.org

AZ Department of Insurance

Consumer Affairs Division
2910 N. 44th St., Ste. 210
Phoenix, AZ 85018
602-364-2499 | 1-800-325-2548
www.id.state.az.us

**SHIP Statewide Medicare
Hotline**

1-800-432-4040



The Area Agency on Aging's Family Caregiver Support program assesses the needs of family caregivers and can provide respite (relief), in the home, through an adult day health care center or by a consumer directed program. Services are initiated by calling the Agency's 24-Hour *Senior HELP LINE*. The program also offers support groups and educational forums throughout Maricopa County.

See page 21 for more information.

El programa de apoyo a los cuidadores familiares Agencia del Área sobre el Envejecimiento, evalúa las necesidades de los cuidadores familiares y puede proporcionar un respiro (alivio), tanto en el hogar como a través de un centro de atención de salud diurno para adultos, o por un programa dAirigido al consumidor. Los servicios se inician llamando a la Línea de Ayuda de 24 Horas para Personas Mayores. El programa también ofrece grupos de apoyo y foros educativos en todo el Condado de Maricopa.

Para más información, vea la página 21.

**24-Hour *Senior*
HELP LINE
602-264-HELP (4357)**

Caregiving - Respite Care

The term “respite” refers to short-term break designed to relieve unpaid caregivers from the continuous responsibility of caring for an older adult or person with a physical disability. The break in caregiving helps caregivers maintain some normality in their own lives and reduces the stress that comes with caring for someone on an around-the-clock basis.

In addition to consumer directed programs that specialize in providing in-home respite care, Adult Day Health Care programs offer respite care. Some long-term care facilities and home health agencies also offer these services.

El término “relevo” se refiere a un descanso breve diseñado para aliviar a los cuidadores no remunerados de la responsabilidad continua de cuidar a un adulto mayor o a una persona con una discapacidad física.

Además de los programas dirigidos al consumidor que se especializan en brindar atención de relevo en el hogar, los programas de atención médica diurna para adultos ofrecen atención de relevo. Algunos centros de atención a largo plazo y agencias de atención médica domiciliaria también ofrecen estos servicios.

Area Agency on Aging, Region One

1366 E. Thomas Rd., Ste. 108
Phoenix, AZ 85014
24-Hour *Senior* HELP LINE
602-264-HELP (4357)
www.aaaphx.org

Arizona Caregiver Coalition

P.O. Box 21623
Phoenix, AZ 85036
1-888-737-7494
www.azcaregiver.org
(Respite vouchers for caregivers)

Aster Aging Inc.

247 N. MacDonald
Mesa, AZ 85201
480-966-9704

DES – Division of Aging & Adult Services

1789 W. Jefferson St., Ste. 950A
Phoenix, AZ 85007
1-888-737-7494
www.azdes.gov/DAAS

Duet

10000 N. 31st Ave., Ste. D200
Phoenix, AZ 85051
602-285-0543
www.duetaz.org

Consumer Rights Organizations

Consumer rights organizations advocate for the rights of individuals and educate consumers about their rights. These organizations can include government and regulatory organizations, consumer rights advocacy organizations, scam and fraud alert, and unions or associations of consumers that provide consumer benefits.

The groups listed here are among those who place special emphasis on issues affecting older adults and persons with a disability.

Las organizaciones de derechos del consumidor abogan por los derechos de los consumidores o educan a los consumidores sobre sus derechos. Estas organizaciones pueden incluir al gobierno y organizaciones reguladoras, organizaciones de defensa de los derechos de consumidores y sindicatos que proveen beneficios al consumidor.

Los grupos enumerados aquí están entre los que dan un énfasis especial a los problemas que afectan a los adultos mayores y las personas con discapacidad.

AARP (American Association of Retired Persons)

1-888-687-2277

Member Service Center, AZ Office

7250 N. 16th St., Ste. 302

Phoenix, AZ 85382

1-866-389-5649

www.aarp.org

aazaarp@aarp.org

Ability 360

5025 E. Washington St., Ste. 200

Phoenix, AZ 85034

602-256-2245

1-800-280-2245

www.ability360.org

American Civil Liberties Union of AZ

P.O. Box 17148

Phoenix, AZ 85011

602-650-1854

www.acluaz.org

The ARC (Administration of Resources and Choices) Arizona

P.O. Box 18323

Phoenix, AZ 85005

602-374-2226

www.arcarizona.org

CONSUMER RIGHTS ORGANIZATIONS

Arizona Attorney General

Civil Rights Division

2005 N. Central Ave.
Phoenix, AZ 85004
602-542-5263
www.azag.gov

Consumer Complaint Unit

2005 N. Central Ave.
Phoenix, AZ 85004
602-542-5763
www.azag.gov

Task Force Against Senior Abuse

2005 N. Central Ave.
Phoenix, AZ 85004
602-542-2124
www.azag.gov

Disability Rights Arizona

5025 E. Washington St.
Phoenix, AZ 85034
602-274-6287
1-800-927-2260
www.azdisabilitylaw.org

Arizona Commission for the Deaf and Hard of Hearing (ACDHH)

100 N. 15th Ave., Ste. 104
Phoenix, AZ 85007
Voice: 602-542-3323
In State: 1-800-352-8161
TTY: 602-364-0990
www.acdhh.org

Arizona Corporation Commission

1200 W. Washington St.
Phoenix, AZ 85007
602-542-4242
www.azcc.gov

Arizona Department of Insurance and Financial Institutions

Insurance Division: 602-364-3100
Financial Division: 602-771-2800
Main: 602-364-3100
www.difi.az.gov

Arizona Health Care Cost Containment Services (AHCCCS) Division of Health Care, Advocacy and Advancement Office of Human Rights

701 East Jefferson Street
Phoenix, AZ 85034
602-364-4585
www.azahcccs.gov

Arizona Department of Veterans' Services

3839 N. 3rd St.
Phoenix, AZ 85012
602-255-3373
www.azdvs.gov

Arizona Developmental Disabilities Planning Council (ADDPC)

3839 N. 3rd St., Ste. 306
Phoenix, AZ 85012
602-542-8970
www.addpc.az.gov

Arizona Labor Department Industrial Commission of Arizona

800 W. Washington St., Room 403
Phoenix, AZ 85007
602-542-4661
www.azica.gov/divisions

CONSUMER RIGHTS ORGANIZATIONS

Arizona Nurses Association

1850 E. Southern Ave., Ste. 1
Tempe, AZ 85282
480-831-0404
www.aznurse.org

Arizona Registrar of Contractors

1700 W. Washington St., Ste. 105
Phoenix, AZ 85007
602-542-1525
1-877-MY AZROC (692-9762)
www.azroc.gov

Arizona Senior Citizens

Law Project

Sandra Day O'Connor College of
Law Building
111 E. Taylor Street
Phoenix, AZ 85004
602-252-6710
www.asclp.org/
*(New requests for service can be taken
by phone each Thursday between
10am-1pm or can be submitted online
through the New Request for Service
form at www.asclp.org/contact)*

Arizona Tenants Advocates

1218 W. Monroe Street
Phoenix, AZ 85007
480-557-8905
www.arizonatenants.com

Better Business Bureau

1010 E. Missouri Ave.
Phoenix, AZ 85014
602-264-1721
877-291-6222
www.bbb.org/phoenix

Bureau of Consumer Protection Federal Trade Commission

600 Pennsylvania Ave., NW
Washington, DC 20580
202-326-2222
www.ftc.gov

CASS

Central Arizona Shelter Services
230 S. 12th Ave.
Phoenix, AZ 85007
602-256-6945
www.cassaz.org

Center for Medicare Advocacy

1025 Connecticut Ave., NW, Ste. 709
Washington, DC 20036
202-293-5760
www.medicareadvocacy.org

City of Phoenix Equal Opportunity Department

251 W. Washington St., 7th Floor
Phoenix, AZ 85003
602-262-7716
www.phoenix.gov/eod

City of Phoenix Landlord and Tenant Program

4732 S. Central Ave.
Phoenix, AZ 85041
602-262-7210
www.phoenix.gov

Governor's Advisory Council on Aging

1700 W. Washington St., Ste. 101
Phoenix, AZ 85007
602-542-4710
www.azgovernor.gov/gaca/

CONSUMER RIGHTS ORGANIZATIONS

Justice in Aging

202-289-6976

Info@justiceinaging.org

Mental Health America of AZ

5110 N. 40th St., Ste. 107

Phoenix, AZ 85018

602-576-4828

www.mhaarizona.org

National Association for the Advancement of Colored People (NAACP)

Maricopa County Branch

P.O. BOX 20883

Phoenix, AZ 85036

602-252-4064

www.naacp.org

National Association of Consumer Advocates

1215 17th St. NW, 5th Floor

Washington, DC 20036

202-452-1989

www.consumeradvocates.org

National Consumer Law Center

7 Winthrop Square, FL4

Boston, MA 02110

617-542-8010

www.nclc.org

National Center on Law and Elder Rights (NCLER)

www.ncler.acl.gov/

C
D

Dental Care

Dental care is often difficult to obtain for older adults and adults with a disability who do not have insurance or the financial resources for a private dentist. The organizations listed below may be able to help in obtaining reduced or no-cost dental care.

A menudo, el cuidado dental es difícil de obtener para las personas de la tercera edad y adultos con discapacidad que no tienen los recursos financieros para ir a un dentista privado. Las organizaciones que aparecen a continuación pueden ayudarle a obtener un descuento o atención dental sin costo.

Adelante Healthcare

1-877-809-5092

www.adelantehealthcare.com

(Reduced fee)

West Phoenix Dental Clinic

9610 N. Metro Pkwy.

Phoenix, AZ 85051

480-247-7303

Mesa Dental Clinic

1705 W. Main St.

Mesa, AZ 85201

480-247-7303

Surprise Dental Clinic

15351 W. Bell Rd., Ste. 108

Surprise, AZ 85374

480-247-7303

Arizona School of Dentistry and Oral Health Dental Clinic

www.atsu.edu/asdoh

Schedule appt online

(Reduced fee)

ASDOH Dental Clinic

5855 E. Still Circle

Mesa, AZ 85206

480-248-8100

CASS

Central Arizona Shelter Services

230 S. 12th Ave.

Phoenix, AZ 85007

602-362-0744

www.cassaz.org

(Reduced fee)

Give Back a Smile (AACD)

1-800-543-9220

1-800-773-4227 *to request application*

www.givebackasmile.com

(for abuse survivors)

Valleywise Health

Services (VWHS) Clinics:

(Reduced fee)

Avondale Family Health

Center Dental Clinic (VWHS)

950 E. Van Buren St.

Avondale, AZ 85323

623-344-6800

valleywisehealth.org

**Chandler Family Health
Center Dental Clinic (VWHS)**

811 S. Hamilton St.
Chandler, AZ 85225
480-344-6100
valleywisehealth.org

**Comprehensive Healthcare
Center (VWHS)**

2525 E. Roosevelt St.
Phoenix, AZ 85008
602-344-1015
valleywisehealth.org

**McDowell Health Center
Dental Clinic (VWHS)**

1101 N. Central Ave.
Phoenix, AZ 85004
602-344-6550
valleywisehealth.org
(HIV/AIDS only)

**Peoria Comprehensive
Healthcare Center (VWHS)**

8088 W. Whitney Dr.
Peoria, AZ 85345
602-344-1015
valleywisehealth.org

**South Central Family Health
Center (VWHS)**

33 W. Tamarisk St.
Phoenix, AZ 85041
602-344-6400
valleywisehealth.org

**Midwestern University Clinics –
Dental Clinic**

5865 W. Utopia Rd.
Glendale, AZ 85308
623-537-6000
www.mwuclinics.com/az/di
(Reduced fee)

Mountain Park Health Center

602-243-7277
www.mountainparkhealth.org/dental
(Reduced fee)

Baseline Clinic

635 E. Baseline Rd.
Phoenix, AZ 85042

Christown YMCA

5517 N. 17th Ave.
Phoenix, AZ 85015

Maryvale Clinic

6601 W. Thomas Rd.
Phoenix AZ 85033

**Native American Community
Health Center**

www.nativehealthphoenix.org
*(Serves all Maricopa County residents.
Must be referred from Native Health)*

NATIVE HEALTH – Central Ave.

4041 N. Central Ave., Bldg. C
Phoenix, AZ 85012
602-279-5262
After Hours Emergencies: 602-787-3351

NHW Community Health Center

2423 W. Dunlap Ave., Ste. 140
Phoenix, AZ 85021
602-279-5351



DENTAL CARE

Phoenix College Dental Clinic

3144 N. 7th Ave.

Phoenix, AZ 85013

602-285-7323

(X-Ray and dental cleaning only)

Phoenix Indian Medical Center

4212 N. 16th St.

Phoenix, AZ 85016

602-263-1592

(Native Americans only)

Rio Salado College Dental Clinic

2250 W. 14th St.

Tempe, AZ 85281

480-377-4100

www.riosalado.edu/dental

Smiles for Success

1-800-920-2293

www.smilesforsuccess.org

(Referral from job placement organizations)

Society of St. Vincent de Paul Dental Clinic

420 W. Watkins Ave.

Phoenix, AZ 85003

602-261-6868

www.stvincentdepaul.net

(Reduced fee)

VA Medical Center

650 E. Indian School

Phoenix, AZ 85003

602-277-5551, Ext. 1-6426

[www.phoenix.va.gov/services/
dental_service.asp](http://www.phoenix.va.gov/services/dental_service.asp)

(For 100% disabled only)

MOBILE UNIT

Community Dental Foundation

1-888-318-3388

www.cdental.org

*(Visits schools and churches, extractions,
no dentures)*

Coronado Dental Clinic

480-461-8683

(Special needs & homebound elderly)

Mobile Dentistry of Arizona

480-313-3310

www.mobiledentistryofaz.com

Domestic Violence

“Domestic violence does not respect age. Domestic violence in later life occurs when older individuals are physically, sexually or emotionally abused, exploited, or neglected by someone with whom they have an ongoing, trusting relationship. Abusers intentionally use coercive tactics, such as isolation, threats, intimidation, manipulation, and violence to gain and maintain control over the victim.” — *National Clearinghouse on Abuse in Later Life*

Abusers’ tactics are remarkably similar regardless of age. Abusers frequently look for someone they can dominate, those believed to be vulnerable and weak, unlikely or unable to retaliate. With respect specifically to abuse in later life, the aggressors may include a spouse or former spouse, partners, adult children, extended family, and in some cases caregivers.

“La violencia doméstica no respeta edades. La violencia en el hogar a las personas de edad avanzada se produce cuando las personas mayores son física, sexual o emocionalmente maltratados, explotados, abandonados o descuidados por alguien con quien ellos tienen una relación continua. Los abusadores utilizan intencionalmente tácticas coercitivas, como el aislamiento, las amenazas, la intimidación, la manipulación y la violencia para obtener y mantener el control sobre la víctima.” — *Centro Nacional de Información Documental sobre el Abuso a Personas de Edad Avanzada.*

No importa que edad tenga la víctima, las tácticas son notablemente similares. Con frecuencia los abusadores buscan a alguien que puedan dominar, personas que consideran débiles o personas que no pueden tomar represalias. En lo que se refiere concretamente a los abusos en la edad avanzada, los agresores incluyen cónyuges y excónyuges, parejas, hijos adultos, familia extendida y en algunos casos las personas que los cuidan.

DOMESTIC VIOLENCE

RESOURCES FOR INFORMATION AND REFERRAL

**Arizona Address
Confidentiality Program**
602-542-1653

Area Agency on Aging, Region One

The DOVES® Program

1366 E. Thomas Rd. #108
Phoenix, AZ 85014
24-Hour *Senior* HELP LINE
602-264-HELP (4357)
www.aaaphx.org

Arizona Coalition to End Sexual & Domestic Violence

Lay Legal Advocacy Hotline
602-279-2900
1-800-782-6400
TTY: 602-279-7270
www.acesdv.org

National Domestic Violence Hotline

1-800-799-SAFE (7233)
TTY: 1-800-787-3224
www.thehotline.org
(Chat line available)

Rape, Abuse and Incest National Network (RAINN)

1-800-656-HOPE (4673)

EMERGENCY DOMESTIC VIOLENCE SHELTERS

The majority of domestic violence shelters in Maricopa County use the SAFE DVS program to place victims in shelter beds. The number is **480-890-3039**, **Toll Free: 844-SAFE-DVS (723-3387)**.

Family Housing Hub: **602-595-8700**.

Shelters that use this number:

- UMOM
- CASS Vista Colina
- Salvation Army Kaiser Family Center
- Labor Community Service Agency
- House of Refuge

Other Shelters:

- Ozanam Manor: 602-850-6900
- Watkins: 602-759-5356
- CASS: 602-256-6945 x3059
- Welcome Center: 605-256-6945
- Gift of Mary Women's Shelter:
602-254-8424



ElderVention® is the Area Agency on Aging's licensed behavioral health program, helping older adults achieve and maintain a healthy emotional life. We provide in-home therapy on a range of issues, group therapy to older adults with hoarding disorder, community education presentations on medication misuse/abuse and suicide as well as an 8-hour course on Mental Health First Aid. The Agency contracts with insurance plans, Medicare and AHCCCS.

See page 77 for more information.

ElderVention® es el programa licenciado de salud conductual con licencia Agencia del Área sobre el Envejecimiento que ayuda a las personas mayores a lograr y mantener una vida emocional saludable. Brindamos terapia en el hogar sobre una variedad de temas, terapia grupal para adultos mayores con trastorno de acumulación compulsiva, presentaciones de educación comunitaria sobre el mal uso/abuso de medicamentos y suicidio. Así como un curso de 8 horas sobre primeros auxilios de salud mental. Contratamos con planes de seguro, Medicare y AHCCCS.

Para más información, vea la página 77.

**24-Hour Senior
HELP LINE
602-264-HELP (4357)**

Elder Abuse

Abuse of older adults and other vulnerable adults takes different forms including physical, sexual, psychological, financial, and neglect. Help and support is available where they live—at home, in an assisted living facility or nursing home.

Those who are in contact with vulnerable adults have the responsibility to become aware of the signs of abuse and to report any signs of abuse, including financial exploitation, to the proper authorities.

If abuse is suspected, contact Adult Protective Services at 1-877-767-2385

El abuso a las personas mayores toma diferentes formas: físico, sexual, psicológico, económico, y de abandono. Ayuda y apoyo técnico están disponibles tanto para el individuo de edad avanzada y su cuidador dondequiera que vivan—en casa, en un centro de asistencia o asilo de ancianos.

Los que están en contacto con las personas de mayor edad tienen la responsabilidad de tomar conciencia de las señales de abuso y reportar cualquier signo de abuso a las autoridades correspondientes.

Si se sospecha de algún tipo de abuso, por favor llamar a los Servicios de Protección para Adultos al 1-877-767-2385

Adult Protective Services (APS)

1-877-767-2385

TTY: 1-877-815-8390

www.azdes.gov

(Suspected incidents of abuse)

Area Agency on Aging, Region One

1366 E. Thomas Rd. #108

Phoenix, AZ 85014

24-Hour Senior HELP LINE

602-264-HELP (4357)

www.aaaphx.org

(Information about elder abuse)

Arizona Attorney General

Task Force Against Senior Abuse

2005 N. Central Ave.

Phoenix, AZ 85004

602-542-2124

602-542-7918 *(Español)*

Email: seniorabuse@azag.gov

www.azag.gov/seniors

Arizona Corporation Commission Securities Division

602-542-0662

1-866-VERIFY-9 (837-4399)

www.azcc.gov

(Enforces Arizona's securities and investment laws through investigative actions)

Elder Refugee Program

Obtaining Citizenship through immigration pathways will allow elder refugees to adapt to life in the United States. The Mosaic® Elder Refugee program assists refugees to navigate these pathways by offering services through education with English as a Second Language or assisting them with the medical waiver process. The individuals who are not able to learn are encouraged to attend medical appointments for treatment, care, testing and follow up that is needed to document eligibility for a medical waiver with immigration services.

El Programa de Refugiados Mayores lleva a cabo la labor de ubicar a los refugiados mayores de 60 años de edad en el Condado de Maricopa y de hacerles saber sobre los servicios sociales y de salud. El programa Mosaic® también trabaja para aumentar la disponibilidad de servicios cultural y lingüísticamente apropiados para los refugiados mayores en las comunidades donde viven. El personal del programa aboga a favor de los refugiados y coordina con agencias existentes y las comunidades de refugiados para utilizar mejor los recursos para satisfacer las necesidades de los refugiados mayores.

Area Agency on Aging, Region One

24-Hour *Senior* HELP LINE

602-264-HELP (4357)

www.aaaphx.org

Volunteer Opportunities

- Work with adults from over 16 different countries
- Help the primary teacher with classroom management, student assessment, and instruction
- Provide support and extra attention to individuals and small groups
- Help individual elder refugees prepare for their citizenship test
- Assist with additional English tutoring

Requirements

- Commit to a minimum 2 hours per week for 12 weeks
- Attend orientation and curriculum training either in-person or virtual
- Obtain AZ DPS Level One Fingerprint Clearance Card

**** Prior teaching experience not required but welcome*

For more information, contact the 24-HOUR *Senior* HELP LINE at 602-264-4357

Employment Preparation & Job Training

Older adults who need skills to re-enter the job market can find assistance through the following programs and services.

Los adultos mayores que necesitan experiencia para reingresar al mercado laboral pueden encontrar ayuda a través de los siguientes programas y servicios.

Ability360

5025 E. Washington St., Ste. 200
Phoenix, AZ 85034
602-256-2245
www.ability360.org
(Serves individuals with a disability)

A New Leaf

Workforce Services

1201 E. Thomas Rd.
Phoenix, AZ 85014
602-601-7215
www.turnanewleaf.org

Arizona OIC

39 E. Jackson St.
Phoenix, AZ 85004
602-254-5081
602-513-8311
azoic@azoic.org

Beacon Group SW, Inc.

1951 W. Camelback Rd., Ste. 400
Phoenix, AZ 85008
602-685-9703
www.beacongroup.org
(Employment support for those age 18+ with mental or physical disabilities)

Copa Health Employment Related Services

924 N. Country Club Dr.
Mesa, AZ 85201
480-969-3800
www.copahealth.org
(Employment support for those age 18+ with mental or physical disabilities)

Department of Economic Security Veterans Program

North: 602-861-0496 x1024
South: 602-771-0626
West: 602-245-6224
Job Corps: 602-254-5081

Goodwill of Central Arizona Career Centers Workforce Development

www.mycareeradvisor.com
www.goodwillaz.org

4005 N. 16th St.
Phoenix, Arizona 85016
602-535-4444

4837 E. McDowell Road
Phoenix, Arizona 85008
602-535-4444

6750 W. Peoria Ave.
Peoria, Arizona 85345
602-535-4444

EMPLOYMENT & JOB TRAINING

Greater Phoenix Urban League

1402 S. 7th Ave.
Phoenix, AZ 85007
602-254-5611, Ext. 111
www.gphxul.org

St. Joseph the Worker

602-755-5627
www.sjwjjobs.org
(For unsheltered & disadvantaged)

382 E. Palm Lane
Phoenix, AZ 85004

1833 W. Main Street
Mesa, AZ 85201

ARIZONA STATE & COUNTY ONE-STOP CAREER CENTERS

Arizona @ Work Workforce Development Centers

www.azjobconnection.gov
www.arizonaatwork.com

City of Phoenix-North:
9801 North 7th Street
Phoenix, AZ 85020
602-861-0208

City of Phoenix-South:
4635 South Central Avenue
Phoenix, AZ 85040
(602) 771-0630

City of Phoenix-West:
3406 North 51st Avenue
Phoenix, AZ 85031
(623) 245-6200

Senior Community Service Employment Program (SCSEP)

SCSEP provides training opportunities to help job seekers age 55 and older improve their skills and gain current work force experience.

SCSEP brindan oportunidades de capacitación para ayudar a los solicitantes de empleo de 55 años de edad y mayores a mejorar sus habilidades y adquirir experiencia laboral actual.

AARP Senior Community Service Employment Program

4520 N Central Ave., Ste. 575
Phoenix, AZ 85012
602-841-0403
www.aarpworksearch.org

National Indian Council on Aging

505-292-2001
www.nicoa.org
*(Home office is in NM but serves
Maricopa County)*

Fiduciary Services

Fiduciary Services: When managing personal finances becomes a burden, a professional fiduciary can be privately retained or appointed by the court to manage personal assets, and by the Social Security Administration to manage Social Security and Social Security income benefits. The fiduciary is responsible for managing a person's income and assets for the benefit of that person. It is important that a privately retained fiduciary is certified by the Arizona Supreme Court.

Servicios Fiduciarios: cuando la administración de las finanzas personales se convierte en una carga, el tribunal puede contratar o designar de forma privada a un fiduciario profesional para administrar los activos personales y la Administración del Seguro Social para administrar el Seguro Social y los beneficios de ingresos del Seguro Social. El fiduciario es responsable de administrar los ingresos y activos de una persona en beneficio de esa persona. Es importante que un fiduciario contratado de forma privada esté certificado por la Corte Suprema de Arizona.

Representative Payees for Social Security Beneficiaries (SSA/SSI)

Project HOME

1570 W. Van Buren St.
Phoenix, AZ 85007
602-252-3538

Social Security Services of Arizona

P.O. Box 1466
Glendale, AZ 85301
623-414-4425
www.reppayee.org

Court Appointed Fiduciaries

Arizona Fiduciaries Association

(Info. regarding private fiduciary services)
8987 E. Tanque Verde #309-125
Tucson, AZ 85749
520-338-0840
www.azfid.org

Department of Veterans Affairs Claim Intake

(To make known need for VA pension payee or to report financial exploitation by payee)
P.O. Box 5235
Janesville, WI 53547-5235
1-608-373-6690
Tax: 608-373-6690
www.benefits.va.gov/compensation

Maricopa Public Fiduciary

222 N. Central Ave., Ste. 4100
Phoenix, AZ 85004
602-506-5801
After Hours: 602-506-5801
(emergencies only)
www.maricopa.gov/PubFid

Financial Assistance

Eligibility for financial assistance is usually based on income, resources and need for aid caused by an inability to work or a crisis situation.

La elegibilidad para recibir asistencia financiera generalmente se basa en los ingresos, los recursos y la necesidad de ayuda ocasionada por la incapacidad para trabajar o una situación de crisis.

Area Agency on Aging, Region One

Benefits Assistance Program
1366 E. Thomas Rd., Ste. 108
Phoenix, AZ 85014
24-Hour *Senior* HELP LINE:
602-264-HELP (4357)
www.aaaphx.org

Arizona Department of Economic Security

Family Assistance Administration
1789 W. Jefferson St., 3rd Floor
Phoenix, AZ 85005
www.azdes.gov

Healthy-e-Arizona PLUS

Connecting individuals and families to coverage, benefits and services.
1-855-432-7587
www.healtharizonaplus.gov

Social Security Administration

1-800-772-1213
TTY:1-800-325-0778
www.ssa.gov
253 W. Superstition Blvd.
Apache Junction, AZ 85220
5907 W. Kings Ave.
Glendale, AZ 85306
702 W. Jerome Ave.
Mesa, AZ 85210
16241 N. Tatum Blvd.
Phoenix, AZ 85032
5250 N. 7th Ave., Ste. 100
Phoenix, AZ 85007

Community Action Programs (CAP) provide a variety of assistance services administered through counties, cities, councils of governments, and other private non-profit organizations. Services provided are emergency assistance, utility assistance and discount programs, rental and mortgage assistance, housing repair, food boxes and other food and nutrition programs, and services for homeless persons.

Programas de Acción Comunitaria (CAP por sus siglas en inglés) proporcionan una amplia variedad de servicios de asistencia. Estos programas son administrados por los condados, ciudades, Consejos de Gobierno y otras organizaciones privadas sin fines de lucro. Algunos de los servicios que pueden ofrecer son ayuda de emergencia, asistencia sanitaria y programas de descuento, ayuda para la hipoteca o renta, reparación de vivienda, cajas de comida y otros programas de alimentación y nutrición y servicios para personas sin hogar.



INSIDE THE CITY
OF PHOENIX

John F. Long Family Services

3454 N. 51st Ave.
Phoenix, AZ 85031
602-534-2433
www.phoenix.gov/humanservices

Sunnyslope Family Services

914 W. Hatcher Rd.
Phoenix, AZ 85021
602-534-2433
www.phoenix.gov/humanservices

Travis L. Williams Family Services

4732 S. Central Ave.
Phoenix, AZ 85040
602-534-2433
www.phoenix.gov/humanservices

OUTSIDE THE
CITY OF PHOENIX

Avondale CAP

(Avondale, Goodyear, Cashion, Litchfield Park, sections of Laveen)
328 W. Western Ave.
Avondale, AZ 85323
623-333-2703

Buckeye CAP

201 E. Centre Ave.
Buckeye, AZ 85326
623-349-6600

Glendale CAP

5850 W. Glendale Ave. Basement Level
Glendale, AZ 85301
623-930-2854
www.glendaleaz.com/cap

FINANCIAL ASSISTANCE

Maricopa County Human Services Department (HSD)

(Any cities not covered by other offices)

234 N. Central Ave., 3rd Floor

Phoenix, AZ 85004

602-506-0589

hsdclientportal.maricopa.gov/en-US

MesaCAN/A New Leaf

635 E. Broadway

Mesa, AZ 85204

480-833-9200

Peoria CAP

(Peoria, Youngtown)

8335 W. Jefferson St.

Peoria, AZ 85345

623-979-3911

Scottsdale CAP

(Scottsdale, Paiute)

7700 E. Roosevelt

Scottsdale, AZ 85257

480-312-2323

Surprise Resource Center

(Surprise, El Mirage, Sun City, Sun City West, Waddell, Whitman)

12425 W. Bell Rd.

Surprise, AZ 85378

623-222-4673

Tempe Community

Action Agency

2146 E. Apache Blvd.

Tempe, AZ 85281

480-422-8922

Tolleson CAP

9555 W. Van Buren

Tolleson, AZ 85353

623-936-2760

Wickenburg CAP

(Wickenburg, Whittmann, Morristown, Aguila, Circle City)

466 W. Wickenburg Way

Wickenburg, AZ 85390

928-684-7894

Salvation Army

Family Services

arizona.salvationarmy.org

85 E. Saragosa St.

Chandler, AZ 85225

480-963-2041

6010 W. Northern Ave.

Glendale, AZ 85312

623-934-0469

241 E. 6th St.

Mesa, AZ 85201

480-962-9103

11 N. 3rd Avenue

Avondale, AZ 85040

623-932-0472

605 E. Broadway Avenue

Apache Junction

480-982-4110

1375 E. Broadway Road

Phoenix, AZ 85040

602-276-7396

17420 N. Avenue of the Arts Blvd.
Surprise, AZ 85374
623-977-1084

40 E. University Dr.
Tempe, AZ 85280
480-967-8649

INCOME TAX ADVICE

Sun City Community Assistance Network

10195 W. Coggins Dr.
Sun City, AZ 85351
623-933-7530
www.suncitycan.org
(Mon-Fri: 8AM-12PM)

AARP (American Association of Retired Persons)

1-888-227-7669 (Info. on tax aide sites)
[www.aarp.org/money/taxes/aarp_](http://www.aarp.org/money/taxes/aarp_taxaide/locations)
taxaide/locations

VITA (Volunteer Income Tax Assistance)

1-800-906-9887 (Info. on tax aide sites)

FINANCIAL ASSISTANCE

OTHER FINANCIAL ASSISTANCE

AZ DES LIHEAP

(Utility Assistance)
1-866-494-1981
<https://des.az.gov/liheap>

Society of St. Vincent de Paul

602-266-HOPE (4673)
www.stvincentdepaul.net

Sun City Community Assistance Network

10195 W. Coggins Dr.
Sun City, AZ 85351
623-933-7530
www.suncitycan.org
(Mon-Fri: 8AM-12PM)
(Utility Assistance)

Sun City Community Fund

(For residents of Sun City West)
13940 W. Meeker Blv., #115
Sun City West, AZ 85375
623-546-1122

FINANCIAL ASSISTANCE

Property Tax Assistance: Available to adults 65 years of age and older. Property must be the primary residence for at least two years. All owners of the property must meet income eligibility guidelines.

Asistencia con los Impuestos de Propiedad: Disponible para personas mayores de 65 años de edad. La propiedad debe ser la residencia principal por lo menos durante dos años. Todos los propietarios deben cumplir con los requisitos de ingresos para calificar.

Area Agency on Aging, Region One

*Homeless Intervention and Prevention
Program (HIP)*

1366 E. Thomas Rd., Ste. 108
Phoenix, AZ 85014

24-Hour *Senior* HELP LINE:
602-264-HELP (4357)

www.aaaphx.org

Maricopa County Assessor

301 W. Jefferson St., Ste. 200

Phoenix, AZ 85003

602-506-3406

www.maricopa.gov/assessor

Supplemental Security Income (SSI): Provides stipends to low-income people who are either aged 65 or older, blind, or disabled.

Seguridad de Ingreso Suplementario (SSI): Provee beneficios mensuales en efectivo a personas de ingresos limitados, que tienen la edad de 65 años o mayor, estén ciegos o incapacitadas.

Supplemental Security Income (SSI)

1-800-772-1213

TTY 1-800-325-0778

www.ssa.gov/ssi

Financial Counseling: Assistance in budget and credit counseling, money management and financial decision making.

Asesoramiento Financiero: Asistencia en el área de presupuesto y asesoría de crédito, manejo de dinero y toma de decisiones financieras.

ARC - Administration of Resources and Choices

P.O. Box 18323
Phoenix, AZ 85005
602- 374-2226
<http://arc-az.org>
(Foreclosure Prevention/Reverse Mortgage)

Greenpath Financial Wellness

4700 S Mill Ave b15
Tempe, AZ 85282
1-833-989-2056
www.greenpath.com

Money Management International

2401 W Peoria Ave Ste. 350
Phoenix, AZ 85029
1-800-889-9347 or
602-246-4520
www.moneymanagement.org

Indigent Decedent Services

602-372-0535 option 5
(Indigent Burial Services)



Food Assistance

Emergency Food Assistance: Individuals must be referred to these programs by a social service agency and must meet eligibility requirements. Emergency food boxes are available to provide food for a limited number of days.

In addition to the emergency food services provided by food banks, there are other food assistance programs available throughout the county. They include, but are not limited to, Supplemental Nutrition Assistance Program (SNAP), Arizona Farmers Market Nutrition Program, Food Plus, and Food Cooperatives.



Asistencia Alimenticia de Emergencia: Las personas deben ser referidas al programa por una agencia de servicios sociales para recibir esta ayuda y deben cumplir con los requisitos de elegibilidad. Las cajas de emergencia de comida están disponibles a fin de proporcionar alimentos por un tiempo limitado.

Además de los servicios de emergencia de alimentos suministrados por los bancos de alimentos, hay otros programas de asistencia alimentaria disponibles en todo el condado, que incluyen, pero no se limitan a, SNAP (Supplemental Nutrition Assistance Program), *Arizona Farmers Market Nutrition Program*, *Food Plus*, y Food Cooperatives.

EMERGENCY FOOD ASSISTANCE

AZCEND

345 S. California St.
Chandler, AZ 85225
480-963-1423
azcend.org

Covenant of Grace Ministries

906 W. Peoria Ave.
Phoenix, AZ 85029
602-678-0999

Cultural Cup Food Bank

342 E. Thomas Rd.
Phoenix, AZ 85012
602-266-8370
info@culturalcup.com
www.culturalcup.com

Desert Mission Food Bank

9229 N. 4th St.
Phoenix, AZ 85020
602-870-6062
www.desertmission.com/programs/
food-bank

*(Must bring photo ID & proof of address.
Offers senior food boxes for those 60 & up)*

Healthy-e-Arizona PLUS

Connecting individuals and families to coverage, benefits and services.
 855-432-7587
www.healtharizonaplus.gov
(Helps with nutrition assistance application)

Nourish Phoenix

501 S. 9th Ave.
 Phoenix, AZ 85007
 602-254-7450
www.icmaz.org
(Food box program - walk in only M-F: 9am-11am, must bring ID or piece of mail w/current address)

Paradise Valley (PV) Community Food Bank

10862 N. 32nd St.
 Phoenix, AZ 85028
 602-867-9228
www.pvcommunityfoodbank.org
(PV School District only - all ages; no walk-ins)

FRESH PRODUCE PROGRAMS

Borderlands Food Bank Produce on Wheels With Out Waste

270 W. Produce Row
 Nogales, AZ 85621
 520-287-2627 / 800-551-6764
info@borderlandsproducerescue.org
borderlandsproducerescue.org/events
(Saturdays they go over all AZ, please look at calendar on website for upcoming events)

Mesa Active Adult Center

247 N. Macdonald Rd.
 Mesa, AZ 85201
 480-964-9014 ext.103

The 3000 Club Market on the Move

1741 W. Rose Garden Lane, Ste. 6-9
 Phoenix, AZ 85027
 623-374-2559
(Hours: Wed & Fri: 12pm-4pm; Sat: 6am-10am)

Senior Farmers Market Nutrition Program

833-836-8253
info@azfmnp.org
www.azfmnp.org/income-eligible-seniors
(Eligibility: be at least 60 years of age and fall at or below the maximum gross income for their household size)

FOOD BANKS

St. Mary's Food Bank Alliance

602-242-FOOD (3663)
www.firstfoodbank.org/get-help

Phoenix Food Box Distribution

3131 W. Thomas Rd.
 Phoenix, AZ 85017
(Hours: Mon-Fri: 7:30am-1:30pm)

Surprise Office & Food Box Dist.

13050 W. Elm St.
 Surprise, AZ 85378
(Hours: Mon-Fri: 7:30am-1:30pm)

Food Box Delivery Program

602-344-4124
(Services Maricopa, Yavapai, & Pinal County residents)

United Food Bank

245 S. Nina Dr.
 Mesa, AZ 85210
 480-926-4897
info@unitedfoodbank.org
www.unitedfoodbank.org



FOOD ASSISTANCE

Supplemental Nutrition Assistance Program (SNAP) is the Federal Food Stamp Program. SNAP increases a low-income household's purchasing power. Eligibility for SNAP is based on residency, citizenship or permanent resident status, income and resources.

Programa de Asistencia de Alimentación Suplementaria (SNAP por sus siglas en inglés) es el nombre de el Programa Federal de Estampillas para Alimentos. SNAP aumenta el poder adquisitivo de los hogares de bajos ingresos al proveer fondos que se pueden utilizar en las tiendas para comprar alimentos nutritivos. Los requisitos para el programa SNAP se basan en la residencia, ciudadanía o condición de residente permanente, ingresos y recursos.

Supplemental Nutrition Assistance Program (SNAP)

(formerly known as food stamp program)

Department of Economic Security

4635 S. Central Ave

Phoenix, AZ 85040

1-855-432-7587

www.des.az.gov/na

SUPPLEMENTAL FOOD PROGRAMS

Arizona Commodity Supplemental Food Program (CSFP)

Also known as "Food Plus"

www.des.az.gov/senior-food-program

(CSFP is intended to improve the health of low-income persons who are at least 60 years of age by supplementing their diets with a monthly package of nutritious food at no cost)

AZ Food Bank Network

340 E. Coronado Road, Ste. 400

Phoenix, AZ 85004

602-528-3434

info@azfoodbanks.org

Search for a local food bank near you:

azfoodbanks.org/get-food

Food Value Club

602-242-3663

(A cooperative food-purchasing program that provides food to low-income households for \$15 – cash or food stamps)

The Brown Bag Food Program Granite Reef Senior Center

480-312-5816

(A supplemental bag of groceries provided to qualifying seniors in the City of Scottsdale, must apply and meet income guidelines)

Friendly Visitors

Friendly visitors provide companionship. They can assist with activities such as shopping, reading, helping with the mail, or just talking. Friendly visitors also help provide peace of mind to caregivers who cannot check on family or friends as often as they might like.

Los visitantes amigables proporcionan compañía. Pueden ayudar con actividades como ir de compras, leer un libro, ayudar con el correo o sencillamente conversar. Los visitantes amigables también ayudan a dar tranquilidad a los cuidadores que no pueden comunicarse con la familia o amigos con la frecuencia que desean.

About Care

600 W. Ray Rd.
Chandler, AZ 85225
480-802-2331
www.aboutcare.org
(Chandler, Gilbert only)

Aster Aging

247 N. Macdonald
Mesa, AZ 85201
480-964-9014
www.asteraz.org

Benevilla

Phone Pals
16752 N. Greasewood St.
Surprise, AZ 85374
623-526-4404
www.benevilla.org
(El Mirage, Peoria, Sun Cites, Surprise, Youngtown)

Duet

10000 N. 31st Ave., Ste. D200
Phoenix, AZ 85051
602-274-5022
www.duetaz.org
(Phoenix, Glendale, Scottsdale, Fountain Hills)

Foothills Caring Corps

7275 E. Easy St., Ste. B103
Carefree, AZ 85377
480-488-1105
www.foothillscaringcorps.com
(Scottsdale N of Bell Road, Carefree, Cave Creek, N Phoenix)

Pan de Vida

P.O. Box 745
Queen Creek, AZ 85242
480-987-0819
www.pandevidaaz.org

Sheriff's Posse of Sun City West

R.U.O.K. Program
20450 N. Stardust Blvd.
Sun City West, AZ 85375
623-584-5808
www.sheriffspossesuncitywest.net
(Automated call only)

Tempe Neighbors Helping Neighbors

2146 E. Apache Blvd.
Tempe, AZ 85281
480-381-8336

FRIENDLY VISITORS

VerdeCares

18934 E. Avenida Del Rey, Ste. 106

Rio Verde, AZ 85263

480-471-8944

www.verdecares.org/services

(Verde Communities)

YMCA Outreach Program for Ahwatukee Seniors (YOPAS)

1030 E. Liberty Lane

Phoenix, AZ 85048

602-212-6088

opas@vosymca.org

E
F



When parents experience difficulties and children need care, grandparents often step in. Area Agency on Aging can help identify programs and services that offer support.

See page 47 for more information.

Cuando los padres experimentan dificultades y los niños necesitan atención, los abuelos a menudo intervienen. Nuestra Agencia puede ayudar a identificar programas y servicios que ofrecen apoyo.

Para más información, vea la página 47.

**24-Hour Senior
HELP LINE
602-264-HELP (4357)**

Grandparents Raising Grandchildren Kinship Care

The following programs offer support and assistance to grandparents who are raising their grandchildren. Services offered include finding available resources, providing emotional support and respite.

Los siguientes programas ofrecen servicios de apoyo y asistencia a los abuelos que están criando a sus nietos. Algunos de los servicios ofrecidos incluyen, proporcionar apoyo emocional y descanso, buscar los recursos disponibles.

Chicanos Por La Causa (CPLC) Parenting AZ

6850 W. Indian School Rd., Ste. 4
Phoenix, AZ 85033
602-248-0428
www.cplc.org/hhs/parenting

Child Crisis Arizona

817 N. Country Club Dr.
Mesa, AZ 85201
480-834-9424
www.childcrisisaz.org

Duet

10000 N. 31st Ave., Ste. D200
Phoenix, AZ 85051
602-274-5022
www.duetaz.org

Grandfamilies Place of Phoenix

*(Affordable housing for the needs of
grandparents raising grandchildren)*

5150 S. 18th Pl.
Phoenix AZ, 85040
623-289-8737

Intertribal Council of AZ Area Agency on Aging, Region 8

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

Raising Special Kids

5025 E. Washington St., Ste. 204
Phoenix, AZ 85034
602-242-4366 | 800-237-3007
www.raisingpecialkids.org

OTHER ADVOCACY GROUPS

Arizona's Children Association

602-289-8737
www.arizonakinship.org

Central Arizona Kinship Care Coalition

888-737-7494
www.azkincare.org

Children's Action Alliance

602-266-0707
www.azchildren.org

Health Care

A variety of programs and reduced-cost health care services are available for older adults, and adults with a disability.

HealthCare.gov

The Affordable Care Act offers eligible older adults age 65+ a range of preventive services.

1-800-318-2596 | TTY: 1-855-889-4325

www.healthcare.gov

Low Cost Medical Clinics and Medical Assistance is available at the following locations for persons with a limited income. Financial eligibility will be assessed and, depending on income, services may be provided on a sliding-scale fee basis.

Asistencia Médica en clínicas y médica de bajo costo pueden estar disponibles en las siguientes ubicaciones para personas con ingresos limitados. La elegibilidad financiera será evaluada en base a los ingresos. Los servicios se pueden proporcionar en una escala de tarifas.

Adelante Centers

1-877-809-5092

www.adelantehealthcare.com

Adelante Healthcare Buckeye

306 E. Monroe Ave.

Buckeye, AZ 85326

Adelante Healthcare Gila Bend

100 N. Gila Rd.

Gila Bend, AZ 85337

Adelante Healthcare Goodyear

13471 W. Cornerstone Blvd.

Goodyear, AZ 85395

Adelante Healthcare Mesa

1705 W. Main St.

Mesa, AZ 85201

Adelante Healthcare Mobile Health Program

306 E. Monroe Ave.

Buckeye, AZ 85326

Adelante Healthcare Peoria

15525 N. 83rd. Ave.

Peoria, AZ 85382

Adelante Healthcare Phoenix

500 W. Thomas Rd., Ste. 870

Phoenix, AZ 85013

Adelante Healthcare Surprise

15351 W. Bell Rd.

Surprise, AZ 85374

Adelante Healthcare Wickenburg

811 N. Tegner St., Ste. 113

Wickenburg, AZ 85390

Adelante Healthcare West Phoenix

9610 N. Metro Pkwy. W.

Phoenix, AZ 85051

Abrazo Health

877-934-9355

www.abrazohealth.com/locations**Mission of Mercy Care****Partnership Clinics**602-486-7798 (*Mesa, Maryvale, Central & South Phoenix*)623-932-2723 (*Avondale*)www.amissionofmercy.org/arizona**Avondale Baptist Church**

1001 N. Central Ave.

Avondale, AZ 85323

*(Hrs: Mon, 8:00AM–3:00PM)***Chandler First Church of the Nazarene**

301 N. Hartford St.

Chandler, AZ 85225

*(Hrs: 1st and 3rd Fri, 8:00AM–3:00PM)***Christ the King Community Church**

1616 E. Broadway Rd.

Mesa, AZ 85204

*(Hrs: Thur, 8:00AM–3:00PM)***Maryvale Church of the Nazarene**

3201 N. 51st Ave.

Phoenix, AZ 85031

*(Hrs: 1st & 3rd Tue, 8:00AM–3:00PM)***NPHX Church South Campus**

6520 S. Central Ave.

Phoenix, AZ 85042

*(Hrs: 2nd & 4th Tue, 8:00AM–3:00PM)***North Phoenix Baptist Church**

5757 N. Central Ave.

Phoenix, AZ 85012

*(Hrs: Wed, 8:00AM–3:00PM)***Banner Good Samaritan****Regional Medical Service Clinic**

1300 N. 12th St., Ste. 508

Phoenix, AZ 85006

602-839-3927

www.bannerhealth.com**Justa Center***A day resource center for those aged 55+ who have nowhere to live.*

1001 W. Jefferson

Phoenix, AZ 85007

602-254-6524

www.justacenter.org**Valleywise Health Medical Center**

2601 E. Roosevelt St.,

Phoenix, AZ 85008

602-344-5011

833-855-9973

*(24 hours a day, 7 days a week)***Valleywise Comprehensive Health Center - Phoenix**

2525 E. Roosevelt St.,

Phoenix, AZ 85008

833-855-9973

*(Individual clinics have their own hours and contact information)***Valleywise Comprehensive Health Center - Peoria**

8088 W. Whitney Dr.,

Peoria, AZ 85345

833-855-9973

(Individual clinics have their own hours and contact information)

HEALTH CARE

Valleywise Community Health Center - West Maryvale

7808 W. Thomas Rd.,
Phoenix, AZ 85033
602-655-6900
833-855-9973

(Monday – Friday 7:00am – 6:00pm)

Valleywise Community Health Center - South Phoenix/Laveen

5650 S. 35th Ave.,
Phoenix, AZ 85041
602-655-6400
833-855-9973

(Monday – Friday 7:00am – 6:00pm)

Valleywise Community Health Center - South Central Phoenix

33 W. Tamarisk St.,
Phoenix, AZ 85041
602-344-6600
833-855-9973

*(Monday – Friday 7:00am – 5:30pm
Saturday 7:00am – 12:00pm)*

Valleywise Community Health Center - North Phoenix

2025 W. Northern Ave.,
Phoenix, AZ 85021
602-655-6300
833-855-9973

*(Monday – Friday 7:00am – 6:00pm
Saturday 7:00am – 11:00am)*

Valleywise Community Health Center - Mesa

950 E. Main St.,
Mesa, AZ 85203
602-655-6200
833-855-9973

(Monday – Friday 7:00am – 6:00pm)

Valleywise Community Health Center - McDowell

1101 N. Central Ave., Suite 204
Phoenix, AZ 85004
602-344-6550
833-855-9973

(Monday – Friday 7:00am – 5:00pm)

Valleywise Community Health Center - Guadalupe

5825 E. Calle Guadalupe
Guadalupe, AZ 85283
480-344-6000
833-855-9973

(Monday – Friday 7:30am – 4:30pm)

Valleywise Community Health Center - Chandler

811 S. Hamilton St.,
Chandler, AZ 85225
480-344-6100
833-855-9973

*(Monday – Friday 7:00am – 5:30pm
Saturday 7:00am – 11:00am)*

Valleywise Community Health Center - Avondale

950 E. Van Buren St.,
Avondale, AZ 85323
623-344-6800
833-855-9973

(Monday – Friday 7:00am – 5:00pm)

Valleywise Behavioral Health Center - Phoenix

2619 E. Pierce St.,
Phoenix, AZ 85008
602-344-5022

(24 hours a day, 7 days a week)

**Valleywise Behavioral Health
Center - Mesa**

570 W. Brown Rd.,
Mesa, AZ 85201
602-344-5011
(24 hours a day, 7 days a week)

**Valleywise Behavioral Health
Center - Maryvale**

5102 W. Campbell Ave.,
Phoenix, AZ 85031
602-344-5011
(24 hours a day, 7 days a week)

Circle the City

220 S. 12th Ave.
Phoenix, AZ 85007
602-776-7676
www.circlethecity.org/locations/

The Parsons Family Health Center
3522 North Third Avenue
Phoenix, AZ 85013
602-776-7676

Mountain Park Health Center

2702 N. 3rd St., Ste. 4020
Phoenix, AZ 85004
Corporate Office: 602-323-3344
Clinic Intake: 602-243-7277
www.mountainparkhealth.org

140 N. Litchfield Rd., Ste. 106
Goodyear, AZ 85338

635 E. Baseline Rd.
Phoenix, AZ 85042

Gateway Clinic
6975 W. Glendale Ave.
Glendale, AZ 85303

Gateway Clinic
3830 E. Van Buren St.
Phoenix, AZ 85008

303 E. Baseline Rd.
Phoenix, AZ 85042

1840 E. Broadway Rd.
Tempe, AZ 85282

**The Neighborhood
Christian Clinic**

1929 W Fillmore St., Building C,
Phoenix, AZ 85009
602-258-6008

**NOAH-Scottsdale Heuser
Family Medicine**

7301 E 2nd St #210
Scottsdale, AZ 85251
480-882-4545

8705 E McDowell Road
Scottsdale, AZ 85257

11851 N. 51st Avenue, Ste. B110
Glendale, AZ 85304

9015 N. 3rd Street
Phoenix, AZ 85020

4131 N. 24th Street, Ste. B102
Phoenix, AZ 85016

16251 N. Cave Creek Road
Phoenix, AZ 85032

20440 N. 27th Ave.
Phoenix, AZ 85027



HEALTH CARE

Saint Joseph's Hospital and Medical Center

Women's Wellness Center
500 W Thomas Rd #720,
Phoenix, AZ 85013
602- 406-6017

Society of St. Vincent de Paul

420 W. Watkins Rd.
Phoenix, AZ 85003
602-261-6825
www.stvincentdepaul.net

Wesley Health Center at Recker Campus

5845 E. Still Circle, Ste. 104
Mesa, AZ 85206
602-257-4323
wesleychc.org/wesley-community-health-center/

Well Woman HealthCheck Program

602-542-1219
www.cdc.gov/cancer/nbccedp/index

Wesley Community & Health Centers at Central City

1300 S 10th St,
Phoenix, AZ 85034
602-257-4323
wesleychc.org/wesley-community-health-center/

Wesley Health Center at Coffelt

1510 S. 19th Dr., Ste. 100
Phoenix, AZ 85009
602-257-4323
wesleychc.org/wesley-community-health-center/

Wesley Health Center at Golden Gate

1625 N. 39th Ave.
Phoenix, AZ 85009
602-257-4323
wesleychc.org/wesley-community-health-center/

Hard of Hearing & Deaf Services

Education, rehabilitation, outreach, counseling, and interpreting services are among the many types of assistance available for persons who are deaf, hard of hearing or have hearing loss.

Educación, rehabilitación, ayuda a los necesitados, asesoría y servicios de interpretación están entre los distintos tipos de asistencia disponibles para las personas con problemas de audición o sordera.

Arizona Commission for the Deaf and Hard of Hearing (ACDHH)

100 N. 15th Ave., Ste. 104
Phoenix, AZ 85007
602-542-3323
TTY 602-364-0990
V/TTY: 1-800-352-8161
Video phone: 480-559-9441
email: info@acdhh.az.gov
www.acdhh.org

Arizona Speech-Language-Hearing Association

700 McKnight Park Drive Ste. 708
Pittsburg, PA 15237
602-354-8062
email: arsha@arsha.org
www.arsha.org

Arizona Telecommunications Equipment Distribution Program (AzTEDP)

100 N. 15th Ave., Ste. 104
Phoenix, AZ 85007
V/TTY: 602-542-1124
1-866-223-3412 V/TTY
email: info@acdhh.az.gov
www.acdhh.org

ASU, Speech & Hearing Clinic

975 S. Myrtle Ave. / COOR Hall
P.O. Box 870102
Tempe, AZ 85287
Voice: 480-965-2373
email: shsclinic@asu.edu
asuspeechandhearingclinic.org/

Foundation for Sight & Sound

Help America Hear Program
P.O. Box 1245
Smithtown, NY 11787
888-580-8886
Email: info@helpamericahear.org
helpamericahear.org/

Valley Center of the Deaf

(Interpreting service and more)
5025 E. Washington St., Ste. 114
Phoenix, AZ 85034
Voice: 602-267-1921
TTY: 602-267-9122
Videophone: 623-208-4349
www.vcdaz.org

HIV / AIDS

HIV (human immunodeficiency virus) weakens a person's immune system by destroying important cells that fight disease and infection. While there is not yet a cure for HIV, with proper medical care, HIV can be controlled. Listed are programs and services for those diagnosed with HIV/AIDS.

VIH (virus de la inmunodeficiencia humana) sistema inmunológico de una persona se debilita mediante la destrucción de las células importantes que luchan contra las enfermedades e infecciones. No existe una cura efectiva para el VIH, pero con atención médica adecuada, el VIH puede ser controlado. Se enlista abajo los programas y servicios para las personas que han sido diagnosticadas con el virus VIH / SIDA.

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Area Agency on Aging, Region One

Care Directions®

1366 E. Thomas Rd., Ste. 200
Phoenix, AZ 85014
602-264-2273

care@aaaphx.org
www.caredirections.org

Central Eligibility Office

1366 E Thomas Rd., Ste. 203
Phoenix, AZ 85014
602-212-3788

ceoffice@aaaphx.org

Aunt Rita's Foundation

(Health & Services Information)

326 E. Coronado Rd.
Phoenix, AZ 85004-1524
602-882-8675

www.aunritas.org

Chicanos Por La Causa - Luces Program

6850 W. Indian School
Phoenix, AZ 85033
623-247-0464

Ebony House

39 E. Jackson St.
Phoenix, AZ 85004
602-254-6180
www.ebonyhouseinc.org

HIV Info

1-800-448-0440
www.hivinfo.nih.gov

Maricopa County Public Health STD Clinic

1645 E. Roosevelt St.
Phoenix, AZ 85006
602-506-1678
www.wearepublichealth.org

Phoenix Indian Medical Center

4212 N. 16th St.
Phoenix, AZ 85006
602-506-1678

**Planned Parenthood of Central
and Northern Arizona**

4751 N. 15th St.
Phoenix, AZ 85014
602-277-7526
1-800-230-7526
www.ppaz.org
(Call for clinic locations)

Ryan White Part A Program

602-506-5341
www.positivelyyouaz.com

Southwest Center for HIV/AIDS

1101 N. Central Ave.
Phoenix, AZ 85004
602-307-5330
www.swhiv.org

**Valleywise Community Health
Center - McDowell**

1101 N. Central Ave.
Phoenix, AZ 85004
602-344-6550
valleywisehealth.org



Home Modification

Home modification is the conversion or adaptation of the living environment to make tasks easier, reduce accidents and support aging at home. Examples include installing ramps, hand-held showers, grab bars, better lighting, roll-in showers, and stair or chair lifts. Home modifications overlap considerably with adaptive aids, which tend to be more mobile in nature and not attached to the structure of the house (see page 7 for adaptive aids).

La modificación del hogar se refiere a la conversión o adaptación de las condiciones de la vivienda para facilitar la realización de las tareas, reducir accidentes y apoyar la vida independiente. Algunos ejemplos son: instalar rampas, duchas de mano, barras de apoyo, mejorar la iluminación, regaderas sobre ruedas, escaleras o telesillas. Las modificaciones al hogar se traslapan considerablemente con los aparatos adaptables, que tienden ser más móviles y no están sujetas a la estructura de la casa. (Vea la página 7 aparatos adaptables).

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ADL Solutions

221 E Willis Rd., Ste. 6
Chandler, AZ 85286
480-636-1816
www.adl-solutions.com

Rebuilding Together

1826 W. Broadway Rd., #16
Mesa, AZ 85202
480-774-0237
www.rebuildingtogether.org
(Statewide)

Ability 360

5025 E. Washington St., Ste. 200
Phoenix, AZ 85034
602-256-2245
1-800-280-2245
www.ability360.org

MEASUREAbilities, LLC – Fall Prevention Home Safety Specialists

8147 E. Evans Rd., Ste. 8
Scottsdale, Arizona 85260
480-214-9725
www.measurabilities.com

Home Repair & Weatherization

The home repair programs listed here are designed to help people maintain their homes, but differ in the types of repairs performed, eligibility and whether the repairs are performed by volunteers or paid workers.

Los programas de reparaciones al hogar enumerados a continuación están diseñados para ayudar a las personas a mantener sus hogares, pero difieren en cuanto a los tipos de reparaciones realizadas, elegibilidad para reparaciones y si las reparaciones son realizadas por voluntarios o trabajadores pagados.

Benevilla

16752 N. Greasewood St.

Surprise, AZ 85378

623-526-4404

www.benevilla.org

(Handyman only, (El Mirage, Peoria, Sun City, Sun City West, Surprise, Youngtown, Buckeye, Tolleson, Avondale, Goodyear, Litchfield Park)

City of Mesa Community Development

Housing Rehabilitation Program

200 S. Center St., Bldg 1

Mesa, AZ 85210

480-644-3208

www.mesaaz.gov

(see also A New Leaf / Mesa C.A.N. for weatherization program)

City of Avondale

Housing and Community Development

Home Repair Program

11465 W. Civic Center Dr.

Avondale, AZ 85323

623-333-2726

(also serves Cashion las Ligas)

City of Phoenix Neighborhood Services Department

(Neighborhood Revitalization Division)

200 W. Washington St., 4th Floor

Phoenix, AZ 85003

602-534-4444 ext.4

(Also serves Laveen)

City of Chandler

Emergency Home Repair Program

235 S. Arizona Ave.

Chandler, AZ 85225

480-782-4323

City of Scottsdale Community Assistance Office

Housing Rehabilitation Programs

6535 E. Osborn Rd., Bldg. 8

Scottsdale, AZ 85251

480-312-7156

www.scottsdaleaz.gov

City of Gilbert

Emergency and Minor Home Repair

Program AZCEND

132 W. Bruce Ave.

Gilbert, AZ 85233

480-892-5331

HOME REPAIR & WEATHERIZATION

City of Scottsdale

Operation Fix-It

7447 E. Indian School Rd. Ste. 105

Scottsdale, AZ 85251

480-312-8703

www.scottsdaleaz.gov/neighborhoods/operation-fix-it

(Exterior landscaping, painting, minor repairs)

Foundation for Senior Living

Home Improvements

1201 E. Thomas Rd.

Phoenix, AZ 85014

602-285-1800

www.fsl.org

(Weatherization assistance for Maricopa County outside of Mesa and Phoenix)

Habitat for Humanity

(Emergency Home Repair Program)

602-268-9022

(for residents of Glendale & Peoria)

Maricopa County Home Improvement Program (McHIP)

(All cities and towns in Maricopa County outside of Mesa and Phoenix)

602-506-5911

www.maricopa.gov/5214/Apply-for-Home-Improvement-Programs

(Emergency repair, minor/major rehabilitation and weatherization)

Mesa C.A.N. / A New Leaf

635 E. Broadway Rd.

Mesa, AZ 85204

480-833-9200

www.turnanewleaf.org/services

(Weatherization. Mesa residents only)

Hospice Services

Hospice services provide counseling and overall support to terminally ill persons and their families. Hospice services stress maintaining the individual's quality of life and personal comfort. Hospice services may include nursing, home health, homemaking, crisis care, bereavement counseling, pastoral services, and social services. These services are available in individuals' homes, in special units at hospitals, and in many nursing care facilities.

Funding for hospice care is often covered under Medicare or other health insurance.

Los servicios de cuidado en los hospicios proporcionan asesoría y apoyo en general a las personas con enfermedades terminales y a sus familias. Los servicios de los hospicios paliativos se enfocan en mantener la calidad de vida y la comodidad de la persona. Dichos servicios pueden incluir servicios de enfermería y cuidados de la salud en el hogar, limpieza del hogar, asistencia en momentos de crisis, servicio de consejería por la pérdida de un ser querido, servicios pastorales y servicios sociales. Los servicios de cuidados paliativos están disponibles en viviendas particulares y en las unidades especiales de los hospitales y en muchas instalaciones de cuidados de enfermería.

El financiamiento de los hospicios a menudo es cubierto por Medicare u otro seguro de salud.

**COMPLETE LIST OF
LICENSED HOSPICE
AGENCIES, CALL:**

**Arizona Department of
Health Services**

150 N. 18th Ave.
Phoenix, AZ 85007
602-364-3031
www.azdhs.gov/index.php

**HOSPICE
INFORMATION OR
QUESTIONS, CALL:**

**National Hospice and Palliative
Care Helpline**

1-800-658-8898
www.nhpco.org/find-a-care-provider



Housing

Rental Assistance: There are services that assist older adults in locating affordable and appropriate places to live.

HUD Housing: Independent housing is available for older adults and adults with a physical disability through programs offered by the U.S. Department of Housing and Urban Development (HUD).

Each HUD program has eligibility criteria that may include income, asset and age qualifications. Under these programs, those who qualify for HUD housing must pay approximately 30 percent of their monthly income for rent. HUD then pays the remainder of the rent.

To receive HUD assistance, an individual must live in a designated HUD apartment, or can receive a HUD voucher that is used to pay rent for any apartment that meets basic HUD requirements.

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Asistencia de Renta: Existen servicios que ayudan a los adultos mayores a encontrar lugares asequibles y apropiados para vivir.

Vivienda de HUD: Hay viviendas independientes disponibles para las personas de edad avanzada y adultos con discapacidad física a través de programas ofrecidos por el Departamento de Vivienda y Desarrollo Urbano (HUD por sus siglas en inglés).

Cada programa de HUD tiene criterios de elegibilidad que pueden incluir ingresos, bienes y calificaciones de edad. De estos programas, los que reúnen los requisitos para HUD deben pagar aproximadamente el 30 por ciento de sus ingresos mensuales para la renta. HUD paga el resto de la renta.

Hay dos maneras de recibir asistencia de HUD. Una persona puede vivir en un apartamento designado de HUD o puede recibir un boleto de HUD que se usa para pagar la renta de un apartamento que cumpla con los requisitos de HUD.

U.S. Department of Housing and Urban Development (HUD)

1 N. Central Ave., Ste. 600
Phoenix, AZ 85004
602-379-7100 / TTY: 602-379-7181
www.hud.gov

Local Housing Authorities**Chandler Housing and Redevelopment Division**

235 S. Arizona Ave.
Chandler, AZ 85225
480-782-3200
www.chandleraz.gov

Glendale Housing Authority

6842 N. 61st Ave.
Glendale, AZ 85301
623-930-2180
www.glendaleaz.com

Mesa Housing Authority

200 S. Center St., Bldg 1
Mesa, AZ 85210
480-644-3536
www.mesaaz.gov/housing

Peoria Housing Authority

10950 N. 87th Ave., #11
Peoria, AZ 85345
623-486-4375
www.peoriaaz.gov

Phoenix Housing Department

830 E. Jefferson St.
Phoenix, AZ 85034
602-534-1974
www.phoenix.gov/housing

Scottsdale Housing Authority

Paiute Neighborhood Center
6535 E. Osborn Rd., Bldg 8
Scottsdale, AZ 85251
480-312-7717

Tempe Housing and Redevelopment

Tempe Public Library, 2nd Fl.
Human Services
3500 S. Rural Rd., Tempe, AZ 85282
480-350-8950
www.tempe.gov/housing

**HOUSING ASSISTANCE FOR
AFFORDABLE HOUSING &
LOAN COUNSELING
& FORECLOSURE
INTERVENTION**

Administration of Resources & Choices (ARC)

P.O. Box 18323
Phoenix, AZ 85005
602-374-2226
www.arc-az.org

AZ Mortgage Foreclosure Hotline

1-877-448-1211
www.housing.az.gov

Chicanos Por La Causa, Inc.

www.cplc.org
1402 S. Central Ave.
Phoenix, AZ 85004
602-253-0838
325 N. Staple Dr.
Mesa, AZ 85203
480-615-3800

HOUSING

Community Housing Partnership

1630 E. Monroe St.
Phoenix, AZ 85034
602-253-6905

Homeowner's HOPE™ Hotline

1-888-995-HOPE (4673)
www.995hope.org
(National foreclosure hotline)

Homeward Bound

2302 W. Coulter Street
Phoenix, AZ 85015
602-263-7654

Labor's Community Service Agency

3117 N. 16th St., Ste. 100
Phoenix, AZ 85016
602-263-5741
www.lcsaphx.org

Phoenix Revitalization Corporation

1122 E. Buckeye Rd., Ste. A1 / MB 4
Phoenix, AZ 85034
602-253-6895
www.phxrevitalization.org

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Rental, Utility & Home Weatherization Assistance Aid is available to help with rent or other housing payments, utility bill payments and home weatherization. Programs vary depending on need, income eligibility and location. For many of these programs, the demand for benefits is greater than the availability, so services may be provided on a first-come, first-serve basis. In addition to below, see Community Action Programs (CAP) under Financial Assistance on page 34.

El programa de Asistencia de Renta, Servicios Públicos & Climatización está disponible para ayudar con la renta u otros pagos de la vivienda, pagos de servicios públicos y climatización del hogar. Los programas varían dependiendo de la necesidad, elegibilidad según ingresos y localidad. Para muchos de estos programas, la demanda de beneficios es mayor que la disponibilidad, por lo cual los servicios se ofrecen por orden de llegada. Además, consulte Programas de Acción Comunitaria (CAP) en Asistencia Financiera en la página 34.

Salvation Army Social Services

2702 E. Washington St.
Phoenix, AZ 85034
602-267-4122
www.phoenixsalvationarmy.com

Society of St. Vincent de Paul

420 W. Watkins Rd.
Phoenix, AZ 85003
602-266-HOPE (4673)
www.stvincentdepaul.net

HOUSING

Reverse Mortgage Programs: It's not unusual for older adults to accumulate overwhelming financial burdens as a result of medical or unanticipated expenses. Yet, many of these same individuals own homes and have equity, which can serve as a financial resource. The organizations listed here offer home equity financing programs or education and counseling programs designed to help individuals make decisions regarding their finances and the equity value of their home.

Programas de hipoteca inversa: No es raro que las personas mayores o las personas con discapacidad acumulen cargas financieras abrumadoras como consecuencia de los gastos médicos o gastos imprevistos. Sin embargo, muchos de estos individuos tienen sus propios hogares y un patrimonio que puede servir como recurso económico. La lista de organizaciones a continuación ofrece programas de financiación hipotecaria o educación y asesoramiento para ayudar a los individuos a tomar decisiones respecto a sus finanzas y el valor de su casa.

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Take Charge America
20430 N. 19th Ave., Ste. B155
Phoenix, AZ 85027
623-266-6100
www.takechargeamerica.org

**U.S. Department of Housing
and Urban Development (HUD)**
(Home Equity Conversion Mortgage Program)
451 7th St., SW
Washington, DC 20410
1-800-569-4287
www.hud.gov

Resources for Homeless: Assistance is available for homeless older adults to locate shelter, receive referrals to food and housing resources, medical assistance and other agencies providing services. Interfaith Homeless Emergency Lodging Program (I-Help) offers temporary overnight shelter through a network of community churches.

Recursos para personas sin hogar: Hay ayuda disponible para personas mayores sin hogar; se las ayuda a encontrar refugio así como referencias a recursos de alimentación y vivienda, asistencia médica y otras agencias que ofrecen servicios a los pobres y las personas sin hogar en la comunidad. El Programa Interreligioso de Alojamiento de Emergencia para Personas sin Hogar (I-Help) ofrece refugio nocturno a través de una red de iglesias comunitarias.

City of Phoenix

Community Services

Phoenix City Hall, Human Services
200 W. Washington St., 18th Fl.
Phoenix, AZ 85003
602-262-6666
www.phoenix.gov/humanservices

City of Scottsdale

Homeless Navigation Team

480-772-9533

Family Housing Hub

(Individuals with minor children)

3307 E. Van Buren St.
Phoenix, AZ 85008
602-595-8700
(Mon 8:00 – 8:00, Tues-Thur 8:00–4:00)

Glendale Homeless Solutions Alliance

623-207-8902

Justa Center

A day resource center for those aged 55+
1001 W. Jefferson
Phoenix, AZ 85007
602-254-6524
www.justacenter.org

Mesa Homeless Resource Line

480-644-4673

Phoenix Rescue Mission

12779 W. Grand Ave.
Phoenix, AZ 85007
623-233-3000

West Valley Housing Assistance Center

12779 W. Grand Ave.
Surprise, AZ 85374
623-850-5611

Salvation Army–Project Hope

2707 E. Van Buren St.
Phoenix, AZ 85008
602-267-4195

HOUSING

211 Arizona Shelter Hotline

2-1-1/-1-877-211-8661

www.211arizona.org/shelter

Society of St. Vincent de Paul

Ozanam Manor

320 W. Watkins St.

Phoenix, AZ 85003

602-850-6900

Tempe Community Action

Agency

2146 E. Apache Blvd.

Tempe, AZ 85281

480-422-8922

www.tempeaction.org

INTERFAITH HOMELESS EMERGENCY LODGING PROGRAM (I-HELP)

AZCEND

345 S. California St.

Chandler, AZ 85225

480-963-1423

www.azcend.org/i-help/

Lutheran Social Services of the Southwest

(Women only)

480-654-4539 / 480-684-0645

Tempe Community Action

Agency

2146 E. Apache Blvd.

Tempe, AZ 85281

480-422-8922

www.tempeaction.org



Working in collaboration with the Arizona Senior Citizens Law Project, the Area Agency on Aging provides legal assistance to low-income seniors, age 60 and older. Clients can meet with licensed attorneys, have documents reviewed, and receive information and referrals.

See page 67 for more information.

Trabajando en colaboración con el Proyecto de Ley para Personas de la Tercera Edad de Arizona, la Agencia del Área sobre el Envejecimiento, brinda asistencia legal a las personas de la tercera edad con bajos ingresos y mayores de 60 años. Los clientes pueden reunirse con abogados licenciado, revisar documentos, recibir información y servicios.

Para más información, vea la página 67.

**24-Hour Senior
HELP LINE
602-264-HELP (4357)**

Legal Services

Legal assistance is available to persons who have limited resources, yet need to understand the legal ramifications of a particular situation, need legal advice, or information about their civil rights.

Attorneys and paralegals can assist with the legal aspects of housing problems, government benefits, consumer issues, wills, and other issues requiring legal advice or representation.

Hay asistencia jurídica disponible para personas con recursos limitados, pero que deben aprender sobre las ramificaciones legales de una situación específica, que necesitan representación legal o necesitan protección de sus derechos civiles.

Los abogados y asistentes paralegales pueden ayudar con los aspectos jurídicos de problemas de vivienda, beneficios del gobierno, asuntos del consumidor, testamentos, planificación de patrimonio y otros asuntos que requieren asesoramiento o representación jurídica.

ACLU (American Civil Liberties Union)
P.O. Box 17148
Phoenix, AZ 85011
602-650-1854
www.acluaz.org

Task Force Against Senior Abuse
2005 N. Central Ave.
Phoenix, AZ 85004
602-542-2124
602-542-7918 (*Español*)
Email: seniorabuse@azag.gov
www.azag.gov/seniors

**Area Agency on Aging,
Region One**
1366 E. Thomas Rd., Ste. 108
Phoenix, AZ 85014
24-Hour *Senior* HELP LINE
602-264-HELP (4357)
www.aaaphx.org

Arizona Fiduciaries Association
20425 N. 51st Ave., Ste. 134
Glendale, AZ 85308
623-322-2944
www.azfid.org

**Arizona Attorney General
Consumer Complaints Unit**
2005 N. Central Ave.
Phoenix, AZ 85004
602-542-5763 (*Phoenix*)
800-352-8431 (*Outside of Phx-metro*)
www.azag.gov

**Arizona Foundation for Legal
Services & Education**
(*Modest Means Project*)
4201 N. 24th St., Ste. 210
Phoenix, AZ 85016
602-304-7366
www.azlawhelp.org



LEGAL SERVICES

Arizona Law Help

Online resource, general legal information
www.AZLawHelp.org

Arizona Senior Citizens Law Project

Sandra Day O'Connor
College of Law Building
111 E. Taylor Street
Phoenix, AZ 85014
602-252-6710

Community Legal Services

305 S. 2nd Ave.
Phoenix, AZ 85003
602-258-3434 / 1-800-852-9075
602-254-9852 (TTY)
infocpo@clsaz.org
www.clsaz.org
(Includes HIV/AIDS Law Project)

Disability Rights Arizona

5025 E. Washington St., Ste. 202
Phoenix, AZ 85034
602-274-6287
1-800-927-2260
www.azdisabilitylaw.org

Justa Center

*(A day resource center for those aged 55+
who have nowhere to live.)*
1001 W. Jefferson St.
Phoenix, AZ 85007
602-254-6524
www.justacenter.org

Maricopa County Bar Association

(Lawyer Referral Service)
3030 N. 3rd St., Ste. 1260
Phoenix, AZ 85012
602-257-4434
www.maricopalawyers.org

Maricopa County Public Fiduciary

222 N. Central Ave., Ste. 4100
Phoenix, AZ 85004
602-506-5801
www.maricopa.gov/500/Public-Fiduciary
(Also helps with burial assistance)

State Bar of Arizona

4201 N. 24th St., Ste. 100
Phoenix, AZ 85016
602-252-4804
www.azbar.org

The Arizona Legal Center

111 E. Taylor St., Ste. 120
Phoenix, AZ 85004
480-727-0127
contact@arizonalegalcenter.org

Advanced Directives, Living Wills, Power of Attorney: Individuals have the power to make legally enforceable decisions about their health care in the event they become seriously ill or injured and are unable to speak for themselves. They may also want to identify others who are authorized to act on their behalf under such circumstances. Such decisions should be recorded in advance directives, living wills, durable powers of attorney, or similar documents. It is best to obtain accurate information and legal advice to determine what method is right for you.

Instrucciones por Anticipado, Testamentos en Vida, Carta Poder

Las personas tienen el poder de re-enforzar legalmente lo que se debe hacer respecto a sus cuidados y salud, en caso de que enfermen o se lesionen gravemente y no puedan hablar por sí mismos. También es posible que quieran designar a otras personas para que actúen en su nombre en tales circunstancias. Esas decisiones deben ser registradas en las instrucciones por anticipado, testamentos en vida, carta poder o documentos similares. Es mejor obtener información precisa y asesoría legal para determinar qué método es el más adecuado para usted.

AARP Legal Services Network

601 E. St. N.W.
 Washington, D.C. 20049
 1-866-330-0753
www.aarp.org/lbn
(AARP Members only)

Arizona Attorney General

2005 N. Central Ave.
 Phoenix, AZ 85004
 602-542-5025
www.azag.gov
(Forms available on website under "Seniors")

Maricopa County Superior Court Self-Service Center

www.superiorcourt.maricopa.gov/superiorcourt/self-servicecenter
(Forms available from website)

101 W. Jefferson St.
 Phoenix, AZ 85003
 602-506-7353, Ext. 3

222 E. Javelina Ave., Ste. 1350
 Mesa, AZ 85210
 602-506-2020

18380 N. 40th St., Ste. 21
 Phoenix, AZ 85032
 602-372-7601

14264 W. Tierra Buena Lane
 Surprise, AZ 85374
 602-372-9400



LEGAL SERVICES

Probate Lawyers Assistance Project (PLAP)

4201 N. 24th St., Suite 100,
Phoenix, AZ 85016
(602) 732-2834
www.superiorcourt.maricopa.gov/probate-and-mental-health-department/probate-lawyers-assistance-project-plap/

Family Lawyers Assistance Project (FLAP)

201 W. Jefferson Street, 6th Floor
Phoenix, AZ 85003
(602) 506-7948
www.superiorcourt.maricopa.gov/sscdocs/pdf/gn50i.pdf

Southwest Fair Housing Council Phoenix Office

323 W. Roosevelt Street, Suite 100 B
Phoenix, AZ 85003
(602) 252-3423
TTY: (520) 670-0233
Toll free: 1-888-624-4611
www.swfhc.com/contact-us/

Arizona Justice Project

4001 N 3rd St, Suite 401
Phoenix, AZ 85012
(602) 844-1215
www.azjusticeproject.org/



Lesbian, Gay, Bisexual, Transgender Queer+ Resources (LGBTQIA+)

LGBTQIA+ individuals can connect to resources in Maricopa County that provide information, support and recreation.

Los individuos LGBTQIA+ y sus seres queridos pueden conectarse en el Condado de Maricopa a recursos que brindan información, apoyo y recreación.

The (LGBT) National Senior

Hotline

1-888-234-7243

www.glbthotline.org

National Resource Center on

LGBT Aging

c/o SAGE

305 Seventh Ave., 15th Fl.

New York, NY 10001

212-741-2247

www.lgbtagingcenter.org

Phoenix Pride

P.O. Box 16847

Phoenix, AZ 85011-6847

602-27-PRIDE (602-277-7433)

www.phoenixpride.org



Long-Term Care

Long-Term Care is a range of services and supports to meet an individual's health and personal care needs. These services help people when they need assistance to perform daily activities. Most long-term care is not only medical care, but assistance with personal care and tasks of everyday life.

Long term care may be provided over a short or long period of time. The need for long term care may arise after a sudden change in health, due to an ongoing health condition or disability that gets worse, or as people simply get older and gradually need more assistance.

Depending on a person's needs and preferences, long-term care is provided in different places by different caregivers. Long-term care is often provided at home by family members, friends or through home care agencies. It also includes community services such as meals, adult day care, and transportation. Long-term care can also be given in a facility such as a nursing home or assisted living.

El Cuidado a Largo Plazo es una gama de servicios y apoyos para satisfacer las necesidades de atención personal de un individuo. La mayoría de la atención a largo plazo no es atención médica, sino más bien asistencia con tareas personales básicas de la vida cotidiana, a veces llamadas actividades de la vida diaria, como bañarse, vestirse, usar el baño, trasladarse y atención de incontinencia. Otros servicios y apoyos comunes para el cuidado a largo plazo son la asistencia con las tareas cotidianas, a veces llamadas actividades instrumentales de la vida diaria, como tareas domésticas, toma de medicamentos, preparación de comidas y compras.

El cuidado a largo plazo puede ser brindado en el hogar por un cuidador pagado, un miembro de la familia o mediante el Sistema de Atención a Largo Plazo de Arizona (ALTCS). También se puede proporcionar en asilos de ancianos, hogares y centros de vida asistida, y comunidades de jubilación continua.

Area Agency on Aging, Region One

1366 E. Thomas Rd., Ste. 108
Phoenix, AZ 85014
24-Hour *Senior* HELP LINE
602-264-HELP (4357)
www.aaaphx.org

Arizona Department of Health Services

150 N. 18th Ave., Ste. 400
Phoenix, AZ 85007
www.azdhs.gov
www.azcarecheck.com



Long-Term Care Facilities Licensing

602-364-2690

Residential Facilities Licensing

602-364-2639

**Arizona Long-Term Care System
(ALTCS)**

*Long-Term Care Section of Arizona Health
Care Cost Containment System (AHCCCS)*

801 E. Jefferson St.

Phoenix, AZ 85034

602-417-6600

www.azahcccs.gov



Meals – Home Delivered

Organizations located throughout Maricopa County distribute home delivered meals to individuals who are homebound, unable to come to the senior center and have no other source of meals.

Organizaciones ubicados en todo el Condado de Maricopa distribuyen comidas a domicilio a las personas que están encerradas en casa por alguna enfermedad o discapacidad y no tienen otra fuente de alimentación.

Area Agency on Aging, Region One

1366 E. Thomas Rd., Ste. 108
Phoenix, AZ 85014
24-Hour *Senior* HELP LINE: 602-264-HELP (4357)
www.aaaphx.org

Private Pay Meals: Some organizations offer home delivered meals to individuals who have the resources to pay the full cost of the meal. Contact the provider near you for details.

Comidas de Paga Privada: Algunas organizaciones ofrecen comidas a domicilio a personas que tienen los recursos para pagar el costo total de la comida. Póngase en contacto con el proveedor más cercano para obtener más detalles.

Banner Olive Branch Senior Center

13049 N. 103rd. Ave.
Sun City, AZ 85351
623-465-6000
www.bannerhealth.com/olivebranch
(Sun City, Youngtown)

Buckeye Community Center

201 E. Centre Ave.
Buckeye, AZ 85326
623-349-6600
(Buckeye, Arlington, Rainbow Valley,
Tonopah, Perrville Rd)

Chandler Home Delivered Meals

Request through Gilbert Senior Center
480-503-6058

Chicanos Por La Causa, Inc.

Casa de Primavera Senior Center
1617 N. 45th Ave.
Phoenix, AZ 85035
602-272-0054
(Phoenix)
(The center offers a lunch program only
from M-F, \$1.25 per meal. Individuals
need to pick up between 11:30-12)



MEALS – HOME DELIVERED

**Esther Angulo
Community Center**
9555 W. Van Buren St.
Tolleson, AZ 85353
623-936-2760
(Tolleson)

Foothills Caring Corps
7275 E. Easy St., Ste. B104
Carefree, AZ 85377
480-488-1105
www.foothillscaringcorps.com
(Cave Creek, Carefree)

**Fountain Hills
Home Delivered Meals**
13001 N. La Montana Dr.
Fountain Hills, AZ 85268
480-816-5229
[www.fountainhillsaz.gov/190/
home-delivered-meals](http://www.fountainhillsaz.gov/190/home-delivered-meals)

Fresh N' Lean
1-888-420-4080
www.freshnlean.com

Gilbert Senior Center
130 N. Oak St.
Gilbert, AZ 85233
480-503-6058
(Gilbert, Chandler, Sun Lakes)

Guadalupe Senior Center
9401 S. Avenida del Yaqui
Guadalupe, AZ 85283
480-505-5393

Homestyle Direct
1-866-735-0921 – option 0
www.homestyledirect.com

Laura Danieli Senior Center
613 N. 4th Ave.
Phoenix, AZ 85003
480-588-4164
(Phoenix)

Magickitchen.com
1-877-516-2442

Aster Senior Center at Mesa
247 N. MacDonald
Mesa, AZ 85201
480-962-5612
<https://www.asteraz.org/>
(Mesa and Fountain Hills)

**Aster Senior Center at
Red Mountain**
7550 East Adobe Street,
Mesa, AZ 85207
480-218-2221
<https://www.asteraz.org/>
(Mesa and Fountain Hills)

Mom's Meals
1-877-508-6667

**Mountain View Community
Center**
1007 S. 3rd St.
Avondale, AZ 85323
623-333-2744
www.avondale.org
(Avondale, Goodyear, Litchfield Park, Cashion)

Neighbors Who Care
10450 E. Riggs Rd., Ste. 113
Sun Lakes, AZ 85248
480-895-7133
www.neighborswhocare.com
(Sun Lakes, South Chandler)



MEALS - HOME DELIVERED

New River Senior Center

48606 N. 17th Ave.
New River, AZ 85087
623-465-0367
*(Anthem, New River, Desert Hills,
Pioneer, Tramonto)*

North Scottsdale / Paradise Valley Home Delivered Meals

Area Agency on Aging, Region One
2950 N. 7th St.
Phoenix, AZ 85014
24-HOUR Senior HELP LINE
602-264-HELP (4357)
www.aaaphx.org
(Scottsdale city limits, north of McDonald)

North Tempe Senior Center

Meals on the Move
1555 N. Bridalwreath St.
Tempe, AZ 85281
480-858-6510
www.tempeaction.org
(Tempe, Scottsdale south of McDonald Rd)

Peoria Senior Center

8335 W. Jefferson St.
Peoria, AZ 85345
623-979-3570
www.peoriaaz.gov

Sun City West Home Delivered Meals

Grandview Terrace
14505 N. Granite Valley Rd.
Sun City West, AZ 85375
623-455-7680

Sun City/Youngtown Home Delivered Meals

10404 W. Coggins Dr., Ste. 106
Sun City, AZ 85351
623-974-9430

Tempe Meals on Wheels

Friendship Village
2525 E. Southern Ave.
Tempe, AZ 85282
480-756-5835
(Tempe)

Valley West YWCA Senior Center

8561 N. 61st Ave.
Glendale, AZ 85302
623-931-7436
(Glendale, El Mirage)

VerdeCares Inc.

18934 E. Avenida Del Ray, Ste. 106
Rio Verde, AZ 85263
480-540-1312
www.verdecares.org

Wise Owl Senior Center

255 N. Washington St.
Wickenburg, AZ 85390
928-684-7894 Ext. 103
facebook.com/wiseowlseniorcenter
(Wickenburg, Wittmann, Aguila)



Mental Health

People can become overwhelmed by changes in life circumstances including loss of a spouse, isolation, loneliness, or a change in health or living situation. It may be beneficial to seek professional help. A trained professional who provides counseling to promote optimal mental health and well-being can provide assistance in finding choices to help overcome these emotional barriers.

Older adults have a higher rate of suicide than any other age group. There is help available. Call 1-800-273-TALK to speak with a caring professional in your area.

Las personas pueden sentirse abrumadas por los cambios en las circunstancias de la vida, incluyendo la pérdida de un cónyuge, el aislamiento, la soledad, un cambio en la salud. Puede ser beneficioso buscar ayuda profesional. Un profesional capacitado que brinda asesoramiento para promover una óptima salud mental y bienestar, puede proporcionar asistencia en la búsqueda de opciones para ayudar a superar estas barreras emocionales.

Los adultos mayores tienen una tasa mayor de suicidio que cualquier otro grupo de edad. Hay ayuda disponible. Llame al 1-800-273-TALK para hablar con un profesional dedicado en su área.



CRISIS INTERVENTION

La Frontera Arizona Crisis Hotline/EMPACT

Suicide Prevention Center

Main Office: 480-784-1500

NurseWise Crisis Line: (520) 622-6000
or 1 (866) 495-6735

www.lafronteraaz.org

618 S. Madison Dr.
Tempe, AZ 85281
480-784-1514

All Other Member Calls/Clinics:
(520) 884-9920

Crisis Response Network

Crisis Line: 602-222-9444
or 480-546-7151

1-800-631-1314 (toll free) or
1-800-327-9254 hearing impaired
(TTY/TDD)

<https://crisis.solari-inc.org/>

MENTAL HEALTH

COUNSELING SERVICES

Area Agency on Aging, Region One

ElderVention®

1366 E Thomas Rd # 108
Phoenix, AZ 85014
24-Hour *Senior* HELP LINE
602-264-HELP (4357)
www.aaaphx.org

Banner Psychological Services

1920 N. Higley Rd., Ste. 106
Gilbert, AZ 85234
(480) 543-6700
www.bannerhealth.com

Catholic Charities Community Services

5151 N. 19th Ave.
Phoenix, AZ 85013
602-285-1999
www.catholiccharitiesaz.org

Family Service Agency

10220 N. 31st Ave., #103
Phoenix, AZ 85001
602-726-4328
www.fsaphoenix.org

1107 S. Gilbert Road #104
Mesa, AZ 85204
602-726-4328
www.fsaphoenix.org

3342 E. Greenway Road #108
Phoenix, AZ 85032
602-675-2726
www.fsaphoenix.org

Jewish Family & Children's Services

4747 N. 7th Street, Suite 100
Phoenix, AZ 85014
602.279.7655
602.452.4627
www.jfcsaz.org

Glendale

5701 W. Talavi Blvd., Ste. 180
Glendale, AZ 85306
623-486-8202

West Valley

1840 N. 95th Ave., Ste. 160
Phoenix, AZ 85037
623-234-9811

East Valley

880 N. Colorado St.
Gilbert, AZ 85233
480.820.0825

Midwestern University Clinics – Psychology Clinic

19389 N. 59th Ave.
Glendale, AZ 85308
623-537-6000
www.mwuclinics.com/az/ms
*(Low cost, private pay hardship
application available)*

Terros Health

602-685-6000
www.terroshealth.org

Central Valley – 16th Street

4201 N. 16th St., Ste. 250
Phoenix, AZ 85016
602-685-6000

McDowell Health Center

4909 E McDowell Rd
Phoenix, AZ 85008

27th Avenue Health Center

3864 N 27th Ave
Phoenix, AZ 85017

51st Avenue Health Center

4616 N. 51st. Ave. #108
Phoenix, AZ 85031

East Valley – Tempe

1642 S Priest Dr., Bldg. 6 Ste. 101
Tempe, AZ 85281
602-685-6000

Northeast Valley – 32nd Street

12835 N. 32nd St.
Phoenix, AZ 85032
602-685-6000

Olive Health Center

6153 W. Olive Ave.
Glendale, AZ 85302
602-685-6000

Stapley Health Center

1111 S. Stapley Dr.
Mesa, AZ 85204
602-685-6000

West Valley – Dunlap

2400 W. Dunlap Ave., Ste. 300
Phoenix, AZ 85029
602-685-6000

**Southwest Behavioral
Health Services**

3450 N. 3rd St.
Phoenix, AZ 85012
602-265-8338
(602) 243-0049
www.sbhservices.org

**St. Luke’s Behavioral
Health Center**

1800 E. Van Buren Ave.
Phoenix, AZ 85006
602-251-8535
www.stlukesbehavioralhealth.org

**GERIATRIC COUNSELING
PROGRAMS**

Aurora Behavioral Health East

6350 S. Maple Ave.
Tempe, AZ 85283
480-345-5420 or 480-345-5400
www.auroraarizona.com

Aurora Behavioral Health West

6015 W. Peoria Ave.
Glendale, AZ 85302
623-344-4400
www.auroraarizona.com

**Banner Del E. Webb
Medical Center**

Sage Inpatient Unit
14502 W. Meeker Blvd.
Sun City West, AZ 85375
623-524-4000 or 602-254-HELP(4357)
www.bannerhealth.com

**Connections Health Solutions
Urgent Psychiatric Center**

1201 S. 7th Ave., Ste. 150
Phoenix, AZ 85007
602-416-7600
www.connectionshs.com/phoenix



MENTAL HEALTH

Quail Run Behavioral Health

Inpatient Older Adult Program PHP & IOP
2545 W. Quail Ave.
Phoenix, AZ 85027
602-455-5700 / 844-772-7771
(24 Hr) 602-455-5694

St. Luke's Medical Center

Dr. Tafur Generations Program
1800 E. Van Buren Ave.
Phoenix, AZ 85006
602-251-8535
www.stlukesbehavioralhealth.org

COMMUNITY SUPPORT AND ADVOCACY

Arizona Council on Compulsive Gambling

1-800-777-7207
www.azccg.org

Arizona Office of Problem Gambling

100 N. 15th Ave., Ste. 102
Phoenix, AZ 85007
602-542-8998
1-800-NEXT-STEP (639-8783)
www.problemgambling.az.gov

Stand Together And Recover (S.T.A.R.)

Medicaid
www.thestarcenters.com

S.T.A.R. Central

2502 E. Washington St.
Phoenix, AZ 85034
602-685-1295

S.T.A.R. East

1310 W. University Dr.
Mesa, AZ 85201
480-649-3642

S.T.A.R. West

605 N. Central Ave.
Avondale, AZ 85323
623-882-8463

Suicide and Crisis Lifeline - 988

Warm Line

602-347-1100
*(Non-crisis, friendly phone service:
Available 24/7)*



The Area Agency on Aging's Ombudsman program advocates for residents of skilled nursing, adult foster care, and assisted living facilities. Ombudsmen work to identify, investigate and resolve concerns of individual residents. They educate and provide information regarding long-term care resources, facilities, and services.

See pages 81 and 103 for more information.

Agencia del Área sobre el Envejecimiento, en este programa están los defensores que abogan a favor de los residentes de viviendas con asistencia profesional, asilos de ancianos y centros de cuidado a largo plazo. Trabajan para identificar, investigar y resolver problemas de residentes individuales. Ellos educan y brindan información sobre los recursos, las instalaciones y los servicios de atención a largo plazo.

Para más información, vea las páginas 81 y 103.

**24-Hour Senior
HELP LINE
602-264-HELP (4357)**

Ombudsman

Long-Term Care Ombudsmen are advocates for residents of skilled nursing, adult foster care, and assisted living facilities. Ombudsmen are trained to resolve problems and assist residents with a variety of complaints regarding their quality of life and care. The Long-Term Care Ombudsman Program offers a confidential way for residents to voice concerns and have their complaints addressed. Ombudsmen also provide education about residents' rights and support residents in exercising their rights. In addition, program representatives give information regarding long-term care resources, facilities and services and effect change at the local, state, and national levels to improve quality of care.

Programa de Ombudsmen de los Centros de Cuidados a Largo Plazo: En este programa estan los defensores que abogan a favor de las personas que viven en estas instalaciones. Al igual para los que viven en los asilos de ancianos, y en las viviendas con asistencia profesional. Ellos tienen autoridad para recibir, investigar, y ayudar a resolver problemas y buscan cómo resolver a las quejas que tienen de las personas que viven en estos centros. El Programa Ombudsman de Cuidados a Largo Plazo ofrece estos servicios de manera gratuita y confidencial para que expresen sus preocupaciones y sus quejas sean debidamente atendidas.

Area Agency on Aging, Region One

Ombudsman Program

1366 E. Thomas Rd., Ste. 108

Phoenix, AZ 85014

24-Hour *Senior* HELP LINE

602-264-HELP (4357)

www.aaaphx.org

**O
R**

Rehabilitation Programs

Rehabilitation programs are available for individuals living with physical challenges.

Los programas de rehabilitación están disponibles para personas que viven con discapacidades físicas.

Ability 360

5025 E. Washington St., Ste. 200
Phoenix, AZ 85034
602-256-2245
1-800-280-2245
www.ability360.org

The Opportunity Tree Perry Center

3146 E. Windsor Ave.
Phoenix, AZ 85008
602-956-0400
www.theopportunitytree.org
(Physically or intellectually challenged)

Arizona Chapter

Paralyzed Veterans

5015 N. 7th Ave., Ste. 2
Phoenix, AZ 85013
602-244-9168
www.azpva.org

DES – Rehabilitation Services

Administration

3221 N. 16th St., Ste. 200
Phoenix, AZ 85016
602-542-3332
1-800-563-1221
TTY: 602-340-7771
[des.az.gov/services/employment/
arizona-rehabilitation-services](http://des.az.gov/services/employment/arizona-rehabilitation-services)

Gompers Habilitation Center

6601 N. 27th Ave.
Phoenix, AZ 85017
602-336-0061
www.gompers.org

SAIL (SENIOR ADULT INDEPENDENT LIVING)
PROGRAMA DE VIDA INDEPENDIENTE PARA PERSONAS MAYORES

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Be it ever so humble,
there's no place
like my home.

SAIL provides assistance to seniors who need some help to remain in their own home. SAIL offers home delivered meals, personal care, attendant care and homemaking. Intake is initiated by calling the Area Agency on Aging 24-Hour *Senior* HELP LINE.

El programa de SAIL brinda asistencia a las personas mayores que necesitan ayuda para permanecer en su propia casa. SAIL ofrece comidas a domicilio, cuidado personal, asistencia de personal y tareas domésticas. La admisión se inicia llamando a la Agencia del Área sobre el Envejecimiento, Línea de Ayuda de 24 Horas para Personas Mayores.

**24-Hour *Senior*
HELP LINE
602-264-HELP (4357)**

Self-Help & Support Groups

Self-help and support groups provide guidance and peer-to-peer support when an individual needs help in coping with a life experience.

These groups bring together individuals who share similar problems, and offer insight and education to help others cope with illnesses, bereavement and many other challenges.

Los grupos de apoyo y autoayuda proporcionan orientación y apoyo de compañero a compañero, cuando un individuo necesita ayuda para sobrellevar una mala experiencia de vida.

Estos grupos reúnen a personas que comparten problemas similares y ofrecen información y educación para ayudar hacer frente a las enfermedades, la pérdida de un ser querido y muchos otros retos.

ABUSE

CASA Center for Positive Social Change

3030 N. 3rd St., #200

Phoenix, AZ 85012

602-254-6400

www.casacares.org

(Only prevention classes)

AGING RELATIVES

Duet

10000 N. 31st Ave., Ste. D200

Phoenix, AZ 85051

602-274-5022

www.duetaz.org

ALZHEIMER'S DISEASE & RELATED DISEASES

Alzheimer's Association

340 E. Palm Lane Ste. 230

Phoenix, AZ 85004

Administration: 602-528-0545

Helpline: 1-800-272-3900

En Español: 1-800-392-0022

www.alz.org/dsw

Alzheimer's Support Group

1700 N. Granite Reef Road

Scottsdale, AZ 85257

480-312-2375

(First Monday of the month)

Banner Alzheimer's Institute

901 E. Willetta St.

Phoenix, AZ 85006

602-839-6900

www.banneralz.org

SELF-HELP & SUPPORT GROUPS

Duet

10000 N. 31st Ave., Ste. D200
Phoenix, AZ 85051
602-274-5022
www.duetaz.org

VerdeCares, Inc.

Memory Loss Sharing Group
18934 Avenida Del Ray
Rio Verde, AZ 85263
480-471-8944
www.verdecares.org/services

ARTHRITIS

Arthritis Foundation

Greater Southwest Chapter
5009 E. Washington St., Ste. 125
Phoenix, AZ 85034
602-212-9900
www.arthritis.org/arizona
(Tai chi, aquatic & exercise courses)

BEREAVEMENT/GRIEF

Benevilla

16752 N. Greasewood St.
Surprise, AZ 85374
623-584-4999
www.benevilla.org

Bereavement & Grief Support Group

1700 N. Granite Reef Rd.
Scottsdale, AZ 85257
480-312-2375
www.scottsdaleaz.gov/seniors
(1st & 3rd Thurs. at 1:00PM)

Dream City Church

21000 N. 75th Ave.
Glendale, AZ 85308
623-561-0500, Ext. 246
24-Hour Prayer Line: 623-362-3224
www.dreamcitychurch.us/

Compassionate Friends, Inc.

P.O. Box 50523
Phoenix, AZ 85076
480-821-1063
Central Chapter: 602-631-9256
Eastside Chapter: 602-826-0072
480-286-4885
Westside Chapter: 480-225-5537
Westside Chapter Hotline: 480-316-9098
National: 1-877-969-0010
www.tcfphoenix.org
(Parents grieving the loss of a child)

Franciscan Renewal Center

5802 E. Lincoln Dr.
Scottsdale, AZ 85253
480-948-7460
1-800-356-3247
www.thecasa.org

Hospice of the Valley

Bereavement Counseling
1510 E. Flower St.
Phoenix, AZ 85014
602-530-6900
www.hov.org

SELF-HELP & SUPPORT GROUPS

BRAIN INJURY

Brain Injury Alliance of Arizona

5025 E. Washington St., Ste. 106
Phoenix, AZ 85034
Infoline: 602-508-8024
Toll-Free: 1-888-500-9165
Bilingual: 1-520-310-3301
www.biaaz.org

BURNS

Arizona Burn Foundation

1432 N. 7th St.
Phoenix, AZ 85006
602-230-2041
www.azburn.org

CANCER

American Cancer Society

4550 E. Bell Rd., Ste. 126
Phoenix, AZ 85032
602-224-0524
1-800-227-2345
www.cancer.org

Cancer Support Community of Arizona

360 E. Palm Lane
Phoenix, AZ 85004
602-712-1006
www.cscaz.org

Leukemia and Lymphoma Society

Desert Mountain States Chapter
3877 N. 7th St., Ste. 300
Phoenix, AZ 85014
602-567-7600
www.lls.org

CAREGIVERS

Area Agency on Aging, Region One

1366 E. Thomas Rd., Ste. 108
Phoenix, AZ 85014
24-Hour *Senior* HELP LINE
602-264-HELP (4357)
www.aaaphx.org

Arizona Caregiver Coalition Resource Line

1-888-737-7494
E-mail: crl@azcaregiver.net
www.azcaregiver.org

Benevilla

16752 N. Greasewood St.
Surprise, AZ 85374
623-584-4999
www.benevilla.org

DES – Division of Aging & Adult Services

1789 W. Jefferson St., Ste. 950A
Phoenix, AZ 85007
602-542-4446
Caregiver Resource: 1-888-737-7494
<https://des.az.gov/services/aging-and-adult/division-aging-and-adult-services>

Duet

10000 N. 31st Ave., Ste. D200
Phoenix, AZ 85051
602-274-5022
www.duetaz.org
(Groups held countrywide)

SELF-HELP & SUPPORT GROUPS

Neighbors Who Care

10450 E. Riggs Rd., Ste. 113
Sun Lakes, AZ 85248
480-895-7133
www.neighborswhocare.com

Arizona Paralyzed Veterans of America

5015 N. 7th Ave., Ste. 2
Phoenix, AZ 85013
602-244-9168
www.azpva.org

DIABETES

American Diabetes Association

5333 N. 7th St., Ste. B-212
Phoenix, AZ 85014
602-861-4731
1-800-DIABETES (342-2383)
www.diabetes.org

HEART

American Heart Association

1910 W. University Dr., Ste. 205
Tempe, AZ 85281
602-414-5353
1-800-242-8721
www.americanheart.org

DOMESTIC VIOLENCE

Area Agency on Aging, Region One

Late Life Domestic Violence Support
1366 E. Thomas Rd., Ste. 108
Phoenix, AZ 85014
24-Hour Senior HELP LINE
602-264-HELP (4357)
www.aaaphx.org

HOARDING

Area Agency on Aging, Region One

Hoarding Therapy Group
1366 E. Thomas Rd., Ste. 108
Phoenix, AZ 85014
24-Hour Senior HELP LINE
602-264-HELP (4357)
www.aaaphx.org

National Domestic Violence Hotline

800-799-SAFE (7233)

KIDNEY

National Kidney Foundation of Arizona

360 E. Coronado Rd., Ste. 180
Phoenix, AZ 85004
602-840-1644
www.azkidney.org

DISABILITY SUPPORT

Ability 360

5025 E. Washington St., Ste. 200
Phoenix, AZ 85034
602-256-2245
www.ability360.org

SELF-HELP & SUPPORT GROUPS

MASTECTOMY

American Cancer Society

Reach to Recovery
4550 E. Bell Rd., Ste. 126
Phoenix, AZ 85032
602-224-0524
www.cancer.org

MENTAL ILLNESS

Mental Health America of Arizona

5110 N. 40th St., Ste. 201
Phoenix, AZ 85018
602-576-4828
www.mhaarizona.org

**National Alliance of
Mental Illness**
5025 E. Washington St., Ste. 112
Phoenix, AZ 85034
480-994-4407
www.namiaz.org

MESOTHELIOMA

Asbestos.com
189 S. Orange Ave., Ste. 1620
Orlando, FL 32801
888-989-5045
www.asbestos.com

MULTIPLE SCLEROSIS

**National Multiple Sclerosis
Society – Arizona Chapter**
5025 E. Washington, Ste. 103
Phoenix, AZ 85034
1-800-344-4867 | 480-968-2488
www.nationalmssociety.org

NEUROLOGICAL

**Huntington Disease
Society of America**
P.O. Box 8128
Phoenix, AZ 85011
602-222-9312 | 1-888-345-4372
www.hdsa.org

PARKINSON'S DISEASE

Duet
10000 N. 31st Ave., Ste. D200
Phoenix, AZ 85051
602-274-5022
www.duetaz.org

**Muhammad Ali Parkinson
Research Center**
240 W. Thomas Rd., Ste. 301
Phoenix, AZ 85013
602-406-4931 | 1-800-227-7691
www.maprc.com

SICKLE CELL ANEMIA

**Sickle Cell Anemia
Society of Arizona**
1-800-872-4871
www.sicklecelldisease.org

SPINAL CORD INJURY

**Arizona Spinal Cord Injury
Association**
5025 E. Washington St., Ste 110
Phoenix, AZ 85034 | 602-507-4209
www.azspinal.org

SELF-HELP & SUPPORT GROUPS

STROKE

Epilepsy Foundation

3620 N. 4th Ave., Rm. #228
Phoenix, AZ 85013
602-282-3515 | 800-332-1000
www.epilepsyaz.org

National Stroke Association

9707 E. Easter Lane
Centennial, CO 80112
1-800-STROKES (787-6537)
www.stroke.org

SUBSTANCE ABUSE

Alcoholics Anonymous

www.aa.org

Mesa

East Valley Intergroup, Inc.
1320 E. Broadway Rd., Ste. 105
Mesa, AZ 85204
480-827-1905 office
www.aamesaaz.org

Peoria

24 Hour Hotline: 623-937-7770
Main: 623-937-7836
www.aawestphoenix.org

Phoenix

Salt River Intergroup
3215 E. Thunderbird Rd.
Phoenix, AZ 85032
www.aaphoenix.org

Al-Anon

www.al-anon-az.org

2432 W. Peoria Ave., Ste. 1027
Phoenix, AZ 85029
602-249-1257

1320 E. Broadway, Ste. 109
Mesa, AZ 85204
480-969-6144

2340 Grand Ave., Ste. 3
Phoenix, AZ 85009
602-275-4343
(Spanish speaking)

Narcotics Anonymous

P.O. Box 5264
Mesa, AZ 85211
480-897-4636
www.arizona-na.org

Arizona Women's Recovery Center

4201 N. 16th St., Ste. 140
Phoenix, AZ 85016
602-264-6214
www.azwomensrecoverycenter.org

Salt River Intergroup

3215 E. Thunderbird Rd., Ste. 8
Phoenix, AZ 85032
24-Hour Infoline: 602-264-1341
602-264-1374 (Office)
www.aaphoenix.org

Senior Centers

Senior centers offer recreational and socialization activities, information and referral services, educational programs, health promotion programs and screenings, weekday lunchtime meals, and a variety of other programs and services designed to help older persons remain active and involved in their local communities. For an additional list of senior centers, visit www.arizonaseniors.net.

Los centros para personas de la tercera edad ofrecen actividades de recreación y socialización; servicios de información y referencia; programas educativos; programas para mejorar la salud y exámenes, almuerzos semanales, y muchos otros programas y servicios diseñados para ayudar a las personas de edad avanzada a mantenerse activos e involucrados en sus comunidades. Para obtener una lista completa de los centros para las personas de la tercera edad, visita www.arizonaseniors.net.

**Area Agency on Aging,
Region One**
1366 E. Thomas Rd., Ste. 108
Phoenix, AZ 85014
24-Hour *Senior* HELP LINE
602-264-HELP (4357)
www.aaaphx.org

NORTHWEST PHOENIX

Deer Valley Community Center
2001 W. Wahalla Lane
Phoenix, AZ 85027
602-495-3714

**Goelet A. C. Beuf
Community Center**
3435 W. Pinnacle Peak Rd.
Phoenix, AZ 85027
602-534-9743

Helen Drake Senior Center
7600 N. 27th Ave.
Phoenix, AZ 85051
602-262-4949

NORTHEAST PHOENIX

**Paradise Valley
Community Center**
17402 N. 40th St.
Phoenix AZ 85032
602-495-3785

**Shadow Mountain
Senior Center**
3546 E. Sweetwater Ave.
Phoenix, AZ 85032
602-534-2303

SENIOR CENTERS

CENTRAL PHOENIX

Devonshire Senior Center

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

McDowell Place Senior Center

1845 E. McDowell Rd.
Phoenix, AZ 85006
602-262-1842

Salvation Army

Laura Danieli Senior Center

613 N. 4th Ave.
Phoenix, AZ 85003
602-252-4478

Washington Activity Center

2240 W. Citrus Way
Phoenix, AZ 85015
602-262-6971
www.phoenix.gov

NORTH CENTRAL PHOENIX

Chinese Senior Center

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

MOSAIC® Native American Senior Center

24-Hour *Senior* HELP LINE
602-264-HELP (4357)
www.aaaphx.org

JFCS Center for Senior Enrichment: The Palazzo

6250 N. 19th Ave.
Phoenix, AZ 85015
602-943-2198
www.jfcsaz.org

Sunnyslope Senior Center

802 E. Vogel Ave.
Phoenix, AZ 85020
602-262-7572

SOUTH CENTRAL PHOENIX

Marcos de Niza Senior Center

305 W. Pima St.
Phoenix, AZ 85003
602-262-7249

Senior Opportunities West Senior Center

1220 S. 7th Ave.
Phoenix, AZ 85007
602-262-6610

South Mountain Community Center

212 E. Alta Vista Rd.
Phoenix, AZ 85042
602-262-4874

SOUTHEAST PHOENIX

Pecos Senior Center

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

WEST PHOENIX

Adam Diaz Senior Center

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

Casa Primavera Senior Center

Chicanos Por La Causa Inc
1617 N. 45th Ave.
Phoenix, AZ 85035
602-269-6245
www.cplc.org

Desert West Senior Center

6501 W. Virginia Ave.
Phoenix, AZ 85035
602-495-3711

OUTSIDE THE CITY
OF PHOENIX

Avondale Community Center

995 E. Riley Drive
Avondale, AZ 85323
623-333-2705
www.avondale.org

Banner Olive Branch

Senior Center
13049 N. 103rd. Ave.
Sun City, AZ 85351
623-465-6000
www.bannerhealth.com/olivebranch

Buckeye Community Services

201 E. Centre Ave.
Buckeye, AZ 85326
623-349-6600
www.buckeyeaz.gov

Cahill Senior Center

715 W. Fifth St.
Tempe, AZ 85281
480-858-2420
www.tempe.gov/cahill

Chandler Senior Center

202 E. Boston St.
Chandler, AZ 85225
480-782-2720
www.chandleraz.gov

**Development Enrichment
Center – Senior DTA Adult
Program**

(Developmentally disabled and older adults)
16809 N. 53rd Ave., Ste. 2
Glendale, AZ 85306
602-993-5153
www.dec-az.org/senior-dta-program
**No cost for older adults involved in AZDDD
and have an ISP. Private pay for all others.*

El Mirage Senior Center

14010 N. El Mirage Rd.
El Mirage, AZ 85335
623-876-4232
www.cityofelmirage.org/748/senior-center

**Escalante Multi-Generational
Center**

2150 E. Orange St.
Tempe, AZ 85281
480-350-5800
www.tempe.gov/escalante

Fountain Hills Activity Center

13001 N. La Montana Dr.
Fountain Hills, AZ 85268
480-816-5226
www.fh.az.gov/189/Activity-Center

SENIOR CENTERS

Gila Bend Senior Center

202 N. Euclid Ave.
Gila Bend, AZ 85337
928-683-2244
www.gilabendaz.org

Gilbert Senior Center

130 N. Oak St.
Gilbert, AZ 85233
480-503-6060

Glendale Adult Center

5970 W. Brown St.
Glendale, AZ 85302
623-930-4321
www.glendaleaz.com/adultcenter

Glendale Community Center

5401 W. Ocotillo Rd.
Glendale, AZ 85301
623-930-4700

Granite Reef Senior Center

1700 N. Granite Reef Rd.
Scottsdale, AZ 85257
480-312-1700
www.scottsdaleaz.gov/seniors

Guadalupe Senior Center

9401 S. Avenida del Yaqui
Guadalupe, AZ 85283
480-730-3092
www.guadalupezaz.org

Astor Senior Center at Mesa Downtown

247 N. MacDonald
Mesa, AZ 85201
480-962-5612
www.asteraz.org

Astor Senior Center at Mesa Red Mountain

7550 E. Adobe St.
Mesa, AZ 85207
480-218-2221
www.asteraz.org

New River Senior Center

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

North Tempe Senior Center

1555 N. Bridleweath St.
Tempe, AZ 85281
480-858-6512
www.tempe.gov/northtempe

Peoria Community Center

8335 W. Jefferson St.
Peoria, AZ 85345
623-979-3911
www.peoriaaz.gov

Pyle Adult Recreation Center

655 E. Southern Ave.
Tempe, AZ 85282
480-350-5211
www.tempe.gov/pyle

Queen Creek Library

Recreation Annex

21802 S. Ellsworth Rd.
Queen Creek, AZ 85142
480-358-3700
www.queencreek.org

Surprise Senior Center

15832 N. Hollyhock St.
Surprise, AZ 85378
623-222-1500
www.surpriseaz.gov/135/senior-services

Tolleson Senior Center

Esther Angulo Community Center
9555 W. Van Buren St.
Tolleson, AZ 85353
623-936-2760
www.tollesonaz.org

Valley West

YWCA Senior Center

8561 N. 61st Ave.
Glendale, AZ 85302
623-931-7436
www.ywcaaz.org

Via Linda Senior Center

10440 E. Via Linda
Scottsdale, AZ 85258
480-312-5810
www.scottsdaleaz.gov/seniors

Wellik Senior Center

a.k.a. Wise Owl Senior Center

466 N. Wickenburg Way
Wickenburg, AZ 85390
928-684-7894
[www.ci.wickenburg.az.us/1130/
Senior-Center](http://www.ci.wickenburg.az.us/1130/Senior-Center)

Transportation

Transportation for older adults and younger adults with disabilities is offered in Maricopa County through a network of transportation and social services agencies.

En el Condado de Maricopa se ofrece transporte a las personas de la tercera edad y con discapacidades, a través de una red de transporte y agencias de servicios sociales.

ADAPTIVE DRIVER EDUCATION

DriveAble Solutions

4120 N. 20th St., Ste. A

Phoenix, AZ 85016

602-840-2323

office@driveablesolutions.net

www.driveablesolutions.com

(Private pay senior safety evaluations, teaches individuals with disabilities to drive or to drive again)

Driving to Independence

1414 W. Broadway Rd., Ste. 111

Tempe, AZ 85282

480-449-3331

www.drivingtoindependence.com

(Provides driver rehabilitation assessments, potential to drive assessments, bioptic driving, & senior safety assessments)

United Access-Handicap Vehicle Specialists

Performance Mobility

Chandler, AZ

602-286-0332 / 1-866-333-1594

ADAPTIVE DRIVING AIDS

Leeden Wheelchair

Lift & Repairs

1704 E. Curry Rd., Ste. 101

Tempe, AZ 85281

480-966-2372 / 1-800-554-3761

www.leedenwheelchairliftandsport.com

(Provides vehicle modification such as scooters lifts, hand controls, wheelchair lifts, and seat lift systems)

Mobility Center

134 N. Dobson Rd.

Mesa, AZ 85201

480-890-0878 East Valley

602-547-1842 Greater Phoenix

www.mobilitycenteraz.com

(Sells & services equipment used for people with disabilities/walking imparments such as wheelchairs-manual/power, scooters, lifting devices to transport, stairway lifts & more)

Vantage Mobility International

5058 S. 28th Place

Phoenix, AZ 85040

1-855-864-8267

www.vantagemobility.com

(Dealership for wheelchair accessible vans)

BUS DISCOUNTS

Valley Metro

4600 E. Washington St.
 Phoenix, AZ 85034
 602-253-5000
 Application Line: 602-716-2100
 TTY: 602-251-2039
www.valleymetro.org/fares/reduced-fare-program
(Seniors age 65 and older: Valley Metro reduced fare care or government-issued ID)

DISABILITY LICENSE PLATES

Motor Vehicle Division

Special Plates Unit
 Mail Drop 801Z
 P.O. Box 2100
 Phoenix, AZ 85001
 602-255-0072
 TDD: 602-712-3222
www.azdot.gov/mvd

FREE/VOLUNTEER TRANSPORTATION

About Care

600 W. Ray Rd.
 Chandler, AZ 85225
www.aboutcare.org
(Chandler, Gilbert, Queen Creek, San Tan Valley)

American Cancer Society

Road to Recovery
 800-227-2345
(Free rides to cancer-related medical appointments)

Aster Aging

247 N. MacDonald
 Mesa, AZ 85201
 480-966-9704
(Mesa, Chandler, Gilbert, Tempe, Apache Junction - Maricopa County)

Benevilla

16752 N. Greasewood St.
 Surprise, AZ 85374
 623-584-4999
www.benevilla.org
(El Mirage, Sun City, Sun City West, Peoria, Surprise, Youngtown, Tolleson)

Duet

10000 N. 31st Ave., Ste. D200
 Phoenix, AZ 85051
 602-274-5022
www.duetaz.org
(Glendale, Fountain Hills, Phoenix, Scottsdale)

Elaine

Care Beyond Survival
 602-848-1717
elaineinfo@elaineaz.org
(City of Phoenix and Scottsdale)

Foothills Caring Corps

480-488-1105
www.foothillscaringcorp.com
(Scottsdale N. of Bell Rd., Carefree, Cave Creek, N. Phoenix)

Neighbors Who Care

10450 E. Riggs Rd., Ste. 113
 Sun Lakes, AZ 85248
 480-895-7133
www.neighborswhocare.com
(Sun Lakes and S. Chandler only)



TRANSPORTATION

Northwest Valley Connect

P.O. Box 9303
Surprise, AZ 85374
623-282-9300
www.northwestvalleyconnect.org
(Sun City, Sun City West, Surprise, El Mirage, Youngtown, Peoria, Neighboring unincorporated Areas of Maricopa County)

Orbit Bus System

City of Tempe – Free Public Transportation
602-253-5000
www.valleymetro.org

Scottsdale Cab Connection

7447 E. Indian School Rd., Ste. 205
Scottsdale, AZ 85251
480-312-8747
www.scottsdaleaz.gov
(Taxi voucher program, Scottsdale only)

Valley Metro

4600 E. Washington St.
Phoenix, AZ 85034
602-253-5000 / TTY:602-251-2039
Application Line: 602-716-2100
www.valleymetro.org
(For more information about free public transportation, ask about neighborhood bus circulators, & the free Scottsdale Trolley)

VerdeCares Inc.

18934 Avenida Del Ray, Ste. 106
Rio Verde, AZ 85263
480-471-8944
www.verdecares.org
(Covers zip codes: 85262 & 85263)

Wickenburg's Freedom Express

255 N. Washington St.
Wickenburg, AZ 85390
928-684-7894 ext. 422
(Transport older adults 60+ within Wickenburg and up to 5 miles out)

YMCA Outreach Programs for Ahwatukee Seniors (YOPAS)

1030 E. Liberty Lane
Phoenix, AZ 85048
602-212-6088
(Ahwatukee, Scottsdale, Goodyear)

LOW-COST TRANSPORTATION FOR INDIVIDUALS W/ PHYSICAL DISABILITES

Valley Metro Paratransit

16000 N. Civic Center Plaza
Surprise, AZ 85374
602-716-2200
www.valleymetro.org
*(Service areas: East Valley & Regional
If eligible must provide ADA certification
depending on the city)*

Glendale Dial-A-Ride

6210 W. Myrtle Ave., Bldg. S
Glendale, AZ 85301
623-930-3500
www.glendaleaz.com

Peoria Dial-A-Ride

8850 N. 79th Ave.
Peoria, AZ 85345
623-773-7435
www.peoriaaz.gov

TRANSPORTATION

Phoenix Dial-A-Ride

1001 S. 4th St.
Phoenix, AZ 85004
602-253-4000 / 1-800-775-7295
TTY: 602-258-9980
www.valleymetro.org

MATURE DRIVERS TRAINING

AARP Driver Safety Program

1-877-846-3299
www.aarp.org

PRIVATE PAY TRANSPORTATION

All Around Town

623-476-6693
(Northwest Valley – Grocery, Meds, Veteran Home Welfare Check)

BrightStar Care

480-897-1166
(Care after surgery and medical treatments, prescription pickup, grocery shopping, other errands, visit with friends, relatives, etc.)

Envoy America

Personal & professional companion drivers
17767 N. Perimeter Dr., Ste. B-109
Scottsdale, AZ 85255
envoyamerica.com/contact-us
(Maricopa County)

Glendale Taxi Voucher Program

623-930-2940 | 833-342-5977
Resident pays 25% of the fare.
www.glendaleaz.com
(Eligibility: Glendale residents who receive qualifying physician ordered repetitive

medical treatments & therapies such as dialysis, cancer treatments & therapy following a stroke)

Go Go Grandparent

1-855-464-6872
(Rides, groceries, meal pick-up, prescription pick-up, home services)

Phoenix EI Transportation (Non-Emergency Transportation)

602-230-1414
(Hospital discharges, dialysis, shopping, transports using oxygen, assisted living facilities, medical and dental)

Valley Metro Ride Choice

602-716-2200
ridechoice@valleymetro.org
(Discounted to qualified older adults and people with disabilities. Chandler, Fountain Hills, Gilbert, Mesa, Surprise, Tempe)

Wanda

1-855-735-1222
wanda.care
(Transportation services for shopping, social activities, church, dining essential appointments, and more)

WeRIDE Microtransit

623-777-4330 | 833-307-4337
werideaz.com
(One way fare: \$2.00 or less. Goodyer, North Avondale & Central Surprise)

Yellow Cab Company 4525 E. University Drive Phoenix, AZ 85034

480-888-8888
aaayellowaz.com
(Only covers Phoenix Metro area)

TRANSPORTATION

PRIVATE PAY TRANSPORTATION FOR INDIVIDUALS W/ PHYSICAL DISABILITIES

Quality Transport Services of AZ

2323 E. Magnolia St., Ste. 112
Phoenix, AZ 85034
602-371-1000
rides@qtsaz.com
www.qtsaz.com

MO Med Trans, LLC

1811 S. Alma School Rd., Ste. 295
Mesa, AZ 85210
480-800-3130
www.momedtrans.com

VAN RENTALS

A1 Van Rentals and Leasing

2217 E. Washington St.
Phoenix, AZ 85034
602-275-7300 / 1-800-899-4320

United Access

AVA Wheelchair Van Rentals

Performance Mobility
2140 W. Broadway Rd., Ste. 101
Mesa, AZ 85202
602-333-1594 / 1-866-333-1594

Wheeler's Accessible Van Rental

6691 W. Thunderbird Road
Glendale, AZ 85306
623-776-8830
www.wheelersvanrentals.com



Area Agency on Aging volunteers help expand our reach, leverage our impact and provide valuable services to older adults in our community. Our programs need volunteers on an ongoing basis. We invite you to share your time and talents to help serve older adults.

See page 101 for more information.

Los voluntarios de la Agencia del Área sobre el Envejecimiento, ayudan a ampliar nuestro alcance, aprovechar nuestro impacto y brindar servicios valiosos a los adultos mayores en nuestra comunidad. Nuestros programas necesitan voluntarios de manera continua. Lo invitamos a compartir su tiempo y talento para ayudar a servir a los adultos mayores.

Para más oportunidades para voluntarios, vea la página 101.

**24-Hour Senior
HELP LINE
602-264-HELP (4357)**

Visually Impaired & Blind Services

Older adults and disabled adults who are visually impaired or blind are served by a variety of agencies.

Las personas mayores de edad y los adultos ciegos o con problemas de la visión reciben servicios por una gran variedad de agencias.

Ability 360

5025 E. Washington St., Ste. 200
Phoenix, AZ 85034
602-256-2245
www.ability360.org

Arizona Center for the Blind and Visually Impaired

3100 E. Roosevelt St.
Phoenix, AZ 85008
602-273-7411
www.acbvi.org

Arizona Council of the Blind

3124 E. Roosevelt St., Ste. 4
Phoenix, AZ 85008
602-273-1510
www.azcb.org

Arizona Lions Vision Center

3124 E. Roosevelt St., Bldg. D, Ste. 1
Phoenix, AZ 85008
602-267-7573
www.azlionsvisionhearing.org/

Arizona State Braille And Talking Book Library

1030 N. 32nd St.
Phoenix, AZ 85008
602-255-5578
www.azlibrary.gov/talkingbooks

Duet

10000 N. 31st Ave., Ste. D200
Phoenix, AZ 85051
602-274-5022
www.duetaz.org
(In-home assistance reading mail and helping with paperwork)

Eye Care America

Older adults EyeCare Program
1-877-887-6327
www.aao.org/eyecare-america
email: eyecareamerica@aao.org

Foundation for Blind Children

Adult Comprehensive Program
1234 E. Northern Ave.
Phoenix, AZ 85020
602-331-1470
www.seeitourway.org/programs/age-18-65/adult-comprehensive-program/

Midwestern University Clinics – Eye Institute

5865 W. Utopia Rd.
Glendale, AZ 85308
623-537-6000
www.mwuclinics.com/arizona/services/eye

VISUALLY IMPAIRED & BLIND SERVICES

Rehabilitation Services

Administration

3443 N. Central Ave., Ste. 110
Phoenix, AZ 85012
602-771-5315
des.az.gov/content/older-individuals-who-are-blind-oib-program

Saavi Services for the Blind

2920 N. 7th St.
Phoenix, AZ 85014
602-795-0195
saavi.us

Sun Sounds of Arizona

Reading Services

2323 W. 14th St.
Tempe, AZ 85281
480-774-8300
www.sunsounds.org
Andrea Pasquale -
apasquale@sunsounds.org

VerdeCares Inc.

18934 Avenida Del Ray, Ste. 106
Rio Verde, AZ 85263
Office: 480-471-8944
Vicki: 480-540-1312
www.verdecares.org



Volunteer Programs

Community volunteers are critical in expanding the ability of non-profit service organizations to deliver services and outreach to a greater community.

Los voluntarios de la comunidad son esenciales para expandir la capacidad de las organizaciones de servicios sin fines de lucro para prestar servicios y conectar a una comunidad más amplia.

Area Agency on Aging, Region One

1366 E. Thomas Rd., Ste. 108

Phoenix, AZ 85014

24-Hour *Senior* HELP LINE: 602-264-HELP (4357)

www.aaaphx.org

Providing volunteer assistance to older adults can take many different forms including helping people with disabilities, providing family caregivers with a much-needed break or periodically checking in with a neighbor. The following volunteer opportunities with Area Agency programs offer a variety of ways to use your talent and expertise to help older adults stay safe in their homes.

Brindar asistencia voluntaria a los adultos mayores puede tomar muchas formas diferentes, como ayudar a las personas con discapacidades, brindarles a los cuidadores familiares un descanso muy necesario o consultar periódicamente con un vecino. Las siguientes oportunidades de voluntariado con los programas de la Agencia ofrecen una variedad de formas de utilizar su talento y experiencia para ayudar a los adultos mayores a mantenerse/sentirse seguros en sus hogares.

AMERICORPS®/CARING CIRCLES

AmeriCorps® members and volunteers can serve in one of the Area Agency's AmeriCorps programs, providing social support such as friendly visiting, grocery shopping or transportation, to older adults.

Los miembros y voluntarios de AmeriCorps® pueden servir en uno de los programas de AmeriCorps de la Agencia del Área sobre el Envejecimiento, brindando apoyo social, como visitas amistosas, compras de comestibles o transporte. También educación y asistencia con tecnología a adultos mayores.

AmeriCorps®

24-Hour *Senior* HELP LINE: 602-264-HELP (4357)

www.aaaphx.org

VOLUNTEER PROGRAMS

BENEFITS ASSISTANCE COUNSELOR

Assist Medicare beneficiaries with information, enrollments, plan changes, appeals, and grievances.

Ayuda a los beneficiarios de Medicare con información, inscripciones, cambios de planes, recursos, y quejas.

Benefits Assistance

24-Hour *Senior* HELP LINE: 602-264-HELP (4357)

www.aaaphx.org

SENIOR MEDICARE PATROL (SMP)

Educate Medicare beneficiaries about how they can protect themselves from scams, identity theft, and Medicare fraud.

Educa a los beneficiarios de Medicare sobre cómo pueden protegerse de los fraudes, robo de identidad y fraude de Medicare.

Benefits Assistance

24-Hour *Senior* HELP LINE: 602-264-HELP (4357)

www.aaaphx.org

DOVES® CLIENT SUPPORT

Volunteers work directly with older victims of abuse and domestic violence to help them achieve self-sufficiency. Volunteers conduct presentations on personal life-skills, financial education, and professional development.

Los voluntarios trabajan directamente con personas mayores, víctimas de abuso y violencia doméstica, que están tratando de cambiar sus vidas y volverse autosuficientes. Los voluntarios realizan presentaciones sobre educación financiera, temas de desarrollo personal ó habilidades para desarrollar la vida profesional.

DOVES® Client Support

24-Hour *Senior* HELP LINE: 602-264-HELP (4357)

www.aaaphx.org



VOLUNTEER PROGRAMS

HOME-DELIVERED MEALS

Deliver meals to homebound older adults in the Scottsdale/Paradise Valley area.

Entrega de comidas a los adultos mayores recluidos en el area de Scottsdale y Paradise Valley.

Home-Delivered Meals

24-Hour *Senior* HELP LINE: 602-264-HELP (4357)

www.aaaphx.org

LONG-TERM CARE OMBUDSMAN

Advocate for people living in long-term care facilities, helping to ensure that the best possible quality of life and care is attained.

Abogar por las personas que viven en centros de atención a largo plazo, ayudando a garantizar que se obtenga la mejor calidad de vida y atención posibles.

Long-Term Care Ombudsman Volunteer

24-Hour *Senior* HELP LINE: 602-264-HELP (4357)

www.aaaphx.org

MEDICAL CHAPERONES

Accompany and provide transportation to older adults who must have someone with them after non-emergency medical procedures.

Acompañar y brindar transporte a los adultos mayores que deban tener a alguien con ellos después de procedimientos médicos que no sean de emergencia.

Medical Chaperones

24-Hour *Senior* HELP LINE: 602-264-HELP (4357)

www.aaaphx.org

VOLUNTEER PROGRAMS

MOSAIC® ELDER REFUGEE PROGRAM

Pre-literacy ESL tutors and citizenship teachers are needed to work with older refugees to help them on their path to citizenship and self-sufficiency.

Se necesitan tutores de alfabetización previa de Inglés como Segunda Lengua (ESL), maestros de ciudadanía y voluntarios del servicio de comida del mediodía para trabajar con refugiados mayores y así encaminarlos hacia la ciudadanía y la autosuficiencia.

Mosaic® Elder Refugee Program

24-Hour *Senior* HELP LINE: 602-264-HELP (4357)

www.aaaphx.org

OPERATION HOPE VOLUNTEER

Deliver food boxes throughout Maricopa County to homebound older adults.

Entregamos cajas de comida en todo el condado de Maricopa a adultos mayores confinados en sus hogares.

Operation Hope Volunteer

24-Hour *Senior* HELP LINE: 602-264-HELP (4357)

www.aaaphx.org



ADDITIONAL VOLUNTEER PROGRAMS

About Care

P.O. Box 3278
Chandler, AZ 85244
480-802-2331
www.aboutcare.org
(Chandler, Gilbert only)

American Red Cross

6135 N. Black Canyon Highway
Phoenix, AZ 85015-1892
602-336-6660
1-800-842-7349
www.redcross.org

Assistance for Independent Living

247 N. MacDonald
Mesa, AZ 85201
480-966-9704
www.evadultresources.org

Benevilla

16752 N. Greasewood St.
Surprise, AZ 85372
623-584-4999
www.benevilla.org

Duet

10000 N. 31st Ave., Ste. D200
Phoenix, AZ 85051
602-274-5022
www.duetaz.org

VOLUNTEER PROGRAMS

Foothills Caring Corps

7275 Easy St., # 103
Carefree, AZ 85377
480-488-1105

Maricopa County Parks and Recreation

41835 N. Castle Hot Springs Rd.
Unit Operations Center
Morristown, AZ 85342
602-506-2930
maricopacountyparks@maricopa.gov

Pan de Vida

P.O. Box 745
Queen Creek, AZ 85242
480-987-0819
www.pandevidaaz.org

Phoenix Police Department COPS

Citizens Offering Police Support
620 W. Washington St.
Phoenix, AZ 85003
602-262-7626
www.phoenix.gov

Tempe Community Action Agency

2146 W. Apache
Tempe, AZ 85281
480-381-8336

YMCA Outreach Program for Ahwatukee Seniors (Y OPAS)

1030 E. Liberty Lane
Phoenix, AZ 85048
602-212-6088

Services Outside of Maricopa County

For information regarding services and programs available for older persons and for family caregivers statewide, please refer to the numbers listed below for the Area Agency on Aging in your county or region.

Para obtener información sobre los servicios y programas disponibles en todo el estado para las personas mayores y los cuidadores familiares, por favor refiérase a los números que se indican a continuación para Agencia del Área sobre el Envejecimiento, la en su condado o región.

Eldercare Locator

A service of the U.S. Administration on Aging
1-800-677-1116
www.eldercare.acl.gov

Apache, Navajo, Coconino, Yavapai Counties

*Northern Arizona Council
of Governments (NACOG)*
323 S. San Francisco St.
Flagstaff, AZ 86002
1-877-521-3500
www.nacog.org

Graham, Greenlee, Cochise, Santa Cruz Counties

*South Eastern Arizona Governments
Organization (SEAGO)*
300 Collins Rd.
Bisbee, AZ 85603
1-520-432-2528
www.seago.org

Inter-Tribal Council of Arizona, Inc.

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

Navajo Nation

Navajo Aging Service Department
P.O. Box 1390
Window Rock, AZ 86515
1-928-871-6869
www.daltcs.navajo-nsn.gov

Pima County

Pima Council on Aging
8467 E. Broadway Blvd.
Tucson, AZ 85710
1-520-790-7262
www.pcoa.org

Pinal, Gila Counties

Pinal-Gila Council for Senior Citizens
8969 West McCartney Rd.
Casa Grande, AZ 85194
1-520-836-2758 | 1-800-293-9393
www.pgsc.org

Yuma, Mohave, La Paz Counties

Western Arizona Council of Governments
1235 S. Redondo Center Dr.
Yuma, AZ 85365
1-928-782-1886 | 1-800-329-4248
www.wacog.com
208 N. 4th St.
Kingman, AZ 86401
1-928-753-6247
www.wacog.com

In accordance with the Americans with Disabilities Act, the Area Agency on Aging, Region One, will make a reasonable accommodation to allow a person with a disability to take part in a program, service or activity. For example, if necessary, the Area Agency on Aging will provide sign language interpreters for people who are hearing-impaired, a wheelchair accessible location or enlarged print materials. It also means that the Area Agency on Aging will take any other reasonable action that enables a person to take part in and understand a program or activity, including making reasonable changes to an activity. If you believe that you will not be capable of understanding or taking part in a program or activity because of your disability, please let us know of your disability needs in advance, if at all possible. Please contact the Area Agency on Aging, Region One, at 602-264-2255.

De acuerdo con el ley escrita para los americanos con discapacidades, la agencia "Area Agency on Aging", hará los ajustes necesarios para que las personas con discapacidades tomen parte de un programa, servicio o actividad. Por ejemplo, si es necesario, la agencia proveerá interpretes para sordos mudos para las personas que tengan discapacidad auditiva, un lugar accesible para las sillas de rueda, o materiales impresos con letras grandes. También significa que la agencia tomará cualquier medida razonable para que les permita tomar, entender y participar en un programa o una actividad. Si es necesario efectuar cambios razonables en la actividad. Si usted cree que no es capaz de entender o formar parta de algún programa o actividad por su discapacidad, por favor indíquenos con anticipación que tipo de discapacidad tiene y poder cubrir sus necesidades.

Better Days With Practical Caregiving Support

The Area Agency on Aging, Region One has partnered with TRUALTA to offer a no cost online education program to Family Caregivers. This program supports caregivers in providing better care at home to improve health outcomes.

Accessible anytime, from any device, Trualta equips caregivers with relevant and clinically validated resources, practical tutorials, and a dependable community to support caregivers.

Topics Covered Include:

- ✓ Responding to Behaviors
- ✓ Safety & Injury Prevention
- ✓ Managing Symptoms
- ✓ Navigating Healthcare Visits
- ✓ Personal Care
- ✓ Supporting Wellness
- ✓ Future Planning
- ✓ Caregiver Wellness

Access quick and targeted answers for daily care tasks through Trualta's learning library, which includes:

- **On demand videos** with practical advice
- **Toolkits** for quick, hands on learning
- **500+ articles** from caregiving experts



To sign up for TRUALTA please call the 24-Hour *Senior* HELP LINE at **602-264-4357** or register online at **aaaphx.trualta.com**



**24-Hour *Senior*
HELP LINE**

602-264-4357

aaaphx.org