AREA AGENCY ON AGING
REGION ONE, INCORPORATED

2014

ELDER RESOURCE GUIDE

MARICOPA COUNTY

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

Phone: 602-264-2255
Toll-Free: 888-783-7500
TTY/TDD: 602-241-6110

www.aaaphx.org

We are here for you with the support you need

The 24-hour *Senior* HELP LINE provides information, referral and assistance to older adults, persons with disabilities and caregivers. The HELP LINE is staffed with trained social workers who can assist in answering questions about a variety of services, including transportation, housing, long-term care, home-delivered meals, home care, and other services. HELP LINE staff make an initial assessment and assist callers with accessing appropriate programs. Knowledgeable and empathetic assistance is available in both English and Spanish, 24 hours a day, 7 days a week.

Estamos aquí para ayudarle con el apoyo que necesita

Las Línea de Ayuda de 24 horas proporciona información, orientación y asistencia a los adultos mayores, a las personas con discapacidad y a sus proveedores de cuidados. La Línea de Ayuda cuenta con trabajadores sociales capacitados que pueden responder sus preguntas sobre una gran variedad de servicios, incluyendo transporte, vivienda, atención a largo plazo, reparto de comidas a domicilio, cuidados en el hogar y otros servicios. El personal de la Línea de Ayuda realiza una evaluación inicial y ayuda a las personas para encontrar los programas apropiados. La asistencia informada y comprensiva está disponible tanto en inglés como en español, las 24 horas del día, 7 días a la semana.

Call the 24-hour ***Senior*** **HELP LINE** at **602-264-HELP (4357),** toll-free at **888-264-2258** or at 602-241-6110 (TTY/TDD).

Elder Resource Guide

MARICOPA COUNTY 2014

The Area Agency on Aging, a private, non-profit corporation, coordinates the planning, development and delivery of services for persons in Maricopa County who are 60 years of age and older, and for adults 18 years and older who are disabled with long-term needs.

This directory is your guide to contacting the public and private organizations that provide services to people who need them, to their families and caregivers, and to the many professionals who make up the human services network.

The work of the Area Agency on Aging is clearly summarized in the Agency's slogan: *"Enhancing the quality of life in a diverse and changing society."* This directory demonstrates our commitment to this goal.

La Agencia del Área para Envejecimiento, una corporación sin fines de lucro, coordina la planificación, el desarrollo y la prestación de servicios para personas mayores de 60 años de edad y para adultos mayores de 18 años discapacitados y con necesidades a largo plazo del condado Maricopa.

Este directorio es su guía para comunicarse con organizaciones públicas y privadas que ofrecen servicios a las personas que los necesitan, a sus familias y cuidadores y a los numerosos profesionales que conforman la red de servicios humanos.

El trabajo de la Agencia de Área para Envejecimiento resume claramente su propósito: *"Mejorar la calidad de vida en una sociedad diversa y cambiante."* Este directorio demuestra nuestro compromiso con este objetivo.

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Using this Directory

The services in this directory are listed alphabetically. There is an index in the back of the directory to assist you in finding services quickly and easily.

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 Elder 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 simply 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 Elder Resource Guide.

Uso del Directorio

Los servicios de este directorio están ordenados alfabéticamente. Hay un índice en la parte posterior del directorio para ayudarle a encontrar los servicios de forma rápida y sencilla.

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 esta disponible las 24 horas:

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

La Guía de Recursos para personas de la Tercera Edad 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 garantizar la exactitud de la información, no podemos garantizarla. La inclusión de una organización o servicio no implica ningún tipo de respaldo de la organización o servicio, ni exclusión implican desaprobación.

Bajo ninguna circunstancia la agencia del Área para Envejecimiento Region Uno, será responsable por cualquier daño directo, indirecto, incidentales, especiales, punitivos o consecuentes que pueda resultar en cualquier forma del uso de la información incluida en la Guía de Recursos para Personas de la Tercera Edad.

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ageWORKS® Program

Providing Training for Older Workers

Older adults seeking employment can participate in the Senior Community Service Employment Program (SCSEP). The program provides paid training opportunities to help job seekers aged 55 and older improve their skills and gain current work experience. Participants earn minimum wage while training an average of 20 hours a week at nonprofit or public agencies.

Call **602-264-4357** or toll-free at **888-264-2258**.

See page 35 for more information.

Proporcionando entrenamiento para los trabajadores de más edad

Los adultos mayores que buscan empleo pueden participar en el Programa de Empleo de Servicio Comunitario para Personas Mayores (SCSEP por sus siglas en Ingles). El programa proporciona oportunidades de capacitación para ayudar a quienes buscan trabajo 55 años de edad y mayores mejorar sus conocimientos y experiencia laboral actual. Los participantes ganan un salario mínimo mientras estan siendo capacitados durante un promedio de 20 horas a la semana en agencias no lucrativas o agencias públicas.

Llamar a **602-264-4357** o al número gratuito **888-264-2258**.

Ver página 35 para obtener más información

Notes

Adaptive Aids & Equipment

Adaptive aids and equipment are designed to help the elderly and persons with a physical disability with the 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 equipment is often referred to as "durable medical equipment" because it can be used repeatedly in the home to aid in a better quality of living.

Adaptive aids and equipment can be purchased or rented privately and are 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 below.

For a complete listing of medical equipment suppliers, please refer to the local phone directory under the heading "Medical Equipment and Supplies" or the Medicare Website at www.medicare.gov, Resource Locator tab, Medical Equipment Suppliers.

- For home modification equipment, please refer to page 65.
- For hearing impaired aids, please refer to page 61.
- For visually impaired aids, please refer to page 113.

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- For home modification equipment, please refer to page 65.
- For hearing impaired aids, please refer to page 61.
- For visually impaired aids, please refer to page 113.

The Arizona Technology Access Program (AzTAP) Northern Arizona University
2400 N. Central Avenue, Ste. 300
Phoenix, AZ 85004
602-728-9534
1-800-477-9921
TTY: 602-728-9536
www.azatreuse.org

Dignified Motors
3422 E. Roeser Road, Ste. 102
Phoenix, AZ 85040
480-315-0103
www.dignifiedmotors.com

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

Elks Club
14424 N. 32nd Street
Phoenix, AZ 85032
602-482-2335
(Members and family members only; must call in the morning)

Fountain Hills Community Center
13001 N. La Montana Drive
Fountain Hills, AZ 85268
480-816-5226
www.fhseniorservices.org
(Fountain Hills residents only)

Friends of St. Anne Ministry
420 W. Watkins Road
Phoenix, AZ 85003
602-261-6896
www.stvincentdepaul.net

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

Kiwanis Loan Closet
PO Box 1498
Carefree, AZ 85377
480-488-1105
www.kiwaniscarefree.org
(Carefree, Cavecreek, N. Phoenix, New River, N. Scottsdale residents only)

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Medi-Loan Services
Granite Reef Senior Center
1700 N. Granite Reef
Scottsdale, AZ 85257
480-312-1734
www.scottsdaleaz.gov
(Scottsdale residents only)

Mesa Active Adult Center
247 N. MacDonald
Mesa, AZ 85201
480-962-5612
www.evadultresources.org
(Mesa residents only)

Solecito Services, Inc.
8320 W. Madison, Box 1273
Peoria, AZ 85345
623-876-5331
(West Valley residents; no Sun City)

Southwest Lending Closet
218 N. Central Avenue
Avondale, AZ 85323
623-932-1016
www.southwestlendingcloset.org

Sunshine Service
9980 Santa Fe Drive
Sun City, AZ 85351-3197
623-974-2561
www.sunshineservice.org
(Sun City residents only)

Youngtown Community Fund
11215-A Nevada Avenue
Youngtown, AZ 85363
623-977-4661
www.youngtownaz.org
(Youngtown residents only)

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Adult Day Health Care

Adult Day Health Care (ADHC) offers care and supervised activities during the day for seniors 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.

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

To receive information on Area Agency on Aging funded services for adult day health care through the SAIL program, call the agency's *Senior* HELP LINE at 602-264-4357.

La organización de Cuidado de la Salud Diurno 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 sobre los servicios financiados por la Agencia del Área para Envejecimiento para el Cuidado de la Salud para Adultos a través del programa "SAIL", llame a la LINEA DE AYUDA para personas de tercera edad al 602-264-4357.

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PHOENIX

FSL Adult Day Health Services – Phoenix
3620 N. 4th Avenue
Phoenix, AZ 85013
602-297-1840
www.fsladultdayservices.org

John C. Lincoln Adult Day Health Care Center
303 E. Eva Street
Phoenix, AZ 85020
602-870-6374
www.jcl.com

Sunflower Adult Day Care Center
2814 W. Bell Road, Ste. 1415
Phoenix, AZ 85053
602-843-8711
www.sunfloweradultdaycarecenter.com

Suntree Center Adult Day Health Care
4120 N. 20th Street
Phoenix, AZ 85016
602-441-4900
www.suntreecenter.com
(Adults 50+)

WEST VALLEY

FSL Adult Day Health Services – Glendale
6010 W. Northern Avenue, Ste. 800
Glendale, AZ 85301
602-532-2983
www.fsladultdayservices.org

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Lucy Anne's Place Memory Care
16752 N. Greasewood Street
Surprise, AZ 85374
623-584-4999
www.benevilla.org

Mary's Place Memory Care
14601 N. Del Webb Boulevard
Sun City, AZ 85351
623-815-1031
www.benevilla.org

Peoria Adult Day Program
8133 W. Cactus Road
Peoria, AZ 85361
623-979-7126
www.benevilla.org

R & R Respite Adult Day Center
246 N. Washington Street
Wickenburg, AZ 85390
1-928-684-3480

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

EAST VALLEY

Arbor Rose Senior Care – Adult Day Care
6033 E. Arbor Avenue
Mesa, AZ 85206
480-654-8200
www.arborroseseniorcare.com

FSL Adult Day Health Services – Tempe
2234 E. Maryland Drive
Tempe, AZ 85281
602-532-2982
www.fsladultdayservices.org

Oakwood Creative Care
www.oakwoodcreativecare.org

Red Mountain Multigenerational Center
7550 E. Adobe Street
Mesa, AZ 85207
480-641-7644

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

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Alcohol & Substance Abuse

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

Many older people 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 Road, Ste. B
Phoenix, AZ 85032
24-Hour Help Line: 602-264-1341
www.aaphoenix.org

Banner Health Systems
Appointment Line: 1-800-254-4357
www.bannerhealth.com

Community Bridges
Peer Access to Care Line
1-877-931-9142 (24/7)
www.communitybridgesaz.org

EMPACT-SPC
Suicide Prevention Center
Crisis Line: 480-784-1500
Main Office: 480-784-1514
Toll-Free: 1-866-205-5229
www.empact-spc.com

618 S. Madison Drive
Tempe, AZ 85281

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4425 W. Olive Avenue, Ste. 194
Glendale, AZ 85302

21476 N. John Wayne Pkwy., Ste. C101
Maricopa, AZ 85139

Family Service Agency
2400 N. Central Avenue, Ste. 400
Phoenix, AZ 85004
602-264-9891
www.fsaphoenix.org

Magellan Health Services of Arizona
4801 E. Washington Street
Phoenix, AZ 85034
1-800-631-1314
Information: 1-800-564-5465
Crisis Line: 602-222-9444
www.magellanofaz.com

National Council on Alcoholism and Drug Dependence
4201 N. 16th Street, Ste. 140
Phoenix, AZ 85016
602-264-6214
1-800-622-2255
www.ncadd-phx.org

Native Health
4041 N. Central Avenue, Bldg. C
Phoenix, AZ 85012
602-279-5262
www.nativehealthphoenix.org

Native Health West (NHW) Community Health Center
2423 W. Dunlap Avenue, Ste. 140
Phoenix, AZ 85021
602-279-5351
www.nativehealthphoenix.org

Phoenix Area Narcotics Anonymous
PO Box 34123
Phoenix, AZ 85067
Helpline: 480-897-4636
www.arizona-na.org

Salvation Army Adult Rehabilitation Center
15 E. Pima Street
Phoenix, AZ 85004
602-256-4520

Southwest Behavioral Health Services
3450 N. 3rd Street
Phoenix, AZ 85012
602-265-8338
www.sbhservices.org

St. Luke's Behavioral Health Center
1800 E. Van Buren Avenue
Phoenix, AZ 85006
602-251-8535
www.stlukesmedcenter.com

Terros
3003 N. Central Avenue, Ste. 200
Phoenix, AZ 85012
602-685-6000
www.terros.org

Valle del Sol
3807 N. 7th Street
Phoenix, AZ 85014
602-258-6797, Ext. 637
www.valledelsol.com

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WEST VALLEY

Banner Del E. Webb Medical Center
Behavioral Health
14502 W. Meeker Boulevard
Sun City West, AZ 85375
602-254-254-HELP (4357)
www.bannerhealth.com

Narcotics Anonymous
PO Box 56097
Phoenix, AZ 85061
Helpline: 480-897-4636
www.arizona-na.org

NOVA
4425 W. Olive Street, Ste. 200
Glendale, AZ 85302
623-937-9203

EAST VALLEY

Community Bridges
560 S. Bellview
Mesa, AZ 85204
480-962-7711
www.communitybridgesaz.org

Narcotics Anonymous
PO Box 5264
Mesa, AZ 85211
Helpline: 480-897-4636
www.arizona-na.org

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Behavioral Health

The loss of a spouse, isolation, loneliness, or a change in one's health or living situation are some of the circumstances people find themselves facing. Individuals often find it beneficial to seek professional help in dealing with life's twists and turns. Luckily, one is never too old to request or receive help through behavior health counseling.

Provided by a trained professional who counsels individuals, families and groups to promote optimal mental health and well-being, counselors can provide insight into problems and assistance in finding options to help overcome many obstacles in life, including the emotional, psychological and practical problems of everyday living.

Older adults die by suicide at higher rates than any other age group. If you or someone close to you may be considering suicide there is help available. Please call 1-800-273-TALK to speak with a caring professional in your area.

La pérdida del cónyuge, el aislamiento, la soledad o un cambio en la situación de vida o en la salud son algunas de las circunstancias que las personas tienen que enfrentar. Con frecuencia, las personas descubren que es beneficioso buscar ayuda profesional para lidiar con los altibajos de la vida. Por fortuna, uno nunca es demasiado viejo para solicitar o recibir ayuda mediante la asesoría de salud conductual.

Proporcionada por un profesional capacitado que aconseja los individuos, familias y grupos para promover la salud mental y el bienestar óptimos, los asesores pueden ayudar a comprender mejor los problemas y ayudar a encontrar las opciones para superar muchos obstáculos en la vida, incluyendo los problemas emocionales, psicológicos y prácticos de la vida diaria.

El índice de suicidios en adultos mayores que es mayor que cualquier otro grupo de edad. Si usted o alguien cercano puede estar pensando en suicidarse hay ayuda disponible. Llame al 1-800-273-TALK para hablar con un profesional dedicado en su área.

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CRISIS INTERVENTION

La Frontera Arizona Crisis Hotline/EMPACT
602-222-9444
1-800-631-1314
www.lafronteraarizona.org

EMPACT-SPC
Suicide Prevention Center
Main Office: 480-784-1514
Crisis Line: 480-784-1500
Toll Free: 1-866-205-5229
www.empact-spc.com

618 S. Madison Drive
Tempe, AZ 85281

4425 W. Olive Avenue, Ste. 194
Glendale, AZ 85302

21476 N. John Wayne Pkwy., Ste. C101
Maricopa, AZ 85139

Magellan Health Services of Arizona – Crisis Services
4129 E. Washington Street
Phoenix, AZ 85034
Customer Service: 1-800-564-5465
Crisis Hot Line: 602-222-9444
Crisis Hot Line: 1-800-631-1314
www.magellanofaz.com

COUNSELING SERVICES

Area Agency on Aging, Region One
ElderVention®
1366 E. Thomas Road, Ste. 108
Phoenix, AZ 85014
602-264-HELP (4357)
www.aaaphx.org

Banner Psychological Services
1920 N. Higley Road, Ste. 106
Gilbert, AZ 85234
480-543-2688
www.bannerhealth.com

Catholic Charities Community Services
4747 N. 7th Avenue
Phoenix, AZ 85013
602-285-1999
www.catholiccharitiesaz.org

Chrysalis
Domestic Violence Counseling
2055 W. Northern Avenue
Phoenix, AZ 85021
602-955-9059
www.noabuse.org

City of Tempe Social Service Office
3500 S. Rural Road, 2nd Floor
Tempe, AZ 85282
480-350-5400
www.tempe.gov

Family Service Agency
2400 N. Central Avenue, Ste. 400
Phoenix, AZ 85004
602-264-9891
www.fsaphoenix.org

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Jewish Family & Children's Services
Jewish Community Services
2017 N. 7th Street
Phoenix, AZ 85006
602-452-4677 or 602-452-4627
www.jfcsaz.org

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

Mesa
1255 W. Baseline Road, Ste. B258
Mesa, AZ 85202
480-820-0825

Phoenix – Catalina
3306 W. Catalina Drive
Phoenix, AZ 85017
602-353-0703

West Valley
1840 N. 95th Avenue, Ste. 146
Phoenix, AZ 85037
623-234-9811

Midwestern University Clinics – Psychology Clinic
19389 N. 59th Avenue
Glendale, AZ 85308
623-537-6000
www.mwuclinics.com/az/ms
(Low cost, private pay hardship application available)

Phoenix Interfaith Counseling
555 W. Glendale Avenue
Phoenix, AZ 85021
602-532-0777
1-800-631-1314
www.phx-interfaith.org

Central Valley
4201 N. 16th Street, Ste. 250
Phoenix, AZ 85016
602-248-9247

East Valley
3910 S. Rural Road, Ste. J
Tempe, AZ 85282
480-317-9868

Northeast Valley
12835 N. 32nd Street
Phoenix, AZ 85032
602-992-7521

West Valley
2400 W. Dunlap Avenue, Ste. 300
Phoenix, AZ 85029
602-943-2999

Southwest Behavioral Health Services
3450 N. 3rd Street
Phoenix, AZ 85012
602-265-8338
www.sbhservices.org

St. Luke's Behavioral Health Center
1800 E. Van Buren Avenue
Phoenix, AZ 85006
602-251-8535
www.stlukesmedcenter.com

GERIATRIC COUNSELING PROGRAMS

Aurora Behavioral Health East
6350 S. Maple Avenue
Tempe, AZ 85283
480-345-5420
www.auroraarizona.com

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Aurora Behavioral Health West
6015 W. Peoria Avenue
Glendale, AZ 85302
480.345.5420
www.auroraarizona.com

Banner Del E. Webb Medical Center
Sage Inpatient Unit
14502 W. Meeker Boulevard
Sun City West, AZ 85375
623-524-4042
www.bannerhealth.com

Haven Senior Horizons
Mental Health Services and Substance Abuse Services
1201 S. 7th Avenue, Ste. 200
Phoenix, AZ 85007
623-236-2000
www.havenbehavioral.com

St. Luke's Medical Center
Generations
1800 E. Van Buren Avenue
Phoenix, AZ 85006
602-251-8535
www.stlukesmedcenter.com

COMMUNITY SUPPORT AND ADVOCACY

Arizona Council on Compulsive Gambling
1-800-572-1142
www.azccg.org

Arizona Office of Problem Gambling
1110 W. Washington Street, Ste. 450
Phoenix, AZ 85007
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 Street
Phoenix, AZ 85034
602-685-1295

S.T.A.R. East
1310 W. University Drive
Mesa, AZ 85201
480-649-3642

S.T.A.R. West
605 N. Central Avenue
Avondale, AZ 85323
623-882-8463

Warm Line
602-347-1100
(Non-crisis, friendly phone service: 12:00PM–12:00AM weekdays, 4:00PM–12:00AM weekends)

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Benefits Counseling & Casework

When individuals apply for benefit programs or file insurance claims, they often feel overwhelmed with paperwork and "red tape". Fortunately, there are professionals who can assist in filling out the required forms. Benefits counselors and case workers are trained and knowledgeable in working through the problems that often occur when attempting to obtain benefits. In addition, they can act as advocates to help individuals receive the assistance they need.

Benefits counseling and casework services are intended to provide short-term assistance to individuals needing help. Casework services can include supportive counseling, help filling out applications for social service programs, and assistance in obtaining housing, transportation or other services. Benefits counseling and casework services can be obtained by calling one of the organizations listed.

Cuando los individuos solicitan programas de beneficios o presentan reclamos de seguros, a menudo se sienten abrumados con los trámites y la "burocracia". Afortunadamente, existen profesionales que pueden ayudar a llenar los formularios necesarios. Los asesores de beneficios y trabajadores sociales estan entrenados y capacitados para resolver los problemas que surgen cuando intenta obtener beneficios. Además, pueden actuar como defensores para ayudar a las personas a que reciban la asistencia que necesitan.

El propósito de los servicios de asesoría, beneficios y asistencia social es proporcionar asistencia a corto plazo para ayudar a las personas que lo necesitan. Los servicios pueden incluir asesoría de apoyo, ayuda para llenar las solicitudes de programas de servicios sociales y asistencia para obtener vivienda, transporte u otros servicios. Puede obtener servicios de asesoría, beneficios y asistencia social llamando a las organizaciones a continuación.

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Area Agency on Aging, Region One
Benefits Assistance Program
1366 E. Thomas Road, Ste. 108
Phoenix, AZ 85014
602-264-HELP (4357)
www.aaaphx.org

Foundation for Senior Living
1201 E. Thomas Road
Phoenix, AZ 85014
602-285-1800
1-866-375-9779
TTY: 602-277-1844
www.fsl.org

Jewish Family & Children's Services
Jewish Community Services
2017 N. 7th Street
Phoenix, AZ 85006
602-452-4677 or 602-452-4627
www.jfcsaz.org

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

Mesa
1255 W. Baseline Road, Ste. B258
Mesa, AZ 85202
480-820-0825

Phoenix – Catalina
3306 W. Catalina Drive
Phoenix, AZ 85017
602-353-0703

West Valley
1840 N. 95th Avenue, Ste. 146
Phoenix, AZ 85037
623-234-9811

National Association of Professional Geriatric Care Managers
3275 W. Ina Road, Ste. 130
Tucson, AZ 85741
1-520-881-8008
www.caremanager.org

Native American Connections
4520 N. Central Avenue, Ste. 600
Phoenix, AZ 85012
602-254-3247
www.nativeconnections.org

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Care Directions® Program

Providing Care and Assistance to Adults with HIV/AIDS

The Care Directions® program provides services in Maricopa County to men, women and children of all ages living with HIV/AIDS and their families. Care Directions® provides case management, home care (medical), bus passes, and housing assistance.

Call **602-264-CARE (2273)**.

See page 63 for more information.

Proporcionar Asistencia y Cuidados a los Adultos con VIH/SIDA

El programa de Care Directions® proporciona servicios en el condado de Maricopa a los hombres, mujeres y niños de todas las edades que viven con VIH/SIDA y a sus familias. Care Directions® proporciona administradores de casos, atención a domicilio (medico), pases de autobús, y asistencia en materia de vivienda.

Llamar al **602-264-CARE (2273)**.

Ver página 63 para mas informacion.

Notes

Consumer Rights Organizations

Consumer rights organizations advocate or lobby for consumer rights or educate consumers about their rights. These organizations can include government and regulatory organizations, consumer rights advocacy organizations and unions/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 las cuestiones que afectan a los adultos mayores y las personas con discapacidad.

American Association of Retired Persons (AARP)
1-888-687-2277

Member Service Center, AZ Office
16165 N. 83rd Avenue, Ste. 201
Phoenix, AZ 85382
1-866-389-5649
www.aarp.org

American Civil Liberties Union of AZ
PO Box 17148
Phoenix, AZ 85011
602-650-1854
www.acluaz.org

ARC of Arizona
PO Box 90714
Phoenix, AZ 85066
602-234-2721
www.arcarizona.org

Arizona Attorney General

Civil Rights Division
1275 W. Washington Street
Phoenix, AZ 85007
602-542-5263
www.azag.gov

Consumer Complaint Unit
1275 W. Washington Street
Phoenix, AZ 85007
602-542-5763
www.azag.gov

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Task Force Against Senior Abuse
1275 W. Washington Street
Phoenix, AZ 85007
602-542-2124
www.azag.gov

Arizona Bridge to Independent Living (ABIL)
5025 E. Washington Street, Ste. 200
Phoenix, AZ 85034
602-256-2245
1-800-280-2245
www.abil.org

Arizona Center for Disability Law
5025 E. Washington Street
Phoenix, AZ 85034
602-274-6287
1-800-927-2260
www.azdisabilitylaw.org

Arizona Commission for the Deaf and Hard of Hearing
100 N. 15th Avenue, Ste. 104
Phoenix, AZ 85007
Voice: 602-542-3323
In State: 1-800-352-8161
TTY: 602-364-0990
www.acdhh.org

Arizona Department of Mental Health Services
Office of Human Rights
150 N. 18th Avenue, 2nd Floor
Phoenix, AZ 85007
602-364-4585
www.azdhs.gov

Arizona Department of Veterans' Services
3333 N. Central Avenue, Ste. 1052
Phoenix, AZ 85012
602-627-3261
www.azdvs.gov

Arizona Labor Department
Industrial Commission Building
800 W. Washington Street, Room 403
Phoenix, AZ 85007
602-542-4515
www.ica.state.az.us

Arizona Nurses Association
1850 E. Southern Avenue, Ste. 1
Tempe, AZ 85282
480-831-0404
www.aznurse.org

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

Arizona Senior Citizens Law Project
1818 S. 16th Street
Phoenix, AZ 85034
602-252-6710

Arizona Tenants Advocates
1200 W. 6th Street
Tempe, AZ 85281
480-557-8905
www.arizonatenants.com

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Better Business Bureau
4428 N. 12th Street
Phoenix, AZ 85014
602-264-1721
www.arizonabbb.org

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

Center for Prevention of Abuse & Violence (CASA)
2200 N. Central Avenue, Ste. 201
Phoenix, AZ 85004
602-254-6400
www.casacares.org

City of Phoenix Equal Opportunity Department
251 W. Washington Street, 7th Floor
Phoenix, AZ 85003
602-262-7716
www.phoenix.gov/eod

City of Phoenix Landlord/ Tenant Line
200 W. Washington Street, 4th Floor
Phoenix, AZ 85003
602-262-7210
www.phoenix.gov

Governor's Advisory Council on Aging
1700 W. Washington Street, Ste. 101
Phoenix, AZ 85007
602-542-4710
www.azgovernor.gov/gaca/

Greater Phoenix Urban League
1402 S. 7th Avenue
Phoenix, AZ 85007
602-254-5611
www.gphxul.org

Labor's Community Service Agency
3117 N. 16th Street, Ste. 100
Phoenix, AZ 85016
602-263-5741
www.lcsaphx.org

Mental Health America of AZ
501 N. 44th Street, Ste. 300
Phoenix, AZ 85008
480-982-5305
www.mhaarizona.org

National Association for the Advancement of Colored People (NAACP)
1818 S. 16th Street
Phoenix, AZ 85034
602-252-4064
www.maricopanaacp.com

Phoenix Indian Center
4520 N. Central Avenue, Ste. 250
Phoenix, AZ 85012
602-263-1017
www.phxindcenter.org

U.S. Equal Employment Opportunity Commission
3300 N. Central Avenue, Ste. 690
Phoenix, AZ 85012
602-640-5000
1-800-669-4000
TTY: 602-640-5072
www.eeoc.gov

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Dental Care

Dental care is often difficult to obtain for the elderly and adults with a disability who do not have the financial resources to go to 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
www.adelantehealthcare.com
(Reduced fee)

Mesa Dental Clinic
1705 W. Main Street
Mesa, AZ 85201
480-247-7303

Surprise Dental Clinic
15351 W. Bell Road
Surprise, AZ 85374
623-544-5189

Arizona Dental Association
3193 N. Drinkwater Boulevard
Scottsdale, AZ 85251
480-850-1474
1-866-340-4337
www.azda.org
(Donated dental services)

Arizona School of Dentistry and Oral Health Dental Clinic
www.atsudental.com
(Reduced fee)

ASDOH Dental Clinic
5855 E. Still Circle
Mesa, AZ 85206
480-248-8100

Dental Care West
20325 N. 51st Avenue, Unit 156
Glendale, AZ 85308
623-251-4700

Avondale Family Health Center Dental Clinic (MIHS)
Maricopa Integrated Health System
950 E. Van Buren Avenue
Avondale, AZ 85323
623-344-6809
www.mihs.org
(Reduced fee)

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CARE Partnership
466 S. Bellview Street
Mesa, AZ 85204
480-833-8987
www.carepartnership.org

CASS
Adult Dental Service
230 S. 12th Avenue
Phoenix, AZ 85007
602-256-6945
www.cassaz.org
(Reduced fee)

Chandler Family Health Center Dental Clinic (MIHS)
Maricopa Integrated Health System
811 S. Hamilton Street
Chandler, AZ 85225
480-344-6109
www.mihs.org
(Reduced fee)

Clinica Adelante/Tidwell Family Care
306 E. Monroe Avenue
Buckeye, AZ 85326
623-386-1630
www.clinicaadelante.com
(Reduced fee)

Glendale Family Health Center Dental Clinic (MIHS)
Maricopa Integrated Health System
2601 E. Roosevelt Street
Phoenix, AZ 85008
623-344-6789
www.mihs.org
(Reduced fee)

Maricopa Medical Center Dental Clinic (MIHS)
Maricopa Integrated Health System
2525 E. Roosevelt Street
Phoenix, AZ 85008
602-344-1005
www.mihs.org
(Reduced fee)

McDowell Health Center Dental Clinic (MIHS)
Maricopa Integrated Health System
1101 N. Central Avenue
Phoenix, AZ 85006
602-344-6550
www.mihs.org
(HIV/AIDS only, reduced fee)

Mesa Family Health Center Dental Clinic (MIHS)
Maricopa Integrated Health System
59 S. Hibbert
Mesa, AZ 85210
480-344-6209
www.mihs.org
(Reduced fee)

Midwestern University Clinics – Dental Clinic
19389 N. 59th Avenue
Glendale, AZ 85308
623-537-6000
www.mwuclinics.com/az/di
(Reduced fee)

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Mountain Park Health Center
Dental Clinic
602-243-7277
www.mountainparkhealth.org/dental/
(Reduced fee)

Baseline Clinic
635 E. Baseline Road
Phoenix, AZ 85042

Maryvale Clinic
6601 W. Thomas Road,
Phoenix AZ 85033

Native American Community Health Center
4041 N. Central Avenue, Bldg. C
Phoenix, AZ 85012
602-279-5262
After Hours Emergencies: 602-787-3432
www.nativehealthphoenix.org
(Accepts non-natives who qualify)

Neighborhood Christian Clinic
1929 W. Fillmore Street, Bldg. C
Phoenix, AZ 85009
602-258-6008
www.thechristianclinic.org
(Reduced fee)

Phoenix College Dental Hygiene Clinic
1202 W. Thomas Road
Phoenix, AZ 85013
602-285-7323
www.pc.maricopa.edu

Phoenix Indian Medical Center
4212 N. 16th Street
Phoenix, AZ 85016
602-263-1592
(Native Americans only)

Rio Salado College School of Dental Hygiene
2250 W. 14th Street
Tempe, AZ 85281
480-377-4100
www.riosalado.edu/dental

Society of St. Vincent de Paul Dental Clinic
420 W. Watkins Avenue
Phoenix, AZ 85003
602-261-6868
www.stvincentdepaul.net
(Reduced fee)

South Central Family Health Dental Clinic (MIHS)
Maricopa Integrated Health System
33 W. Tamarisk Street
Phoenix, AZ 85041
602-344-6400
www.mihs.org
(Reduced fee)

VA Medical Center
Phoenix, AZ 85003
602-277-5551, Ext. 1-6424
www.phoenix.va.gov/services/dental_service.asp
(For 100% disabled only)

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MOBILE UNIT

Community Dental Foundation
1-888-318-3388
www.cdental.org
(Visits schools and churches)

Mobile Dentistry of Arizona
480-313-3310
www.mobiledentistryofaz.com
(Elderly homebound & nursing home)

Coronado Dental Clinic
480-461-1232
(Special needs & homebound elderly)

ABUSE

Give Back a Smile (AACD)
1-800-DENTIST (336-8478)
www.givebackasmile.com

Smiles for Success
1-800-920-2293
www.smilesforsuccess.org

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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 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*

No matter what the victim's age, abusers' tactics are remarkably similar. Abusers frequently look for someone they can dominate, people believed to be weak, people unlikely or unable to retaliate. With respect specifically to abuse in later life, the aggressors include spouses and former spouses, partners, adult children, extended family, and in some cases caregivers.

DOVES® is a comprehensive program that assists adults aged 50 and older who are victims of late-life domestic violence or elder abuse. DOVES® provides a safe haven, case management and critical support services tailored to meet the unique needs of older victims of abuse. Services include late-life domestic violence support groups, emergency housing, transitional housing, and interim housing.

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, pesonas 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.

DOVES® es un programa muy completo que ayuda a los adultos mayores de 50 años de edad que son víctimas de violencia doméstica o maltrato en la

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edad avanzada. DOVES® proporciona un refugio seguro, manejo de casos y servicios de apoyo esenciales para satisfacer las necesidades únicas de las víctimas de abuso en la tercera edad. Los servicios incluyen grupos de apoyo relacionado con violencia doméstica en edad avanzada, vivienda de emergencia, vivienda transitoria y viviendas provisionales.

Area Agency on Aging, Region One
The DOVES® Program
1366 E. Thomas Road, Ste. 108
Phoenix, AZ 85014
602-264-HELP (4357)
www.dovesprogram.org

Arizona Coalition Against Domestic Violence
2800 N. Central Avenue, Ste. 1570
Phoenix, AZ 85004
602-279-2900
1-800-782-6400
TTY: 602-279-7270
www.azcadv.org

Lay Legal Advocacy Hotline
1-800-799-SAFE (7233)
www.thehotline.org
(Chat line available)

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)

SHELTERS

CONTACS Shelter Hotline
602-263-8900
1-800-799-7739
www.211arizona.org/shelter/
(Monday-Friday)

Community Alliance Against Family Abuse
Apache Junction
480-982-0196
1-877-982-0196

My Sister's Place
Chandler
480-821-1024

A New Leaf's Faith House
Glendale
623-939-6798

New Life Center
Goodyear
623-932-4404

A New Leaf's Autumn House
Mesa
480-835-5555

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A New Leaf's Domestic Violence STOP
Mesa
1-800-799-7739

House of Refuge-East
Mesa
480-988-9242

Eve's Place
Peoria
623-537-5380

Chicanos Por La Causa DeColores
Phoenix
602-269-1515

Chrysalis
Phoenix
602-944-4999

DOVES®
Phoenix
602-264-4357

MOMA's House
Phoenix
602-244-1154

Salvation Army's Hope for a Home
Phoenix
602-267-4111

Sojourner Center
Phoenix
602-244-0089

UMOM Domestic Violence Shelter
Phoenix
602-957-1903

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ElderVention® Program

Services to Achieve and Maintain a Healthy Emotional Life

The ElderVention® program has two primary components: prevention/education and clinical treatment services. Prevention/education services are offered in the community for older adults who are depressed or at risk for suicide or substance abuse. Prevention/education is also offered to social service professionals and community members through trainings. ElderVention® is licensed to offer clinical treatment services.

Call **602-264-4357** or toll-free at **888-264-2258**.

See page 17 for more information.

Servicios para Lograr y Mantener una Vida Emocional Saludable

El programa de ElderVention® tiene dos componentes principales: la prevención/educación y servicio de tratamiento clinic. Los servicios de prevención/educación se ofrecen en la comunidad para los adultos mayores que están deprimidos o en riesgo de suicidio o abuso de sustancias. Prevención/educación también se ofrece a los profesionales de servicios sociales y a los miembros de la comunidad mediante estos cursos. ElderVention® tiene licencia para ofrecer servicios de tratamiento clinico.

Llamar al **602-264-4357** o llamar gratuitamente a **888-264-2258**.

Ver página 17 para mas informacion.

Notes

Elder Abuse

There are several different types of abuse of the elderly: physical, psychological, financial, and neglect. Help and support is available for both the elderly individual and their caregiver wherever they live—at home, in an assisted living facility or nursing home.

Anyone who comes in contact with an older adult has the responsibility to become aware of the signs of abuse and to report any signs of abuse to the proper authorities.

Hay distintos tipos de maltrato a las personas mayores: físico, psicológico, financiero y el abandono o negligencia. Hay ayuda y apoyo disponibles para las personas de tercera edad y sus proveedores de cuidado donde sea que vivan—en su casa o en una residencia de asistencia.

Cualquier persona que está en contacto con una persona de edad avanzada tiene la obligación de reconocer las señales de abuso y de reportar cualquier sospecha de abuso a las autoridades respectivas.

Area Agency on Aging, Region One
Senior HELP LINE
1366 E. Thomas Road, Ste. 108
Phoenix, AZ 85014
602-264-HELP (4357)
www.aaaphx.org
(Information about elder abuse)

Adult Protective Services
1-877-767-2385
TTY: 1-877-815-8390
www.azdes.gov
(Suspected incidents of abuse)

Arizona Attorney General's Office
Elder Affairs Program
1275 W. Washington Street
Phoenix, AZ 85007
602-542-2124
www.azag.gov
(Prevention services and assistance with victims of abuse)

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Elder Refugee Program

The Elder Refugee Program conducts outreach to locate refugees 60 years of age or older in Maricopa County and make them aware of available health and social services. It also works to increase the availability of culturally and linguistically appropriate services for older refugees in the communities where they live. Program staff advocates on behalf of the refugees and coordinate with existing agencies and the refugee communities to better utilize resources in meeting the needs of the older refugee.

El Programa de Refugiados Mayores lleva a cabo la labor de ubicar a los refugiados mayores de 60 años de edad en el Condado Maricopa y de hacerles saber sobre los servicios sociales y de salud. 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
1366 E. Thomas Road, Ste.108
Phoenix, AZ 85014
602-264-2255
www.aaaphx.org

MOSAIC® Center
1430 E. Indian School Road
Phoenix, AZ 85014
602-253-9073
www.aaaphx.org

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Employment & Job Training

Senior Community Service Employment Program (SCSEP)

Older adults seeking employment can participate in the SCSEP. This program provides paid training opportunities to help job seekers aged 55 and older improve their skills and gain current work experience. Participants earn minimum wage while training an average of 20 hours a week at non-profit or public agencies. The program also provides community service hours to public and non-profit agencies, allowing them to enhance and provide needed services to the community.

Programa de Empleo de Servicio Comunitario para Personas Mayores (SCSEP por sus siglas en inglés)

Los adultos mayores que buscan empleo pueden participar en el programa SCSEP. Este programa proporciona oportunidades de entrenamiento pagado para ayudar a las personas mayores de 55 años que buscan trabajo a mejorar sus conocimientos y experiencia laboral actual. Los participantes reciben el salario mínimo mientras reciben entrenamiento por un promedio de 20 horas a la semana en una agencia sin fines de lucro u organizaciones públicas. El programa también proporciona horas de servicio comunitario a agencias públicas y sin fines de lucro, lo que les permite mejorar y proporcionar los servicios necesarios a la comunidad.

Area Agency on Aging,
Region One
ageWORKS®
1366 E. Thomas Road, Ste. 108
Phoenix, AZ 85014
602-264-2255
www.aaaphx.org

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Employment Programs: A variety of older worker programs are available to assist job seekers. For specific information, contact the following organizations.

Programas de Empleo: Una variedad de programas de trabajadores de edad avanzada están disponibles para ayudar a los solicitantes de empleo. Para obtener información específica, comuníquese con las siguientes organizaciones.

AARP Senior Community Service Employment Program
5119 N. 19th Avenue, Ste. A
Phoenix, AZ 85015
602-841-0403
www.aarpworksearch.org

Arizona Bridge to Independent Living
5025 E. Washington Street, Ste. 200
Phoenix, AZ 85034
602-256-2245
www.abil.org
(Serves individuals with a disability)

Arizona Women's Education & Employment
www.awee.org

640 N. 1st Avenue
Phoenix, AZ 85003
602-223-4333

914 W. Hatcher Road
Phoenix, AZ 85021
602-371-1216

735 N. Gilbert Road, Ste. 134
Gilbert, AZ 85234
602-372-9718
(In the Maricopa Workforce Center)

Banner Olive Branch Senior Center
11250 N. 107th Avenue
Sun City, AZ 85351
623-974-6797
www.bannerhealth.com

Beacon Group SW, Inc.
2222 N. 24th Street
Phoenix, AZ 85008
602-685-9703
www.tetracorp.com
(*Employment support only for mental and physical disabilities – not seniors)*

Goodwill of Central Arizona Workforce Development
www.goodwillaz.org

2626 W. Beryl Avenue
Phoenix, AZ 85021
602-535-4000

930 N. Alma School Road
Chandler, AZ 85224
602-535-4440

211 N. Litchfield Road
Goodyear, AZ 85338
602-535-4416

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10603 E. Apache Trail
Mesa, AZ 85207
480-380-7597

106 E. McKellips Road
Mesa, AZ 85207
602-535-4466

6750 W. Peoria Avenue, Ste. 115
Peoria, AZ 85345
602-535-4400

3514 W. Peoria Avenue
Phoenix, AZ 85029
602-535-4422

1980 W. Baseline Road
Phoenix, AZ 85041
602-535-4477

515 N. 51st Avenue
Phoenix, AZ 85043
602-513-8420

4005 N. 16th Street
Phoenix, AZ 85016
602-535-4214

1726 W. Camelback Road
Phoenix, AZ 85015
602-535-4484

8959 E. Indian Bend Road
Scottsdale, AZ 85250
602-535-4470

805 E. Guadalupe Road
Tempe, AZ 85283
602-535-4460

Greater Phoenix Urban League

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

Maricopa Workforce Connections *One-Stop Service Centers*

www.arizonaworkforceconnection.com

Gilbert Career Center

735 N. Gilbert Road, Ste. 134
Gilbert, AZ 85234
480-497-0350

Vista Del Camino Center

7700 E. Roosevelt Street
Scottsdale, AZ 85257
480-312-2323

West Valley Career Center

1840 N. 95th Avenue, Ste. 160
Phoenix, AZ 85037
602-372-4200

Mark Center

924 N. Country Club Drive
Mesa, AZ 85201
480-969-3800
www.marccr.com
(*Employment support only for mental and physical disabilities – not seniors)*

St. Joseph the Worker

1125 W. Jackson Street
Phoenix, AZ 85007
602-417-9854
www.sjwjobs.org
(For homeless & disadvantaged)

Vocational Rehabilitation

3221 N. 16th Street, Ste. 200
Phoenix, AZ 85016
602-266-6752
(Employment support only for mental and physical disabilities – not seniors)

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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. This section groups programs according to the need each is designed to meet.

Temporary Assistance to Needy Families (TANF) is typically made available to parents who have a low income and young children in the home. Grandparents who care for children whose parents are not available to provide care are also eligible to apply for TANF benefits.

Applications can be obtained from Arizona Department of Economic Security (DES) offices. The number listed below can provide information on the DES office nearest you.

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. Esta sección agrupa los programas según la necesidad que cada uno de ellos debe satisficer.

Asistencia Temporal para Familias Necesitadas (TANF por sus siglas en inglés) usualmente nse pone a disposición de padres que tienen un bajo nivel de ingresos y niños en casa. Los abuelos que cuidan a los niños cuyos padres no están disponibles para cuidarlos también son elegibles para solicitar beneficios de TANF.

Puede obtener una solicitud en las oficinas locales del Departamento de Seguridad Económica de Arizona (DES por sus siglas en inglés). En el número que aparece a continuación puede encontrar información sobre la oficina DES más cercana.

Arizona Department of Economic Security
Family Assistance Administration
1789 W. Jefferson Street, 3rd Floor
Phoenix, AZ 85005
602-542-9935
1-800-352-8401
www.azdes.gov

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Social Security Administration offers a variety of programs that provide income and benefits to individuals who meet eligibility requirements. Programs include benefits for surviving spouses, retirement/worker benefits, disability benefits, and benefits for dependents.

La Administración del Seguro Social ofrece una variedad de programas que proporcionan ingresos y beneficios a las personas que cumplen con los requisitos. Los programas incluyen beneficios para cónyuges sobrevivientes, beneficios de jubilación, beneficios por discapacidad y beneficios para los dependientes.

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

Social Security Administration Offices

253 W. Superstition Boulevard
Apache Junction, AZ 85220

5907 W. Kings Avenue
Glendale, AZ 85306

702 W. Jerome Avenue
Mesa, AZ 85210

16241 N. Tatum Boulevard
Phoenix, AZ 85032

250 N. 7th Avenue, Ste. A
Phoenix, AZ 85007

Supplemental Security Income (SSI): A program administered by the Social Security Administration, SSI provides monthly benefits to individuals 65 years of age or older who meet certain income guidelines.

Individuals with a disability or blindness may also be eligible based on income, resources and a
determination of their disability.

Seguridad de Ingresos Suplementarios (SSI por sus siglas en inglés): Un programa administrado por la Administración del Seguro Social, SSI proporciona beneficios mensuales a personas mayores de 65 años de edad que cumplen con ciertos requisitos de ingreso.

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Las personas discapacitadas o ciegas también pueden ser elegibles con base en sus ingresos, recursos y la determinación de su discapacidad.

Social Security Administration
1-800-772-1213

Community Action Programs (CAP) provide a variety of assistance services. These programs are administered through counties, cities, councils of governments, and other private non-profit organizations. Some of the services they may provide are: Emergency assistance, utility assistance and discount programs, rental/mortgage assistance, housing repair, food boxes and other food and nutrition programs, and homeless services.

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, concilios de gobiernos y otras organizaciones privadas sin fines de lucro. Algunos de los servicios que puede 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

City of Phoenix Human Services Department
200 W. Washington Street, 18th Floor
Phoenix, AZ 85003
602-262-6666

City of Phoenix Senior Services Intake Line for 60+
602-262-6631
(Call Monday – Friday: 8:00AM – 4:30PM)

John F. Long Family Services
3454 N. 51st Avenue
Phoenix, AZ 85031
602-262-6510
www.phoenix.gov

Maricopa County Human Services Department
234 N. Central Avenue, 3rd Floor
Phoenix, AZ 85004
602-506-5911

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Sunnyslope Family Services
914 W. Hatcher Road
Phoenix, AZ 85021
602-495-5229
www.phoenix.gov

Travis L. Williams Family Services
Human Services Center
4732 S. Central Avenue
Phoenix, AZ 85040
602-534-4732
www.phoenix.gov

OUTSIDE THE CITY OF PHOENIX

Southwest Valley Utility Assistance Line

1-855-204-7797
(Avondale, Goodyear, Litchfield Park, Laveen, Glendale)

328 W. Western Avenue
Avondale, AZ 85323
623-333-2700
www.avondale.org

Chandler Christian Community Center

345 S. California Street
Chandler, AZ 85225
(Services for Chandler and Gilbert)

Money management classes and assistance with résumés:

303 E. Pima Street
Gila Bend, AZ 85337
928-683-6502
(Services for Chandler and Gilbert)

5850 W. Glendale Avenue, Ste. B51
Glendale, AZ 85301
623-930-2854
www.glendaleaz.com/cap

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

635 E. Broadway Road
Mesa, AZ 85204
480-833-9200
www.mesacan.org

7700 E. Roosevelt Street
Scottsdale, AZ 85257
480-312-2323
www.scottsdaleaz.gov

2150 E. Orange Street
Tempe, AZ 85281
480-350-5880
www.tcaainc.com

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

255 N. Washington Street
Wickenburg, AZ 85390
1-928-684-7894
www.ci.wickenburg.az.us

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Additional Assistance Programs: The following agencies may also provide assistance for an emergency situation or in the event of a disaster. Assistance is offered for utilities, food, rent, and shelter.

Programas de Asisencia Adicional: las siguientes agencias también pueden proporcionar asistencia para una situación de emergencia o en caso de desastre. Se ofrece asistencia para los servicios de agua, electricidad, alimentos, alquiler de vivienda y vivienda.

Glendale Utility Assistance Line
Rental/Utilities/Mortgage
623-930-2460

Northwest Area Utility Assistance Line
602-372-0728
(Peoria, El Mirage, Sun Cities, Anthem, Cave Creek, Carefree & surrounding area)

Catholic Charities Community Services
4747 N. 7th Avenue
Phoenix, AZ 85013
602-285-1999
www.catholiccharitiesaz.com

Salvation Army Family Services

85 E. Saragosa Street
Chandler, AZ 85225
480-963-2041
www.salvationarmychandler.org

6010 W. Northern Avenue
Glendale, AZ 85312
623-934-0469
www.glendalecorps.org
(SHARE program for electricity and gas assistance only)

241 E. 6th Street
Mesa, AZ 85201
480-833-8322
www.salvationarmymesa.org

2707 E. Van Buren Street
Phoenix, AZ 85008
602-267-4122
www.phoenixsalvationarmy.com
(Utilities and financial assistance)

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

714 S. Myrtle Avenue
Tempe, AZ 85281
480-967-8649
www.salvationarmytempe.org

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Society of St. Vincent de Paul
420 W. Watkins Road
Phoenix, AZ 85003
602-266-HOPE (4673)
www.stvincentdepaul.net

Sun City Community Assistace Program
623-933-7530
(Monday - Friday: 8:00AM - 12:00PM)

Sun City Community Fund
Banner Olive Branch Senior Center
10765 W. Peoria Avenue
Sun City, AZ 85351
623-974-6797
www.bannerhealth.com/olivebranch

Sun City Taxpayers Association Community Action Network
10195 W. Coggins Drive
Sun City, AZ 85351
623-933-7530
www.suncitytaxpayers.org
(No financial assistance with taxes and filling out Medicare/AHCCCS paperwork)

Sun City West Community Fund
Personal Needs Committee
623-546-1122

Property Tax Assistance is available to seniors 65 years of age and older in the form of a property valuation freeze. The property must be the primary residence for at least two years. All owners of the property must meet income eligibility guidelines in order to qualify. If qualifications are met, property taxes will be determined by the frozen valuation for three years.

Asistencia con Impuestos de Propiedad está disponible para personas mayores de 65 años de edad en forma de una congelación en el avalúo de la propiedad. 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. Si cumple con los requisitos, los impuestos a la propiedad se determinará de acuerdo al avalúo congelado durante tres años.

Maricopa County Assessor
301 W. Jefferson Street, Ste. 330
Phoenix, AZ 85003
602-506-3406
www.maricopa.gov/assessor

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Financial Counseling: The following agencies may be able to provide assistance in budget and credit counseling, money management and financial decision making.

Asesoramiento Financiero: Las siguientes agencias pueden proporcionar asistencia en el área de presupuesto y asesoría de crédito, manejo de dinero y toma de decisiones financieras.

Administration of Resources and Choices
5717 E. Thomas Road
Scottsdale, AZ 85251
480-947-4700
(Foreclosure prevention and reverse mortgages)

American Association of Retired Persons (AARP)
1-888-227-7669

Greenpath Debt Solutions
401 W. Baseline Road, Ste. 105A
Tempe, AZ 85283
1-800-550-1961
www.greenpath.com
www.irs.gov

Maricopa County Public Fiduciary
222 N. Central Avenue, Ste. 4100
Phoenix, AZ 85004
602-506-5801
(Burial assistance only)

Money Management International
722 E. Osborn Road, Ste. 210
Phoenix, AZ 85014
1-866-889-9347
www.moneymanagement.org
(Call main office for other sites)

Phoenix Volunteer Income Tax Assistance
4041 N. Central Avenue
Phoenix, AZ 85012
602-636-9199

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Food Assistance

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, SNAP (replaces Food Stamp Program), Arizona Farmers Market Nutrition Program, Food Plus, and Food Cooperatives.

Emergency Food Assistance: Emergency food boxes are available to provide food for a limited number of days. Individuals must be referred to the program by a social service agency in order to receive this aid and must meet eligibility requirements.

Además de los servicios de alimentos de emergencia 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 (Sustituye al Programa de Estampillas para Alimentos), *Arizona Farmers Market Nutrition Program, Food Plus,* y Food Cooperatives.

Asistencia Alimenticia de Emergencia: Las cajas de comida para emergencias están disponibles a fin de proporcionar alimentos por un tiempo limitado. 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.

Cultural Cup Food Bank
342 E. Thomas Road
Phoenix, AZ 85012
602-266-8370
www.culturalcup.com

Desert Mission Food Bank
9229 N. 4th Street
Phoenix, AZ 85020
602-870-6062
www.jcl.com/foodbank
(*35th Avenue – 44th Street & Glendale Avenue, North to County Line)*

Interfaith Cooperative Ministries (ICM)
501 S. 9th Avenue
Phoenix, AZ 85007
602-254-7450
www.icmaz.org

Paradise Valley Emergency Food Bank
10862 N. 32nd Street
Phoenix, AZ 85028
602-867-9228
(PV School District only; no walk-ins)

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St. Mary's Food Bank Alliance
602-242-FOOD (3663)
www.firstfoodbank.org

2831 N. 31st Avenue
Phoenix, AZ 85009

3131 W. Thomas Road
Phoenix, AZ 85009

3003 W. Thomas Road
Phoenix, AZ 85009

13050 W. Elm Street
Surprise, AZ 85374

United Food Bank
245 S. Nina Drive
Mesa, AZ 85210
480-926-4897
www.unitedfoodbank.org
(Food distribution center only – No emergency food assistance)

Supplemental Nutrition Assistance Program (SNAP) is the name for the Federal Food Stamp Program. SNAP increases a low-income household's purchasing power by providing funds that can be used at grocery stores to buy nutritious food items. All participants receive their benefit on an Electronic Benefits Transfer (EBT) card that can be used at the grocery store or participating Farmer's Markets as you would a debit or credit card. Eligibility for SNAP is based on residency, citizenship or permanent resident status; income; and resources.

Applications for food stamps are available at local Arizona Department of Economic Security (DES) offices. Call the number below for the location of the DES office nearest you.

Several food programs offer assistance, ranging from bags or boxes of groceries to prepared meals. Much of the food is surplus, often coming straight from the fields after farmers have harvested their crops. Eligibility to participate is based on income, being 60+ years of age, or having a disability.

Programa de Asistencia de Alimentación Suplementaria (SNAP por sus siglas en inglés): es el nombre de el Programa Federal de Estampillass 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. Todos los participantes reciben el beneficio por medio de una tarjeta de Transferencia Electrónica de Beneficios (EBT por sus sigles en inglés) que se puede utilizar en una tienda de comes-

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tibles o mercados de agricultores (Farmer's Market) como si se tratara de una tarjeta de débito o crédito. Los requisitos para el programa SNAP se basan en es estado de cuidadanía o residencia permanente, ingresos y recursos.

Las solicitudes de estampillas para alimentos están disponibles en las oficinas locales del Departamento de Seguridad Económica de Arizona (DES por sus siglas en ingls). Llame al número que aparece a continuación para localizár la oficina de DES más cercana.

Varios programas de ayuda alimentaria ofrecen asistencia que va desde bolsas o cajas de alimentos hasta comidas preparadas. Gran parte de los alimentos es excedente de los campos de los agricultores que han cosechado sus cultivos. Los requisitos para participar se basan en los ingresos, ser mayor de 60 años o tener una discapacidad.

Arizona Commodity Supplemental Food Program
602-242-3663

Bridges Reaching the Elederly and Disabled (BREAD)
602-242-3663, 602-266-8370
(Free supplemental food box delivered to seniors and disabled individuals unable to leave their homes due to financial hardship and physical disabilities.)

Brown Bag/Gleaning Program
602-242-3663
(A supplemental bag of groceries provided weekly or on a regular basis to seniors or participating households. Operated by St. Mary's/Westside Food Bank Alliance.)

Food Plus
602-242-3663
(Monthly package of food provided at no cost to seniors (60+ years old), children and pregnant or post-partum women.)

Food Value Club
602-242-3663
[A cooperative food-purchasing program that provides food to low-income households for $15 (cash or food stamps).]

Supplemental Nutrition Assistance Program (SNAP)
Department of Economic Security
815 N. 18th Street
Phoenix, AZ 85006
602-542-9935
www.azdes.gov/faa

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Friendly Visitors

Friendly visitors provide companionship. They can assist with activities such as shopping, reading a book, 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.

In addition to actually visiting the home, friendly visiting is provided in some areas by a telephone reassurance service that regularly phones individuals to check their well-being.

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

Además de visitas a la casa, visitantes amigables se provee a algunas áreas a través de un servicio telefónico, llamando regularmente a los individuos para comprobar su bienestar.

Assistance for Independent Living
247 N. MacDonald
Mesa, AZ 85201
480-966-9704
www.evadultresources.org

Benevilla
Phone Pals
16752 N. Greasewood Street
Surprise, AZ 85374
623-584-4999
www.benevilla.org

Duet
555 W. Glendale Avenue
Phoenix, AZ 85021
602-285-0543
www.duetaz.org

Foothills Caring Corps
7275 E. Easy Street, Ste. B103
Carefree, AZ 85377
480-488-1105
www.foothillscaringcorps.com

John C. Lincoln Auxiliary Line
250 E. Dunlap Avenue
Phoenix, AZ 85020
602-331-5729
www.jcl.com
(Telephone reassurance only)

Pan de Vida
Diabetes Classes in Spanish
PO Box 745
Queen Creek, AZ 85242
480-987-0819
www.pandevidaaz.org

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Sheriff's Posse of Sun City West

R.U.O.K. Program
20450 N. Stardust Boulevard
Sun City West, AZ 85375
623-584-5808
www.sheriffspossesuncitywest.net
(Telephone reassurance)

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Home-Delivered Meals

Important Support for Self-Sufficient Living

Home-delivered meals are available to adults with a disability who are unable to prepare or obtain meals for themselves during a period of need. Home-delivered meals assists homebound individuals in leading healthful, wholesome, and self-sufficient lives. In addition to a nutritious meal, the service provides a daily visit to check on the individual's condition and safety. Meals are delivered by a volunteers 5 days a week and may provide an additional meal for the weekend.

Call **602-264-4357** or toll-free at **888-264-2258**.

See page 83 for more information.

Reparto de Comidas a Domicilio Apoyo Importante para vivir auto-suficiente

Reparto de comidas está disponible a los adultos con una discapacidad que no pueden preparar comidas u obtener por sí mismos durante un período de necesidad. Comidas a domicilio ayuda a las personas enfermas en mantener una vida saludable, sana y independiente. Además de una comida nutritiva, el servicio ofrece también una visita diaria para confirmar la seguridad y el estado del individuo. Las comidas se entregan por un voluntario 5 días a la semana y puede proporcionar alimentos adicionales para el fin de semana.

Llamar al **602-264-4357** o llamar gratuitamente a **888-264-2258**.

Ver página 83 para mas informacion.

Notes

Grandparents Raising Grandchildren

The following programs offer support and assistance to grandparents who are raising their grandchildren. Finding available resources, providing emotional support and respite are some of the services offered.

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

Area Agency on Aging, Region One
1366 E. Thomas Road, Ste. 108
Phoenix, AZ 85014
602-264-HELP (4357)
www.aaaphx.org

Duet
555 W. Glendale Avenue
Phoenix, AZ 85021
602-274-5022
www.duetaz.org

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Health Care

A variety of programs and reduced-cost health care services are available for seniors and adults with a disability. Here is a broad overview of the programs available.

Medicare is a federal health insurance program for people who are 65 years of age and older and for younger people with permanent disabilities. There are four parts to Medicare:

- Part A primarily covers hospitalization.
- Part B covers outpatient care, including visits to doctors.
- Part C covers Medicare health plans.
- Part D covers prescription drugs.

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

For a list of local Social Security offices, please see page 41.

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. Esta es una idea general de los programas disponibles.

Medicare es un programa federal de seguro médico para personas mayores de 65 años de edad y para jóvenes con discapacidades permanentes. Medicare se divide en cuatro partes::

- Parte A principalmente cubre la hospitalización
- Parte B incluye atención ambulatoria, incluyendo visitas a los médicos
- Parte C cubre planes de salud de medicare
- Parte D cubre medicamentos recetados

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

Para obtener una lista de oficinas locales del Seguro Social vea la página 41.

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

For General Information About the Medicare Program
1-800-MEDICARE (633-4227)
www.medicare.gov

Once enrolled in Medicare, people have choices. The Benefits Assistance Program, the local SHIP (State Health Insurance Assistance Program), provides objective information about Medicare, insurance and benefits to seniors, persons with a disability and caregivers. Trained volunteers are available at a number of locations throughout Maricopa County to provide free personalized assistance. Please call for local sites.

Una vez inscritas en Medicare, las personas tienen distintas opciones. El Programa de Asistencia de Beneficios, el programa local de Asistencia con Seguro Médico del Estado o SHIP (por sus siglas en inglés) proporciona información objetiva sobre Medicare, seguros y beneficios a las personas mayores, personas con discapacidad y a sus proveedores de cuidados. Hay voluntarios entrenados disponibles en distintas ubicaciones en todo el Condado Maricopa para proporcionar asistencia personalizada gratuita. Llame para encontrar los sitios locales.

Area Agency on Aging, Region One
Benefits Assistance Program
1366 E. Thomas Road, Ste. 108
Phoenix, AZ 85014
602-264-HELP (4357)
www.aaaphx.org

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Arizona Health Care Cost Containment System (AHCCCS) is Arizona's Medicaid program. Designed to help those who cannot otherwise afford medical care, eligibility to participate is based on evidence of citizenship, residency in Arizona, 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 Street
Phoenix, AZ 85034
602-417-4000
1-800-654-8713
www.azahcccs.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 AHCCCS.

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.

SSI/MAO Office
801 E. Jefferson Street, Mail Drop 3800
Phoenix, AZ 85034
602-417-5010
www.ahcccs.state.az.us

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. To contact the Quality Improvement Organization:

Organización de Mejoramiento de Calidad: Llas personas con Medicare tienen derechos especiales si están en el hospital. Tienen derecho a solicitar una revisión de la Organización de Mejoramiento de Calidad de cualquier aviso por escrito que niegue la cobertura re-

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cibida del hospital que indique que Medicare no pagará por la atención hospitalaria. La Organización de Mejoramiento de Calidad también supervisa y examina cuestiones de calidad de la atención. Para ponerse en contacto con la Organización de Mejoramiento de la Calidad:

Health Services Advisory Group, Inc.
3133 E. Camelback Road, Ste. 300
Phoenix, AZ 85016
www.hsag.com
602-264-6382
1-800-359-9909

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 medico: los seguros medicos son un asunto complicado. 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
1366 E. Thomas Road, Ste. 108
Phoenix, AZ 85014
602-264-HELP (4357)
www.aaaphx.org

AZ Department of Insurance
Consumer Affairs Division
2910 N. 44th Street, 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

Low Cost Medical Clinics Medical Assistance may be 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.

Clínicas Médicas de Bajo Costo La ssistencia médica puede estar disponible en las siguientes ubicaciones para personas con ingresos limitados. La elegibilidad financiera será evaluada con base en los ingresos, los servicios se pueden proporcionar en una escala de tarifas.

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Clinica Adelante Centers
1-877-809-5092
www.adelantehealthcare.com

Adelante Healthcare Avondale OB/GYN
Coronado Professional Plaza
3400 N. Dysart Road, Ste. F-121
Avondale, AZ 85392

Adelante Healthcare Buckeye
306 E. Monroe Avenue
Buckeye, AZ 85326

Adelante Healthcare Gila Bend
100 N. Gila Road
Gila Bend, AZ 85337

Adelante Healthcare Mesa
1705 W. Main Street
Mesa, AZ 85201

Adelante Healthcare Mobile Health Program
306 E. Monroe Avenue
Buckeye, AZ 85326

Adelante Healthcare Phoenix
7725 N. 43rd Avenue, Ste. 510
Phoenix, AZ 85051

Adelante Healthcare Suprise
15351 W. Bell Road
Surprise, AZ 85374

Adelante Healthcare Wickenburg
811 N. Tegner Street, Ste. 113
Wickenburg, AZ 85390

Mission of Mercy Care Partnership Clinics
602-486-7798 *(Mesa, Maryvale, Central and South Phoenix Clinics Sites)*
623-932-2723 *(Avondale Clinic)*
www.amissionofmercy.org/arizona

Christ the King Community Church
Medical Clinic
1616 E. Broadway Road
Mesa, AZ 85204
(Hrs: Thur, 8:00AM–3:00PM)

First Southern Baptist Church of Avondale
1001 N. Central Avenue
Avondale, AZ 85323
602-932-2723
(Hrs: 2nd, 3rd & 4th Mon, 8:00AM–3:00PM)

Holy Family Catholic Church
6802 S. 24th Street
Phoenix, AZ 85042
(Hrs: 2nd & 4th Tue, 8:00AM–3:00PM)

Maryvale Church of the Nazarene
3201 N. 51st Avenue
Phoenix, AZ 85031
(Hrs: 1st & 3rd Tue, 8:00AM–3:00PM)

Shepherd of the Valley Church
1500 W. Maryland Avenue
Phoenix, AZ 85015
(Hrs: Wed, 8:00AM–3:00PM)

Maricopa Integrated Health System

2601 E. Roosevelt Street
Phoenix, AZ 85008
602-344-1153
www.mihs.org
(Admin. for outpatient health centers)

950 E. Van Buren Street
Avondale, AZ 85323
623-344-6800

811 South Hamilton
Chandler, AZ 85225
480-344-6100

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12428 W. Thunderbird Road
El Mirage, AZ 85335
623-344-6500

5141 W. LeMar Street
Glendale, AZ 85301
623-344-6700

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

2525 E. Roosevelt Street
Phoenix, AZ 85008
602-344-1015

934 W. Hatcher Road
Phoenix, AZ 85021
602-344-6300

4011 N. 51st Avenue
Phoenix, AZ 85031
623-344-6900

1144 E. McDowell Road, Ste. 300
Phoenix, AZ 85006
602-344-6550
(HIV adult clients only)

1205 S. 7th Avenue
Phoenix, AZ 85007
602-344-6600

33 W. Tamarisk Street
Phoenix, AZ 85041
602-344-6400

1201 S. 7th Avenue
Phoenix, AZ 85007
602-344-6655
(Walk-in clinic)

59 S. Hibbert Street
Mesa, AZ 85210
480-344-6200

Banner Good Samaritan Regional Medical Service Clinic

1300 N. 12th Street, Ste. 508
Phoenix, AZ 85006
602-839-3927
www.bannerhealth.com

Maricopa County Healthcare for the Homeless

220 S. 12th Avenue
Phoenix, AZ 85007
602-372-2100
www.maricopa.gov
(Must be homeless, walk-ins only)

Mountain Park Health Center

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

140 N. Litchfield Road, Ste. 200
Goodyear, AZ 85338

635 E. Baseline Road
Phoenix, AZ 85042

6601 W. Thomas Road
Phoenix, AZ 85033

690 N. Cofco Center Court, Ste. 230
Phoenix, AZ 85008

1492 S. Mill Avenue, Ste. 312
Tempe, AZ 85281

Neighborhood Christian Clinic

1929 W. Fillmore Street, Bldg. C
Phoenix, AZ 85009
602-258-6008
www.thechristianclinic.org
(Reduced fee)

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Society of St. Vincent de Paul
420 W. Watkins Road
Phoenix, AZ 85003
602-266-HOPE (4673)
www.stvincentdepaul.net

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Hearing Impaired & Deaf Services

Education, rehabilitation, outreach, counseling, and interpreting services are among the many types of assistance available for persons with hearing impairments or deafness.

La 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 TTY/ Voice
100 N. 15th Avenue, Ste. 104
Phoenix, AZ 85007
602-542-3323
Voice/TTY: 1-800-352-8161
www.acdhh.org

Arizona Speech-Language-Hearing Association
12256 N. 26th Place
Phoenix, AZ 85032
602-354-8062
www.arsha.org

Arizona Telecommunications Equipment Distribution Program (AzTEDP)
100 N. 15th Avenue, Ste. 104
Phoenix, AZ 85007
602-542-1124
www.acdhh.org

ASU, Speech & Hearing Clinic
PO Box 870102
COOR Hall, Ste. 2351
Tempe, AZ 85287
Voice: 480-965-2373
www.shs.asu.edu/clinics

AUDIENT
3191 W. Temple Avenue, Ste. 200
Pomona, CA 91768
1-866-956-5400
www.audientalliance.org

DES – Rehabilitation Services
1789 W. Jefferson Street
2nd Floor, NW Wing 930A
Phoenix, AZ 85007
602-542-3332
www.azdes.gov/rsa

Foundation for Sight & Sound
Help America Hear Program
PO Box 1245
Smithtown, NY 11787
1-631-366-3461
www.foundationforsightandsound.org

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Hear Now
6700 Washington Avenue
Eden Praire, MN 55344
1-800-648-4327
www.sotheworldmayhear.org

Hearing Instrument Services
3525 E. Indian School Road
Phoenix, AZ 85018
602-956-2980

Lions Sight & Hearing Foundation
3427 N. 32nd Street
Phoenix, AZ 85018
602-954-1723
www.lions-sight-and-hearing-foundation.org

Valley Center of the Deaf
5025 E. Washington Street, Ste. 114
Phoenix, AZ 85034
602-267-1921
TTY: 602-267-9122
Videophone: 623-208-4349
www.vcdaz.org

Vocational Rehabilitation
3221 N. 16th Street, Ste. 200
Phoenix, AZ 85016
602-266-6752
www.azdes.gov/rsa

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HIV & AIDS

HIV Care Directions® provides medical and support case management services to people of all ages residing in Maricopa and Pinal Counties who are diagnosed with HIV (human immunodeficiency virus), the virus that causes AIDS. Care Directions® case managers specialize in comprehensive assessment and developing personalized care plans to best meet the needs of individuals, as well as their families.

Services are available in both Spanish and English and HIV Care Directions® case managers offer clients the option of home visits, making HIV services more accessible and "user friendly". This service is available to men, women, children, and families with HIV.

In addition to Care Directions®, the agencies listed below can assist with the diagnosis, treatment and provide information about HIV.

La organización HIV Care Directions® proporciona apoyo médico y servicios de manejo de casos a las personas de todas las edades que residen en el condado Maricopa y Pinal que fueron diagnosticados con VIH (virus de immunodeficiencia humana), el virus que causa el SIDA. Los administradores de casos de Care Directions® se especializan en evaluaciones completas y en desarrollar planes de cuidados personalizados con el fin de responder mejor a las necesidades de los individuos, así como de sus familias.

Los servicios están disponibles tanto en inglés como en español y los administradores de casos de HIV Care Directions® ofrecen a los clientes la opción de visitas a domicilio, haciendo que los servicios de VIH sean más accesibles y fáciles de usar. Este servicio está disponible para hombres, mujeres, niños y familias afectadas por el VIH.

Además de Care Directions®, las siguientes agencias pueden ayudar con el diagnóstico, el tratamiento y proporcionar información sobre el VIH.

Area Agency on Aging, Region One
Care Directions®
1366 E. Thomas Road, Ste. 200
Phoenix, AZ 85014
602-264-2273
www.caredirections.org

ASU, Student Health Center
Tempe: 480-965-3349
Phoenix: 602-496-0721
(Students of ASU only)

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Chicanos Por La Causa, Inc.
1112 E. Buckeye Road
Phoenix, AZ 85034
602-257-0700
www.cplc.org

Concilio Latino de Salud
202 E. McDowell Road, Ste. 164
Phoenix, AZ 85004
602-285-0970
www.concilio.org
(AIDS/HIV education and outreach for Hispanic population)

Ebony House
39 E. Jackson Street
Phoenix, AZ 85004
602-254-6180
www.ebonyhouseinc.org

Maricopa County Public Health Clinic
1645 E. Roosevelt Street
Phoenix, AZ 85006
602-506-6900
www.wearepublichealth.org

McDowell Healthcare Center
1101 N. Central Avenue
Phoenix, AZ 85004
602-344-6550
www.mihs.org

National AIDS Hotline Center for Disease Control
1-800-232-4636
1-800-448-0440
www.cdc.gov/hiv

Phoenix Shanti Group
2345 W. Glendale Avenue
Phoenix, AZ 85021
602-279-0008
www.shantiaz.org
(Hrs: 8:00AM–4:30PM, Mon-Fri)

Planned Parenthood of Central and Northern Arizona
5651 N. 7th Street
Phoenix, AZ 85014
602-277-7526
1-800-230-7526
www.ppaz.org
(Call for clinic locations)

Southwest Center for HIV/AIDS
1101 N. Central Avenue
Phoenix, AZ 85004
602-307-5330
www.swhiv.org

Terros
3003 N. Central Avenue, Ste. 200
Phoenix, AZ 85012
602-685-6000
www.terros.org
(Call for clinic locations)

AIDS Info
PO Box 6303
Rockville, MD 20849
1-800-448-0440
TTY: 1-888-480-3739
www.aidsinfo.nih.gov

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Home Modification

Home modification refers to the conversion or adaptation of the living environment in order to make performing tasks easier, reduce accidents and support independent living. 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 pg. 7 for adaptive aids).

Las modificaciónes al hogar se refieren 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 las prótesis, que tienden ser más móviles y no están sujetas a la estructura de la casa. (Vea la pg. 7 Prótesis).

Area Agency on Aging, Region One
SAIL Program
1366 E. Thomas Road, Ste. 108
Phoenix, AZ 85014
602-264-HELP (4357)
www.aaaphx.org

Arizona Bridge to Independent Living
5025 E. Washington Street, Ste. 200
Phoenix, AZ 85034
602-256-2245
1-800-280-2245
www.abil.org

Duet
555 W. Glendale Avenue
Phoenix, AZ 85021
602-274-5022
www.duetaz.org

Foundation for Senior Living
3051 S. 45th Street
Phoenix, AZ 85040
602-532-2976
www.fsl.org

Rebuilding Together
2123 S. Priest Drive, Ste. 213
Tempe, AZ 85282
480-774-0237
www.rebuildingtogetherphx.org

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Tempe Neighbors Helping Neighbors (TNHN)

Provides assistance with yard and landscape maintenance, minor home repair and minor modifications.

480-858-2309
www.tempeneighbors.org

VerdeCares Inc.

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

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Home Repair & Weatherization

Living independently in one's own home also means keeping up with maintenance and repair. Unfortunately, minor maintenance problems can become major challenges for older adults and persons with a disability.

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

Vivir de forma independiente en su propia casa también significa mantenerse al corriente con el mantenimiento y reparaciones de su hogar. Lamentablemente, los problemas menores de mantenimiento pueden convertirse en grandes desafíos para los adultos mayores y personas con discapacidad.

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 Street
Surprise, AZ 85374
623-584-4999
www.benevilla.org
(Handyman only)

Duet
555 W. Glendale Avenue
Phoenix, AZ 85021
602-285-0543
www.duetaz.org
(Handyman only)

Foundation for Senior Living
1201 E. Thomas Road
Phoenix, AZ 85014
602-532-2976
www.fsl.org

Glendale Community Revitalization
City of Glendale City Hall
5850 W. Glendale Avenue, Ste. 107
Glendale, AZ 85301
623-930-3670
www.glendaleaz.com

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Labor's Community Service Agency
3117 N. 16th Street, Ste. 100
Phoenix, AZ 85016
602-263-5741
www.lcsaphx.org

Neighborhood Improvement and Housing Department of Phoenix
200 W. Washington Street, 4th Floor
Phoenix, AZ 85003
602-495-0700
(Major home repair only)

Stardust
1720 W. Broadway Road, Ste. 101
Mesa, AZ 85202
480-668-0566, Ext. 24
www.stardustbuilding.org

Tempe Neighbors Helping Neighbors (TNHN)
480-858-2309
www.tempeneighbors.org
(Assist with yard and landscape maintenance, minor home repair and modifications.)

Community Action Programs may also provide assistance (see listing under Financial Assistance).

Programas de Acción Comunitaria podrá también prestar asistencia (vea la lista en virtud de Asistencia Financiera).

City Weatherization, Repair, A/C, Heater Assistance

Mesa: 480-833-9200

Phoenix: 602-262-4520

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Hospice Services

Hospice services provide counseling and overall support to terminally ill persons and their families. Rather than focus on cures or rehabilitation, 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. Hospice services are available in individuals' homes, and in special units at hospitals and many nursing care facilities.

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

Los servicios de cuidados paliativos proporcionan asesoría y apoyo en general a las personas que sufren de enfermedades mortales y a sus familias. En lugar de enfocarse en la cura o rehabilitación, los servicios de cuidados paliativos se enfocan en mantener la calidad de vida y la comodidad de la persona. Los servicios de cuidados paliativos pueden incluir servicios de enfermería y cuidados de la salud en el hogar, limpieza del hogar, asistencia de crisis, asesoramiento de duelo, 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 cuidados paliativos 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 Avenue
Phoenix, AZ 85007
602-364-2536
www.azdhs.gov

HOSPICE INFORMATION OR QUESTIONS, CALL:

National Hospice and Palliative Care Helpline
1-800-658-8898
www.caringinfo.org

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Housing

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

HUD Housing: Independent housing is available to the elderly 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.

There are two ways of receiving HUD assistance. An individual can 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.

Asistencia de Renta: Hay servicios que ayudan a los adultos mayores y a los adultos con discapacidad física a buscar viviendas adecuadas y de bajo costo.

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.

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U.S. Housing Urban Development (HUD)
1 N. Central Avenue, Ste. 600
Phoenix, AZ 85004
602-379-7100
TTY: 602-379-7181
www.hud.gov

The Area Agency on Aging and local housing authorities can provide a list of subsidized housing facilities.

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

Local Housing Authorities

Chandler Housing and Redevelopment Division
235 Arizona Avenue
Chandler, AZ 85225
480-782-3200
www.chandleraz.gov

Glendale Community Housing Services Department
6842 N. 61st Avenue
Glendale, AZ 85301
623-930-2180
www.glendaleaz.com

Mesa Housing Authority
20 E. Main Street, Ste. 250
Mesa, AZ 85201
480-644-3536
www.mesaaz.gov/housing

Peoria Housing Authority
10950 N. 87th Avenue
Peoria, AZ 85345
623-486-4375
www.maricopahousing.org

Phoenix Housing Department
830 E. Jefferson Street
Phoenix, AZ 85034
602-534-2142
www.phoenix.gov/housing

Scottsdale Housing Agency
7515 E. First Street
Scottsdale, AZ 85251
480-312-7647
www.scottsdaleaz.gov/assistance/housing

Tempe Housing and Redevelopment
21 E. 6th Street, Ste. 214
Tempe, AZ 85281
480-350-8950
www.tempe.gov/housing

MARICOPA COUNTY HOUSING ASSISTANCE OUTSIDE INCORPORATED CITIES OR TOWNS

Maricopa County Housing Authority

Main Office
8910 N. 78th Avenue, Bldg. D
Peoria, AZ 85345
602-744-4500
www.maricopahousing.org

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1510 S. 19th Drive
Phoenix, AZ 85009
602-744-4553

710 W. 8th Avenue
Mesa, AZ 85210
602-744-4562

Avondale, Tolleson, Buckeye
1103 N. 6th Street, Ste. 106
Avondale, AZ 85323
602-744-4573

Surprise, El Mirage, Peoria
12976 W. Cottonwood Lane
Surprise, AZ 85374
602-744-4582

ADDITIONAL HOUSING ASSISTANCE FOR AFFORDABLE HOUSING & LOAN COUNSELING

Arizona Mortgage Foreclosure Hotline
1-877-448-1211
www.cir.org/programs-mfh.html

Chicanos Por La Causa, Inc.
1112 E. Buckeye Road
Phoenix, AZ 85034
602-257-0700
www.cplc.org

Community Housing Resources of AZ
4020 N. 20th Street, Ste. 220
Phoenix, AZ 85016
602-631-9780
www.communityhousingresources.org

Homeowner's HOPE™ Hotline
1-888-995-HOPE (4673)
www.995hope.org
(National foreclosure hotline)

Labor's Community Service Agency
3117 N. 16th Street, Ste. 100
Phoenix, AZ 85016
602-263-5741
www.lcsaphx.org

PACE Senior Housing Assistance Program
A FREE Community Service
480-246-3515
www.seniorhousing.org

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

Counseling & Utility 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.

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Asesoramiento y Asistencia de Servicios este programa está disponible para ayudar con la renta u otros pagos de la vivienda, pagos de servicios y climatización del hogar. Los programas varían dependiendo de la necesidad, elegibilidad según ingresos y la ubicación. Para muchos de estos programas, la demanda de beneficios es mayor que la disponibilidad, por lo cual los servicios pueden ser proporcionados en base a se atiende al primero que llega.

City of Phoenix PACE Program
4732 S. Central Avenue
Phoenix, AZ 85040
602-262-6631
www.phoenix.gov

Salvation Army Social Services
2702 E. Washington Street
Phoenix, AZ 85034
602-267-4122
www.phoenixsalvationarmy.com

Society of St. Vincent de Paul
420 W. Watkins Road
Phoenix, AZ 85003
602-266-HOPE (4673)
www.stvincentdepaul.net

Community Action Programs (CAP) provides assistance for low-income residents. Assistance is offered for utilities, food, rent, and shelter. See listing under Financial Assistance.

Programas de Acción (CAP por sus siglas en Inglés): ofrece asistencia a los residentes de bajos ingresos, para los servicios de agua, electricidad, alimentos, renta y vivienda. Vea la lista de Asistencia Financiera.

Reverse Mortgage Programs: It's not unusual for elderly or persons with a disability 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 cancelación de hipotecas: No es raro para las personas mayores o las personas con discapacidad acumulr grandes cargas financieras como consecuencia de los gastos médicos o gastos imprevistos. Sin embargo, muchos de estos individuos tienen sus propios hogares y un patrimonio que pueden servir como recurso económico. La lista de organizacio-

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nes 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.

Administration of Resources and Choices (ARC)
1232 E. Broadway Road, Ste. 110
Tempe, AZ 85282
480-947-4700
www.arc-az.org

Resources for Homeless: Assistance is available for homeless seniors to locate shelter as well as referrals to food and housing resources, medical assistance and other agencies providing services to the poor and homeless in the community.

Recursos para personas sin hogar: Hay ayuda disponible para personas mayores sin hogar para ayudarles a encontrar una vivienda 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.

Chaplaincy for the Homeless
1125 W. Jackson Street
Phoenix, AZ 85007
602-417-9853
www.azhomeless.org

City of Phoenix Community Services
Phoenix City Hall, Human Services
200 W. Washington Street, 18th Floor
Phoenix, AZ 85003
602-262-6666
www.phoenix.gov

CONTACS Shelter Hotline
602-263-8900
1-800-799-7739
www.211arizona.org/shelter/
(Monday-Friday)

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Mosaic® Elder Refugee Program

Assisting Older Refugees in Maricopa County

The Mosaic® Elder Refugee Program provides a variety of services to assist older refugees located within Maricopa County. Mosaic® case managers assist elder refugees with obtaining basic needs and services, including educational, recreational, cultural, health and social services.

The Mosaic® Center is a social and educational center for elder refugees located at 1430 East Indian School Road, Phoenix, AZ 85014.

Call **602-253-9073**.

See page 36 for more information.

Asistiendo Refugiados Mayores en el Condado de Maricopa

El programa de Refugiados Mayores Mosaic® ofrece una variedad de servicios para ayudar a los refugiados de edad situado en el condado de Maricopa. Los trabajadores de caso de Mosaic® ayudan a los refugiados mayores para obtener las necesidades básicas y servicios, incluyendo educación, culturales, recreativas, salud y servicios sociales.

Llamar al **602-253-9073**.

Ver página 36 para mas informacion.

Notes

Legal Services

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

Attorneys and paralegals can assist with the legal aspects of housing problems, government benefits, consumer issues, wills, estate planning, 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 procuradores pueden ayudar con los aspectos jurídicos de problemas de vivienda, beneficios del gobierno, asuntos del consumidor, testamentos, planificación de sucesiones y otras cuestiones que requieren asesoramiento o representación jurídica.

Area Agency on Aging, Region One
1366 E. Thomas Road, Ste. 108
Phoenix, AZ 85014
602-264-HELP (4357)
www.aaaphx.org

Arizona Bar Association
4201 N. 24th Street, Ste. 100
Phoenix, AZ 85016
602-252-4804
www.azbar.org

Arizona Attorney General

Consumer Complaints Unit
1275 W. Washington Street
Phoenix, AZ 85007
602-542-5763
www.azag.gov

Task Force Against Senior Abuse
1275 W. Washington Street
Phoenix, AZ 85007
602-542-2124
www.azag.gov

Arizona Center for Disability Law
5025 E. Washington Street, Ste. 202
Phoenix, AZ 85034
602-274-6287
1-800-927-2260
www.azdisabilitylaw.org

Arizona Senior Citizens Law Project
1818 S. 16th Street, Ste. 304
Phoenix, AZ 85034
602-252-6710

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Community Legal Services
305 S. 2nd Avenue
Phoenix, AZ 85003
602-258-3434 / 1-800-852-9075
www.azlawhelp.org
(Also provides legal services for clients with HIV)

Community Legal Services Mesa/Eastside
1220 S. Alma School Road, Ste. 206
Mesa, AZ 85210
480-833-1442
www.azlawhelp.org

Lawyer Referral Service
303 E. Palm Lane
Phoenix, AZ 85004
602-257-4434
www.maricopalawyers.org

Maricopa County Public Fiduciary
602-506-5801
(Also helps with burial assistance)

Advanced Directives, Living Wills, Power of Attorney Individuals have the power to make in advance 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 Anticipadas, Testamentos en Vida, Carta Poder Las personas tienen derecho de tomar anticipadamente decisiones legalmente exigibles sobre sus cuidados de 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 anticipadas, 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. Street N.W.
Washington, D.C. 20049
1-888-687-2277
1-866-330-0753
www.aarp.org

Arizona Attorney General
1275 W. Washington Street
Phoenix, AZ 85007
602-542-5025
www.azag.gov
(Forms available on Web site under "Seniors")

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Maricopa County Superior Court Self-Service Center

101 W. Jefferson Street
Phoenix, AZ 85003
602-506-7353, Ext. 3
www.superiorcourt.maricopa.gov/superiorcourt/self-servicecenter
(Forms available from Web site)

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

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

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

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Long-Term Care

Long-term care is a generic phrase used to describe the services needed to help an individual live with illness, disability or functional limitation that requires care over an extended period of time.

Long-term care is frequently paid for by the individual, although other sources of funding may be available for people needing assistance:

- The Area Agency on Aging's Senior Adult Independent Living (SAIL) program pays for some home and community-based care.
- The Arizona Long-Term Care System (ALTCS) pays for some long-term care if the individual meets financial and functional criteria.
- Private long-term care insurance may pay some costs.

There are three basic types of long-term care characterized by the setting in which the care takes place: home and community-based care, residential care and nursing care facilities.

Home and Community-Based Care services cover a wide range of services for individuals who live in their own homes, but need some assistance. Home and community-based services may include home health care, home delivered meals, personal care, housekeeping, and adult day health care.

It is important to understand the difference between various types of services in order to obtain the appropriate level of care for a particular situation.

Adult Day Health Care: Provides services to frail elderly and adults with physical disabilities in a congregate setting during daytime hours. Services include health observation, activities to maintain daily living skills, meals and snacks, recreational activities, and socialization. For more information, see the Adult Day Health Care section of this directory.

Home Delivered Meals: Provide nutritious, noon-time meals, delivered by volunteers, 5 days a week to individuals who are homebound due to disability or medical reasons. For more information, see the Meals – Home Delivered section of this directory.

Home Health Aid: Provides intermittent health maintenance, continued treatments or monitoring of a health condition, and supportive care for activities of daily living.

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Home Nursing: Provides intermittent skilled nursing services that include supervision and monitoring of ongoing treatment, health maintenance and health education.

Paying for Home and Community-Based Services: Paying for home and community-based services can be complex. Many home and community-based agencies are certified to receive Medicare payment for services rendered. In order for Medicare to pay for these services, a physician must order the service, and the care must be medically necessary. It is usually wise to get any such services pre-approved to ensure Medicare will cover the cost.

In addition, many private insurance polices cover home and community-based services as does the Arizona Long-Term Care System (ALTCS), and the Senior Adult Independent Living Program (SAIL), which is funded by the Area Agency on Aging, Region One.

The first step is to call the Area Agency on Aging for information regarding services or scheduling an in-home assessment by a SAIL case manager.

Cuidado a Largo Plazo es una frase genérica utilizada para describir los servicios necesarios para ayudar a una persona a vivir con la enfermedad, discapacidad o limitación funcional que requiere cuidados durante un período prolongado.

El cuidado a largo plazo frecuentemente es pagado por la persona, aunque puede haber otras fuentes de financiamiento disponibles para las personas que necesiten asistencia:

- El programa de Vida Independiente para Adultos Mayores (SAIL por sus siglas en inglés) paga algunos cuidados en el hogar y en la comunidad.
- El Sistema de Cuidado a Largo Plazo en Arizona (ALTCS por sus siglas en inglés) paga algo del cuidado a largo plazo si la persona cumple con los criterios financieros y funcionales.
- Los seguros privados de cuidado a largo plazo pueden pagar algunos costos.

Hay tres tipos básicos de atención a largo plazo caracterizados de acuerdo al sitio en el que se realizan: servicio en el hogar y en la comunidad, atención residencial y las instalaciones de cuidados de enfermería.

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Cuidado en el Hogar y en la Comunidad abarcan una amplia gama de servicios para las personas que viven en sus propios hogares, pero necesitan asistencia. Servicios en el hogar y en la comunidad puede incluir servicios de salud en el hogar, comidas a domicilio, cuidado personal, limpieza de casa y salud para adultos.

Es importante comprender la diferencia entre los distintos tipos de servicios para poder obtener el nivel apropiado de cuidado para una situación específica.

Cuidado de Salud Diurno para Adultos: Proporciona servicios a personas de tercera edad y adultos con discapacidad física durante el día. Los servicios incluyen monitoreo de la salud, actividades para conservar las habilidades de la vida diaria, comidas y refrigerios, actividades recreativas y socialización. Para obtener más información, consulte la sección Cuidado de Salud Diurno para Adultos de este directorio.

Comidas a Domicilio: proporciona alimentos nutritivos para el almuerzo, entregados por voluntarios, 5 días a la semana para personas enfermas o discapacitadas. Para obtener más información, vea la sección de Comidas a Domicilio de este directorio.

Asistencia Médica en el Hogar: Proporciona mantenimiento no continuo de la salud, tratamientos continuos o monitoreo del estado de salud y atención médica de apoyo para las actividades de la vida diaria.

Enfermería en Casa: Enfermería especializada no continua que ofrece servicios que incluyen monitoreo y seguimiento de tratamiento continuo, mantenimiento de la salud y la educación para la salud.

Pago de Servicios en el Hogar y en la Comunidad: Pagar por lo servicios basados en el hogar y en la comunidad puede ser muy complejo. Muchas agencias basadas en el hogar y la comunidad están certificadas para recibir pagos de Medicare por servicios proporcionados. Para que Medicare pague por estos servicios, un médico debe solicitar el servicio y la atención debe ser médicamente necesaria. Generalmente es aconsejable preaprobar cualquiera de estos servicios para asegurar que Medicare cubrirá el costo.

Además, muchas políticas de seguros privados cubren los servicios en el hogar y en la comunidad como lo hace el Sistema de Cuidado a Largo Plazo de Arizona (ALTCS por sus siglas en inglés) y el programa de Vida Independiente para Adultos Mayores (SAIL) que es financiado por la Agencia del Área para Envejecimiento, Región Uno.

El primer paso es llamar a la agencia para obtener más información sobre los servicios o una evaluación en casa por parte del administrador de casos de SAIL.

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

Arizona Long-Term Care System (ALTCS)
Long-Term Care Section of Arizona Health Care Cost Containment System (AHCCCS)
801 E. Jefferson Street
Phoenix, AZ 85034
602-417-6600
www.azahcccs.gov
www.state.az.us

Residential Care is a term used when an individual lives in a group setting and requires a moderate level of care. Examples of this type of setting include adult care homes, adult foster homes, supervisory care homes, and assisted living.

The Area Agency on Aging and the Arizona Department of Health Services can be of help in obtaining information about residential care. Many residential care facilities are licensed, but because of the diverse nature of residential care, some are not required to be licensed.

Cuidado Residencial: es un término que se utiliza cuando una persona vive en un ambiente de grupo y requiere un nivel moderado de atención. Ejemplos de este tipo de configuración incluyen hogares de cuidado de adultos, hogares adoptivos para adultos, residencias para personas de la tercera edad, supervisión y asistencia en el hogar.

La Agencia del Área para Envejecimiento y del Departamento de Servicios de Salud en Arizona pueden ser de gran ayuda para obtener información sobre cuidados residenciales. Muchos centros de atención están autorizadas, pero debido a la naturaleza diversa de la atención residencial, algunos de ellos no están obligados a tener una licencia.

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

Arizona Department of Health Services
Office of Assisted Living
150 N. 18th Avenue, Suite 420
Phoenix, AZ 85007
602-364-2639
www.azdhs.gov

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Nursing Care Facilities: Licensed nursing care facilities provide extensive medical care and supervision of residents at the custodial, intermediate or skilled level.

The Arizona Department of Health Services (ADHS) is the licensing agency for nursing homes in the state. In addition, each nursing home's inspection record is available for public review at ADHS.

Instalaciones de Cuidados de Enfermería: Las instalaciones de cuidados de enfermería con licencia proporcionan amplia atención y supervisión médica a los residentes adoptivos, en nivel intermedio o experto.

El Departamento de Servicios de la Salud de Arizona (ADHS por sus siglas en inglés) es la agencia de concesión de licencias para los asilos de ancianos en el estado. Además, el registro de inspección está disponible para revisión pública en el departamento ADHS.

Arizona Department of Health Services
Long-Term Care Office
150 N. 18th Avenue, Ste. 440
Phoenix, AZ 85007
602-364-2690
www.azdhs.gov

National Association for Home Care and Hospice Facility Locator
1-202-547-7424
www.nahcagencylocator.com

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Meals – Home Delivered

The senior centers located throughout Maricopa County distribute home delivered meals to individuals who are homebound and have no other source of meals. Case managers from the Senior Adult Independent Living (SAIL) program provide individual assessments to determine if they are eligible for the program.

Although publicly funded and available without charge, individuals are encouraged to donate to the program if they are financially able to do so.

Los centros para las personas de tercera edad del condado de Maricopa distribuyen comidas a domicilio a las personas que enfermas y que no tienen otra fuente de alimentación. Los administradores de casos del programa Vida Independiente para Adultos Mayores (SAIL por sus siglas en inglés) proporciona evaluaciones individuales para determinar si son elegibles para el programa.

Aunque son financiados por fondos públicos y están disponibles sin costo, se exhorta a las personas a que donen al programa si tienen solvencia financiera para hacerlo.

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

Private Pay Meals: The following organizations offer home delivered meals to individuals who have the resources to pay the full cost of the meal.

Comidas de Paga Privada: Las siguientes organizaciones ofrecen comidas a domicilio a las personas que tienen los recursos para pagar el costo total de la comida.

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Avondale Senior Center
1007 S. 3rd Street
Avondale, AZ 85323
623-333-2421
www.avondale.org
(Avondale, Goodyear, Litchfield Park, Cashion)

Banner Olive Branch Senior Center
11250 N. 107th Avenue
Sun City, AZ 85351
623-974-6797
www.bannerhealth.com/olivebranch

Benevilla
Private Pay HDM Site
16752 N. Greasewood Street
Surprise, AZ 85374
623-584-4999
(Surprise, Sun City Grand, Sun City West, El Mirage, Youngtown, Peoria)

Buckeye Senior Center
201 E. Centre Avenue
Buckeye, AZ 85326
623-349-6600

Chandler Home Delivered Meals
Request through Gilbert Senior Center
480-503-6060

Chicanos Por La Causa, Inc.
Casa de Primavera Senior Center
1617 N. 45th Avenue
Phoenix, AZ 85035
602-272-0054

Esther Angulo Community Center
9555 W. Van Buren Street
Tolleson, AZ 85353
623-936-2753

Foothills Caring Corps
7275 E. Easy Street, Ste. B103
Carefree, AZ 85377
480-488-1105
www.foothillscaringcorps.com

Fountain Hills Home Delivered Meals
13001 N. La Montana Drive
Fountain Hills, AZ 85268
480-816-5226
www.fh.az.gov/home-delivered-meals

Kickstart, Inc.
9299 W. Olive Road, Ste. 312
Peoria, AZ 85345
623-977-9050
(Sun City West, Surprise, Wadell)

Mesa Active Adult Center
247 N. MacDonald
Mesa, AZ 85201
480-962-5612
www.evadultresources.org

My Place Gilbert Senior Center
130 N. Oak Street
Gilbert, AZ 85233
480-503-6060

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

New River Senior Center
48606 N. 17th Avenue
New River, AZ 85087
623-465-0367

North Scottsdale/Paradise Valley Home Delivered Meals
Area Agency on Aging, Region One
1366 E. Thomas Road, Ste. 108
Phoenix, AZ 85014
602-264-HELP (4357)
www.aaaphx.org
(Scottsdale city limits, north of McDonald)

North Tempe Senior Center
Meals on the Move
1555 N. Bridlewreath Street
Tempe, AZ 85281
480-858-6510
www.tempeaction.org

Peoria Senior Center
8335 W. Jefferson Street
Peoria, AZ 85345
623-979-3570
www.peoriaaz.gov

Red Mountain Active Adult Center
7550 E. Adobe Road
Mesa, AZ 85207
480-218-2221
www.evseniorservices.org

Sun City West Home Delivered Meals
Grandview Terrace
14505 N. Granite Valley Road
Sun City West, AZ 85375
623-455-7680

Sun City/Youngtown Home Delivered Meals
PO Box 1842
Sun City, AZ 85372
623-974-9430

Tempe Home Delivered Meals
Friendship Village
2525 E. Southern Avenue
Tempe, AZ 85282
480-756-5835
(Tempe only)

Valley West YWCA Senior Center
8561 N. 61st Avenue
Glendale, AZ 85302
623-931-7436
(Glendale and limited Phoenix delivery area)

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

Wise Owl Senior Center
255 N. Washington Street
Wickenburg, AZ 85390
928-684-7894
facebook.com/wiseowlseniorcenter

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Ombudsman Program

Support for Resolving Long-Term Care Issues

Ombudsman are specially trained advocates who seek to resolve complaints on behalf of residents in long-term care facilities, including assisted living, adult foster care and skilled nursing facilities. They are given the authority to receive, investigate, and assist in resolving complaints on behalf of residents through federal and state law. The Ombudsman program offers a free and confidential way for residents to voice their concerns and have their complaints addressed.

Call **602-264-4357** or toll-free at **888-264-2258**.

See page 86 for more information.

Apoyo para Resolver los Problemas con el Cuidado a Largo Plazo

Ombudsman son defensores especialmente entrenados que buscan resolver las quejas en nombre de los residentes en centros de atención a largo plazo, incluida la de vida asistida, cuidado temporal de adultos y centros de enfermería especializada. Se les da la autoridad para recibir, investigar y ayudar a resolver quejas de parte de los residentes a través de la ley federal y estatal. El programa Ombudsman ofrece una manera gratuita y confidencial para que los residentes expresen sus preocupaciones y que sus denuncias atendidas.

Llamar al **602-264-4357** o llamar gratuitamente a **888-264-2258**.

Ver página 86 para mas informacion.

Notes

Ombudsman

The long-term care Ombudsman Program is designed to ensure that people who live in nursing homes and assisted-living facilities receive quality care. An Ombudsman is a specially trained and certified advocate who works to improve the quality of life and the quality of care of residents living in long-term care facilities. They visit facilities and offer a safe and confidential way for residents to voice their concerns and complaints. Ombudsman also work closely with the Adult Protective Service Program to help resolve issues of inappropriate care and alleged abuse.

El programa de Representante del Pueblo para Cuidado a largo plazo está diseñado para garantizar que las personas que viven en hogares de reposo e instalaciones de vida asistida reciban un cuidado de calidad. El representante es una persona especialmente entrenada y certificada que trabaja para mejorar la calidad de vida y la calidad de la atención de los residentes de centros de cuidados a largo plazo. Ellos visitan las instalaciones y ofrecen un ambiente seguro y confidencial para que los residentes expresen sus inquietudes y quejas. El representante también colabora estrechamente con el programa de Servicios de Protección de Adultos para ayudar a resolver los problemas de cuidado inadecuado y supuesto abuso.

Area Agency on Aging,
Region One
Ombudsman Program
1366 E. Thomas Road, Ste. 108
Phoenix, AZ 85014
602-264-HELP (4357)
www.aaaphx.org

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Pet Care & Companion Animals

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 who will make excellent companions.

La compañía y camaradería 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 Road
Phoenix, AZ 85032
602-867-2169
www.animalsbenefitclub.com

Arizona Animal Welfare League
25 N. 40th Street
Phoenix, AZ 85034
602-273-6852
www.aawl.org

Animal Defense League of Arizona
PO Box 33093
Phoenix, AZ 85067
602-273-7842
602-265-SPAY (7729)
www.adlaz.org
(Spay/neuter hotline)

Arizona Humane Society
www.azhumane.org

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

1521 W. Dobbins Road
Phoenix, AZ 85041
602-997-7586

Companion Animal Association of Arizona, Inc.
211 W. Monroe Street
Phoenix, AZ 85003
602-258-3306
www.caaainc.org
(Pet grief support group)

Happy Tails Service Dogs
1 W. Sequoia Drive
Phoenix, AZ 85027
623-580-0946
www.happytailsservicedogs.com

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Maricopa County Animal Care and Control

West Valley
2500 S. 27th Avenue
Phoenix, AZ 85009
602-506-7387
www.maricopa.gov/pets

East Valley
2630 W. Rio Salado Parkway
Mesa, AZ 85201
602-506-7387
www.maricopa.gov/pets

Pets on Wheels
1700 N. Granite Reef Road
Scottsdale, AZ 85257
Office: 480-312-1741
Voicemail: 602-735-6886
www.petsonwheelsscottsdale.com
(Pet visitation program in Scottsdale only)

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Rehabilitation Programs

Rehabilitation programs are available for individuals living with physical challenges. For additional programs, see section "Visually Impaired Services" and "Hearing Impaired Services."

Hay programas de rehabilitación disponibles para personas que viven con discapacidades físicas. Para programas adicionales, vea la sección "Servicios para Ciegos y Personas con discapacidad visual" y "Servicios para personas sordas y con problemas auditivos."

Arizona Bridge to Independent Living (ABIL)
5025 E. Washington Street, Ste. 200
Phoenix, AZ 85034
602-256-2245
1-800-280-2245
www.abil.org

Arizona Chapter Paralyzed Veterans
5015 N. 7th Avenue, Ste. 2
Phoenix, AZ 85013
602-244-9168
www.azpva.org

DES – Rehabilitation Services Administration
3221 N. 16th Street, Ste. 200
Phoenix, AZ 85016
602-542-3332
1-800-563-1221
TTY: 602-340-7771
www.azdes.gov/rsa

Gompers Habilitation Center
6601 N. 27th Avenue
Phoenix, AZ 85017
602-336-0061
www.gomperscenter.org

Perry Center
3146 E. Windsor Avenue
Phoenix, AZ 85008
602-956-0400
www.azafh.com
(Physically or intellectually challenged)

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Respite Care

The term "respite" refers to short-term care designed to relieve unpaid caregivers from the continuous responsibility of caring for an older adult or person with a disability. Respite care can be for as little as a few hours a week or as long as several weeks. It 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 programs that specialize in respite care, Adult Day Health Care programs also offer respite care. Some long-term care facilities and home health agencies offer short-term respite care.

El término "relevo" se refiere a la atención a corto plazo para relevar los proveedores de cuidados de la continua responsabilidad de cuidar a un adulto mayor o a una persona con una discapacidad. _El cuidado de relevo puede ser tan poco como algunas horas a la semana o por varias semanas. Esto ayuda a los proveedores de cuidados a mantener cierta normalidad en sus vidas y reduce el estrés de atender a alguien todo el día.

Además de los programas que se especializan en cuidado de relevo, los programas de Cuidado de la Salud Diurno para Adultos también ofrecen cuidado de relevo. Algunos centros de cuidado de largo plazo y agencias de salud en el hogar ofrecen atención de corto plazo.

Area Agency on Aging, Region One
Family Caregiver Program
1366 E. Thomas Road, Ste. 108
Phoenix, AZ 85014
602-264-HELP (4357)
www.aaaphx.org

DES – Division of Aging & Adult Services
1789 W. Jefferson Street, Ste. 950A
Phoenix, AZ 85007
Caregiver Resource Line: 1-888-737-7494
www.azdes.gov/DAAS/

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Duet
555 W. Glendale Avenue
Phoenix, AZ 85021
602-285-0543
www.duetaz.org

East Valley Senior Services Assistance for Independent Living
247 N. MacDonald
Mesa, AZ 85201
480-966-9704
www.evadultresources.org

R & R Respite Adult Day Center
246 N. Washington Street
Wickenburg, AZ 85390
1-928-684-3480

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

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SAIL (Senior Adult Independent Living)

The Support You Need to Maintain Your Independence in Your Own Home

Senior Adult Independent Living (SAIL) is the umbrella program through which the Area Agency on Aging provides intake and case managed services to older adults and adults with disabilities. The purpose of the program is to help individuals remain living in their own home for as long as possible. Services provide case management, adult day health care, home delivered meals, home health aid, home nursing, and home repair.

Call **602-264-4357** or toll-free at **888-264-2258**.

See page 99 for more information.

El apoyo que usted necesita para mantener su independencia en su propio hogar

El programa de Vida Independiente para Personas Mayores es el programa de protección a través de la cual la Area Agency on Aging proporciona admisiónes y servicios de trabajadores de caso para los adultos de la tercera edad y los adultos con discapacidad. El propósito del programa es ayudar a las personas a que siguan viviendo en su propio domicilio por el tiempo que sea posible. Los servicios proporcionan manejo de casos, cuidado de la salud para adultos, comidas a domicilio y servicios de salud en el hogar, enfermería a domicilio y reparaciones del hogar.

Llamar al **602-264-4357** o llamar gratuitamente a **888-264-2258**.

Ver página 99 para mas informacion.

Notes

Self-Help & Support Groups

There are many times when an individual needs help in coping with a life experience. Self-help and support groups can provide assistance in such situations.

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

Hay muchas ocasiones en las que un individuo necesita ayuda para hacer frente a una experiencia de vida. Los grupos de autoayuda y apoyo pueden proporcionar asistencia en tales situaciones.

Estos grupos reúnen a personas que comparten problemas similares y ofrecen orientación, información y educación para ayudarles a hacer frente a enfermedades específicas, el duelo y muchos otros problemas.

ABUSE

Center for Prevention of Abuse & Violence (CASA)
2200 N. Central Avenue, Ste. 201
Phoenix, AZ 85004
602-254-6400
www.casacares.org
(Only prevention classes)

AGING RELATIVES

Duet
555 W. Glendale Avenue
Phoenix, AZ 85021
602-274-5022
www.duetaz.org

ALZHEIMER'S DISEASE & RELATED DISEASES

Alzheimer's Association
1028 E. McDowell Road
Phoenix, AZ 85006
Administration: 602-528-0545
Helpline: 1-800-272-3900
En Español: 1-800-392-0022
www.alz.org/dsw

Banner Alzheimer's Institute
901 E. Willetta Street
Phoenix, AZ 85006
602-839-6900
www.banneralz.org

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ARTHRITIS

Arthritis Foundation
Greater Southwest Chapter
1221 E. Osborn Road, Ste. 201
Phoenix, AZ 85014
602-264-7679
www.arthritis.org/arizona
(Only tai-chi aquatic & exercise courses)

BEREAVEMENT/GRIEF

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

Community Chord of Joy
21000 N. 75th Avenue
Glendale, AZ 85308
623-561-0500, Ext. 246
24-Hour Prayer Line: 623-362-3224
www.joyonline.org

Compassionate Friends, Inc.
PO Box 50523
Phoenix, AZ 85076
480-821-1063
Central Chapter: 602-631-9256
Eastside Chapter: 480-785-8114
Westside Chapter: 480-225-5537
Westside Chapter Hotline: 480-316-9098
National: 1-877-969-0010
www.tcfphoenix.org
(Parents with children who have died)

Franciscan Renewal Center
5802 E. Lincoln Drive
Scottsdale, AZ 85253
480-948-7460
1-800-356-3247
www.thecasa.org

Hospice of the Valley
Bereavement Counseling
1510 E. Flower Street
Phoenix, AZ 85014
602-530-6900
www.hov.org

Phoenix Interfaith Counseling
555 W. Glendale Avenue
Phoenix, AZ 85021
602-532-0777
www.phx-interfaith.org

Victory in Times Alone (VITA)
1700 N. Granite Reef Road
Scottsdale, AZ 85257
480-312-2375
www.scottsdaleaz.gov/seniors

BRAIN INJURY

Brain Injury Alliance of Arizona
5025 E. Washington Street, Ste. 108
Phoenix, AZ 85034
Infoline: 602-323-9165
Toll-Free: 1-888-500-9165
Administration: 602-508-8024
Bilingual: 1-520-310-3301
www.biaaz.org

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BURNS

Arizona Burn Foundation
333 E. Virginia Avenue, Ste. 204
Phoenix, AZ 85004
602-230-2041
www.azburn.com

CANCER

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

Banner Health Cancer Program
602-230-2273
www.bannerhealth.com
(Offers many support groups, call for more information)

Cancer Support Community of Arizona
360 E. Palm Lane
Phoenix, AZ 85004
602-712-1006
www.twccaz.org

Leukemia and Lymphoma Society
Desert Mountain States Chapter
3877 N. 7th Street, Ste. 300
Phoenix, AZ 85014
602-788-8622
www.lls.org

CAREGIVERS

Area Agency on Aging, Region One
1366 E. Thomas Road, Ste. 108
Phoenix, AZ 85014
602-264-HELP (4357)
www.aaaphx.org
(Groups held countrywide)

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

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

DES – Division of Aging & Adult Services
1789 W. Jefferson Street, Ste. 950A
Phoenix, AZ 85007
Caregiver Resource: 1-888-737-7494

Duet
555 W. Glendale Avenue
Phoenix, AZ 85021
602-274-5022
www.duetaz.org
(Groups held countrywide)

Neighbors Who Care
10450 E. Riggs Road, Ste. 113
Sun Lakes, AZ 85248
480-895-7133
www.neighborswhocare.com

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DIABETES

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

HEART

American Heart Association
2929 S. 48th Street
Tempe, AZ 85282
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 Road, Ste. 108
Phoenix, AZ 85014
602-264-HELP (4357)
www.aaaphx.org

HIV / AIDS

Area Agency on Aging, Region One
Care Directions®
1366 E. Thomas Road, Ste. 200
Phoenix, AZ 85014
602-264-2273
www.caredirections.org

HANDICAPPED

Arizona Bridge to Independent Living
5025 E. Washington Street, Ste. 200
Phoenix, AZ 85034
602-256-2245
www.abil.org

Arizona Paralyzed Veterans of America
5015 N. 7th Avenue, Ste. 2
Phoenix, AZ 85013
602-244-9168
www.azpva.org

HOARDING

Arizona Hoarding Task Force
sites.google.com/site/arizonahoardingtaskforce/

Clutterers Anonymous Group
602-203-7967

International OCD Foundation
18 Tremont Street, Ste. 903
Boston, MA 02108
1-617-973-5801
www.ocfoundation.org/hoarding/

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KIDNEY

Arizona Kidney Foundation
360 E. Coronado Road, Ste. 180
Phoenix, AZ 85004
602-840-1644
www.azkidney.org

MASTECTOMY

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

MENTAL ILLNESS

Mental Health America of Arizona
501 N. 44th Street, Ste. 300
Phoenix, AZ 85008
480-982-5305
www.mhaarizona.org

National Alliance of Mental Illness
5025 E. Washington Street, Ste. 112
Phoenix, AZ 85034
602-244-8166
www.namiaz.org

NEUROLOGICAL

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

PARKINSON'S DISEASE

Muhammad Ali Parkinson Research Center
240 W. Thomas Road, Ste. 301
Phoenix, AZ 85013
602-406-3000
1-800-227-7691
www.maprc.com

SICKLE CELL ANEMIA

Sickle Cell Anemia Society of Arizona
1818 S. 16th Street
Phoenix, AZ 85034
602-254-5048
1-800-872-4871
www.sicklecelldisease.org

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STROKE

Epilepsy Foundation
240 W. Thomas Road, 2nd Floor
Phoenix, AZ 85013
602-406-3581
888-768-2690
www.epilepsyaz.org

National Stroke Association
9707 E. Easter Lane
Centennial, CO 80112
1-800-STROKES (787-6537)
www.stroke.org
(Call for groups in Maricopa County)

SUBSTANCE ABUSE

Agua Fria Intergroup of Alcoholics Anonymous
9794 W. Peoria Avenue, Unit 2
Peoria, AZ 85345
623-937-7770
www.aawestphoenix.org

Alcoholics Anonymous
East Valley
1320 E. Broadway Road, Ste. 105
Mesa, AZ 85204
480-834-9033
www.aamesaaz.org

Al-Anon
www.al-anon-az.org

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

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

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

Narcotics Anonymous
PO Box 5264
Mesa, AZ 85211
480-897-4636
www.arizona-na.org

National Council on Alcoholism and Drug Dependence
4201 N. 16th Street, Ste. 140
Phoenix, AZ 85016
602-264-6214
24-Hour Infoline: 1-800-622-2255
www.ncadd-phx.org

Salt River Intergroup
3215 E. Thunderbird Road, Ste. 8
Phoenix, AZ 85032
602-264-1341
600-264-1374
www.aaphoenix.org

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Senior Adult Independent Living (SAIL) Program

Established by the Area Agency on Aging, Region One, in 1980, the Senior Adult Independent Living Program (SAIL) is a coordinated approach to the delivery of in-home and community-based services for the elderly and persons with disabilities. The program is designed to assist individuals in increasing or maintaining their level of functioning while continuing to live as independently as possible. Services include case management, home delivered meals, home health aide, personal care, housekeeping, and adult day health care.

The Area Agency on Aging, Region One, contracts with a variety of social service agencies to provide SAIL services and coordinates their work. Each of the contracted service providers has an important and distinct role in the SAIL program.

Creado por la Agencia de Área para el Envejecimiento, Región Uno, en 1980, el Programa de Vida Independiente para Adultos Mayores (SAIL por sus siglas en inglés), es un método coordinado para entregar servicios en el hogar y en la comunidad a personas de la tercera edad y personas con discapacidades. El programa está diseñado para ayudar a las personas a aumentar o mantener su nivel de funcionamiento al mismo tiempo que siguen viviendo tan independientemente como sea posible.

La Agencia del Área para el Envejecimiento, Región Uno, contrata a una diversidad de agencias de servicio social para proporcionar los servicios de SAILy coordinar su trabajo. Cada uno de los proveedores de servicios contratados tiene un papel importante y distinto en el programa de SAIL.

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

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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 a complete list of senior centers, visit www.arizonaseniors.net.

Los centros para personas de la tercera edad ofrecen actividades recreativas y de socialización, servicios de información y referencia, programas educativos, programas de mejoramiento de la salud y diagnóstico, comidas para el almuerzo los días de la semana, y muchos otros programas y servicios diseñados para ayudar a las personas de edad avanzada a mantenerse activos e involucrados en sus comunidades locales. Para obtener una lista completa de los centros de ancianos, visita www.arizonaseniors.net.

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

NORTHWEST PHOENIX

Deer Valley Community Center
2001 W. Wahalla Lane
Phoenix, AZ 85027
602-495-3735

Goelet A. C. Beuf Community Center
3435 W. Pinnacle Peak Road
Phoenix, AZ 85027
602-534-4754

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

NORTHEAST PHOENIX

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

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

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NORTH CENTRAL PHOENIX

Chinese Senior Center
734 W. Elm Street
Phoenix, AZ 85013
602-262-6411

JFCS Center for Senior Enrichment
6250 N. 19th Avenue
Phoenix, AZ 85015
602-943-2198
www.jfcsaz.org

Sunnyslope Senior Center
802 E. Vogel Avenue
Phoenix, AZ 85020
602-262-7572

SOUTHEAST PHOENIX

Pecos Senior Center
17010 S. 48th Street
Phoenix, AZ 85048
602-534-5366

CENTRAL PHOENIX

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

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

MOSAIC® Center
1430 E. Indian School Road
Phoenix, AZ 85014
602-253-9073
www.aaaphx.org
(Native Americans and Refugees)

Salvation Army Laura Danelli Senior Center
613 N. 4th Avenue
Phoenix, AZ 85003
602-251-2006

SOUTH CENTRAL PHOENIX

Marcos de Niza Senior Center
305 W. Pima Street
Phoenix, AZ 85003
602-262-7249

Senior Opportunities West Senior Center
1220 S. 7th Avenue
Phoenix, AZ 85007
602-262-6610

South Mountain Community Center
1212 E. Alta Vista Road
Phoenix, AZ 85042
602-262-4093

WEST PHOENIX

Adam Diaz Senior Center
4115 W. Thomas Road
Phoenix, AZ 85019
602-262-1609

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Chicanos Por La Causa, Inc.
Casa Primavera Senior Center
1617 N. 45th Avenue
Phoenix, AZ 85035
602-272-0054
www.cplc.org

Desert West Community Center
6501 W. Virginia Avenue
Phoenix, AZ 85035
602-495-3700

OUTSIDE THE CITY OF PHOENIX

Avondale Senior Center
1007 S. 3rd Street
Avondale, AZ 85323
623-333-2421
www.avondale.org

Banner Olive Branch Senior Center
11250 N. 107th Avenue
Sun City, AZ 85351
623-974-6797
www.bannerhealth.com/olivebranch

Buckeye Senior Center
201 E. Centre Avenue
Buckeye, AZ 85326
623-349-6600
www.buckeyeaz.gov

Cahill Senior Center
715 W. Fifth Street
Tempe, AZ 85281
480-858-2420
www.tempe.gov

Chandler Senior Center
202 E. Boston Street
Chandler, AZ 85225
480-782-2720
www.chandleraz.gov

Escalante Senior Center
2150 E. Orange Street
Tempe, AZ 85281
480-350-5870
www.tempe.gov/escalante

Fountain Hills Community Center
13001 N. La Montana Drive
Fountain Hills, AZ 85268
480-816-5226
www.fhseniorservices.org

Gila Bend Senior Center
202 N. Euclid Avenue
Gila Bend, AZ 85337
928-683-2255
www.gilabendaz.org

Glendale Community Center
5401 W. Ocotillo Road
Glendale, AZ 85301
623-930-4700
www.glendaleaz.com

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

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

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Japanese Senior Center
5415 W. Glenn Drive
Glendale, AZ 85301
623-931-7436
www.glendaleaz.com

Mesa Active Adult Center
247 N. MacDonald
Mesa, AZ 85201
480-962-5612
www.evadultresources.org

My Place Gilbert Senior Center
130 N. Oak Street
Gilbert, AZ 85233
480-503-6060
www.ci.gilbert.az.us

New River Senior Center
48606 N. 17th Avenue
New River, AZ 85087
623-465-0367

North Tempe Senior Center
1555 N. Bridlewreath Street
Tempe, AZ 85281
480-858-6510
www.tempe.gov

Peoria Senior Center
8335 W. Jefferson Street
Peoria, AZ 85380
623-979-3570
www.peoriaaz.gov

Red Mountain Active Adult Center
7550 E. Adobe Road
Mesa, AZ 85207
480-218-2221
www.evadultresources.org

Surprise Senior Center
15832 N. Hollyhock Street
Surprise, AZ 85378
623-222-1500
www.surpriseaz.gov

Tolleson Senior Center
Esther Angulo Community Center
9555 W. Van Buren Street
Tolleson, AZ 85353
623-936-2756
www.tollesonaz.org

Valley West YWCA Senior Center
8561 N. 61st Avenue
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

Wise Owl Senior Center
255 N. Washington Street
Wickenburg, AZ 85390
928-684-7894
www.facebook.com/wiseowlseniorcenter

ADULT CENTERS

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

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Pyle Adult Recreation Center
655 E. Southern Avenue
Tempe, AZ 85282
480-350-5211
www.tempe.gov/pyle

Queen Creek Library Recreation Annex
21802 S. Ellsworth Road
Queen Creek, AZ 85142
www.queencreek.org

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

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Transportation

In addition to the services that transport individuals from one location to another, there are programs to reduce the cost of public transportation, driver training programs and a wide range of services to help the elderly and disabled with their transportation needs.

Transportation for the elderly and disabled is offered in Maricopa County through a network of transportation and social services agencies. With passage of the Americans with Disabilities Act, expanded service options are now available.

Además de los servicios que transportan las personas de un lugar a otro, hay programas dirigidos a reducir el costo de los medios de transporte públicos, programas de entrenamiento de los conductores y una amplia gama de servicios para ayudar a las personas de edad avanzada y con discapacidades con sus necesidades de transporte.

En el Condado 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. Con la promulgación de la ley de Estadounidenses con Discapacidad, hay muchas opciones de servicio disponibles.

Adaptive Driver Education: Several programs exist for individuals with physical challenges who are learning new driving techniques.

Educación para Conductores con Prótesis: Existen varios programas para las personas con problemas físicos que están aprendiendo nuevas técnicas de conducción.

Ability Center
23606 N. 19th Avenue, Ste. 16
Phoenix, AZ 85085
Office: 623-879-0800
1-866-405-6806
www.abilitycenter.com

Carl Hayden Veterans Administration Medical Center
650 E. Indian School Road
Phoenix, AZ 85012
602-277-5551
1-800-554-7174
www.phoenix.va.gov
(Program limited to veterans)

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

Driving to Independence
1414 W. Broadway Road, Ste. 218
Tempe, AZ 85282
480-449-3331
www.drivingtoindependence.com

Adaptive Driving Aids: Many businesses sell adaptive equipment or modify vehicles so persons with disabilities can drive them. As with any major purchase, comparison shopping can help ensure finding the equipment and service best suited to a particular need.Physicians and therapists can often be good sources of information regarding adaptive aids.

Dispositivos de Adaptación para Conducir: Muchas empresas venden equipo para adaptar o modificar los vehículos para que las personas con discapacidad puedan conducir. Al igual que con cualquier compra importante, la comparación de precios puede ayudar a asegurar que el equipo y los servicios sean los más adecuados para una necesidad específica. Los médicos y terapeutas pueden ser buenas fuentes de información sobre ayudas técnicas.

Active Mobility
1316 S. Gilbert Road
Mesa, AZ 85204
480-539-2939

AVA Wheelchair Van Rentals
2140 W. Broadway Road, Ste. 101
Mesa, AZ 85202
602-333-1594
1-866-333-1594
www.wheelchairvanrental.com

Handicap Vehicle Specialists
2140 W. Broadway Road, Ste. 101
Mesa, AZ 85202
602-286-0332
www.handicapvehicle.com

Leeden Wheelchair Lift & Repairs
1704 E. Curry Road, Ste. 101
Tempe, AZ 85281
480-966-2372
1-800-554-3761
www.leedenwheelchairliftandsport.com

Mobility Center
134 N. Dobson Road
Mesa, AZ 85201
480-890-0878
www.mobilitycenteraz.com

Vantage Mobility International
5058 S. 28th Place
Phoenix, AZ 85040
1-800-348-8267
VA Hotline: 1-855-864-8267
www.vantagemobility.com

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Worldwide Mobility Products
480-497-4692
1-800-848-3433
www.worldwide-mobility.com

VAN RENTALS

Wheelchair Getaways
5932 E. Presidio Road
Scottsdale, AZ 85254
602-494-8257
1-888-824-7413
www.wheelchairgetaways.com

Wheelers Accessible Van Rental
6614 W. Sweetwater Avenue
Glendale, AZ 85304
623-776-8830
1-866-859-8880
www.wheelersvanrentals.com

Bus Discounts are available to persons 65 years of age and older and to those with temporary or permanent disabilities. Photo ID cards are issued to individuals who then present them to bus operators as proof they have qualified for the discount.

Eligibility established through proof of age. Disability verified by a doctor or health professional's signature on application or by letter. A nominal fee is charged for the photo ID card.

Descuentos de Autobús están disponibles para personas mayores de 65 años de edad y para las personas con discapacidad temporal o permanente. Las tarjetas de identificación con fotografía son emitidas para que las personas las presenten a los operadores de autobuses como prueba de que han calificado para el descuento.

La elegibilidad se establece mediante un comprobante de edad. La discapacidad es verificada con la firma de un médico o profesional de salud en una solicitud o carta. Se cobra una tarifa nominal por la tarjeta de identificación con fotografía.

Valley Metro
4600 E. Washington Street
Phoenix, AZ 85034
602-253-5000
Application Line: 602-716-2100
TTY: 602-251-2039
www.valleymetro.org

Disability License Plates: Arizona law requires parking lots to have easily accessible spaces for drivers with disabilities. Vehicles parking in these spaces must have special license plates or placards visible. A physician's signature is required to obtain a special license or placard.

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Matrículas para Discapacitados: La ley de Arizona requiere estacionamientos con espacios de acceso fácil para los conductores con discapacidad. Los vehículos estacionados en estos espacios deben tener matrículas especiales o carteles visibles. La firma de un médico es necesaria para obtener una matrícula especial o el cartel.

Motor Vehicle Division
Special Plates Unit
Mail Drop 801Z
PO Box 2100
Phoenix, AZ 85001
602-255-0072
www.azdot.gov/mvd

Mature Drivers Training: The Arizona chapter of the American Association of Retired Persons (AARP) sponsors a classroom course designed to refresh older drivers' skills and provides updates on traffic laws. The course is open to anyone age 50 and older.

Entrenamiento para Conductores de Edad Avanzada: El capítulo de la Asociación Americana de Personas Jubiladas de Arizona (AARP por sus siglas en inglés) patrocina un curso presencial diseñado para renovar las habilidades de los conductores mayores y ofrece una actualización de las leyes de tráfico. El curso está abierto a cualquier persona mayor de 50 años de edad.

AARP Driver Safety Program
1-877-846-3299
www.aarp.org

PRIVATE PAY HANDICAPPED TRANSPORTATION SERVICES

AAA Transportation
4525 E. University Drive
Phoenix, AZ 85034
480-966-8377
www.aaayellowaz.com

All Around Town
Grocery, Meds, Vet Home Welfare Checks
623-476-6693

American Handicapped Transport Services (HTS)
1401 E. Washington Street
Phoenix, AZ 85034
602-253-0911

CD Transport
4933 E. Halifax Street
Mesa, AZ 85205
602-989-5115

Dependable Medical Transport Services
2237 N. 36th Street
Phoenix, AZ 85008
602-235-2255
www.dmtstransport.com

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Quality Transport Services of AZ
2323 E. Magnolia Street, Ste. 112
Phoenix, AZ 85034
602-371-1000
www.qtsaz.com

Safe Ride Services
1951 W. Camelback Road, Ste. 115
Phoenix, AZ 85015
602-627-6700
1-800-797-7433
www.saferideservices.com

Yellow Cab Company
4525 E. University Drive
Phoenix, AZ 85034
602-252-5252
www.aaayellowaz.com

COUNTY & VOLUNTEER TRANSPORTATION SERVICES

About Care
PO Box 3278
Chandler, AZ 85244
480-802-2331
www.aboutcare.org
(Chandler and Gilbert only)

Benevilla
16752 N. Greasewood Street
Surprise, AZ 85374
623-584-4999
www.benevilla.org
(Service Areas: Peoria, Sun City Youngtown, Surprise, Sun City West, El Mirage. Grocer Shop: Avondale, Goodyear, Litchfield Park)

Assistance for Independent Living
247 N. MacDonald
Mesa, AZ 85201
480-966-9704
www.evadultresources.org
(Service Areas: Mesa, Chandler, Gilbert, Tempe, Apache Junction)

Duet
555 W. Glendale Avenue
Phoenix, AZ 85021
602-274-5022
www.duetaz.org
(Service Areas: Glendale, Fountain Hills, Phoenix, Peoria, Scottsdale, Litchfield Park)

East Valley Dial-A-Ride
480-633-0101
TTY: 480-813-8759
www.valleymetro.org
(Service Areas: Chandler, Mesa, Scottsdale, Tempe, Gilbert)

East Valley Ride Choice
3320 N. Greenfield Road
Mesa, AZ 85215
480-962-7433 (RIDE)
www.evadultresources.org
(Service Areas: Mesa, Chandler, Gilbert)

Foothills Caring Corps
PO Box 810
Carefree, AZ 85377
480-488-1105
www.foothillscaringcorp.com
(Scottsdale N. of Bell Road, Carefree, Cave Creek, N. Phoenix)

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Glendale Dial-A-Ride
6210 W. Myrtle Avenue, Bldg. S
Glendale, AZ 85302
623-930-3500
www.valleymetro.org

MV Transport Alternative Transportation
1001 S. 4th Street
Phoenix, AZ 85004
602-801-1160

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

Northwest Valley Dial-A-Ride
16000 N. Civic Center Plaza
Surprise, AZ 85374
623-266-8723
www.valleymetro.org
(Service Areas: Surprise, Sun City, Sun City West, El Mirage, Youngtown)

Peoria Dial-A-Ride
8850 N. 79th Avenue
Peoria, AZ 85345
623-773-7435
www.valleymetro.org

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

Scottsdale Cab Connection
7447 E. Indian School Road, Ste. 205
Scottsdale, AZ 85251
480-312-8747
www.scottsdaleaz.gov
(Scottsdale only)

Senior Cab
1001 S. 4th Street
Phoenix, AZ 85004
602-801-1163
602-801-1164
(Taxi voucher program, Phoenix 65+ only)

Senior Center Shuttle
1001 S. 4th Street
Phoenix, AZ 85004
602-801-1160

Sustainable Mobility Alternative
Discount Cab/Valley Metro Partnership
602-200-2000
(Countywide)

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

YMCA Outreach Programs for Ahwatukee Seniors (YOPAS)
1030 E. Liberty Lane
Phoenix, AZ 85048
602-212-6088

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Wickenburg R&R Respite Care

Support for Family Caregivers in Wickenburg

Wickenburg R&R Respite Care provides respite to family caregivers in the Wickenburg area who have family members with Alzheimer's disease or related dementia, or who have disabilities and are unable to stay at home by themselves during the day.

Call **928-684-3480**

See page 90 for more information.

Apoyo a los Cuidadores Familiares en Wickenburg

Wickenburg R&R Cuidado de Relevo ofrece un alivio a los cuidadores familiares en la area de Wickenburg que tienen familiares con la enfermedad de Alzheimer o demencia, o que tienen discapacidades y son incapaces de quedarse en casa durante el día..

Llamar al **928-684-3480**

Ver página 90 para mas informacion.

Notes

Visually Impaired & Blind Services

Seniors 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 de una gran variedad de agencias.

Arizona Center for the Blind and Visually Impaired
3100 E. Roosevelt Street
Phoenix, AZ 85008
602-273-7411
www.acbvi.org

Arizona Council of the Blind
3124 E. Roosevelt Street, Ste. 4
Phoenix, AZ 85008
602-273-1510
www.azcb.org

Arizona Lions Vision Center
3124 E. Roosevelt Street, Bldg. D, Ste. 1
Phoenix, AZ 85008
602-267-7573
www.arizonalionsvisioncenter.org

Braille and Talking Book Library
1030 N. 32nd Street
Phoenix, AZ 85008
602-255-5578
www.azlibrary.gov/talkingbooks

Duet
555 W. Glendale Avenue
Phoenix, AZ 85021
602-274-5022
www.duetaz.org
(In-home assistance reading mail and helping with paperwork)

Eye Care America
Seniors EyeCare Program
1-800-222-EYES (3937)
www.eyecareamerica.org

Lions Sight and Hearing Foundation
3427 N. 32nd Street
Phoenix, AZ 85018
602-954-1723
www.ls-hf.org

Midwestern University Clinics – Eye Institute
19389 N. 59th Avenue
Glendale, AZ 85308
623-537-6000
www.mwuclinics.com/az/ei

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Rehabilitation Services
4620 N. 16th Street, Ste. A-204
Phoenix, AZ 85016
602-266-9286
www.azdes.gov

Sun Sounds of Arizona
Reading Services
2323 W. 14th Street
Tempe, AZ 85281
480-774-8300
www.sunsounds.org

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

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Volunteer Opportunities

Seniors who wish to put their experience and energies to good use can do so by volunteering in a variety of community service projects.

Las personas mayores que deseen dar buen uso a su experiencia y energía pueden hacerlo a través del voluntariado en una variedad de proyectos de servicios a la comunidad.

Area Agency on Aging, Region One

1366 E. Thomas Road, Ste. 108
Phoenix, AZ 85014
602-264-2255
www.aaaphx.org

AmeriCorps Volunteer Program

602-264-4357

Through Los Ancianos, AmeriCorps members and volunteers are trained and assigned to the Agency or one of its thirteen partner organizations to provide new or enhanced services primarily in clients' homes. Activities may include friendly visits and phone contact, light housekeeping, grocery shopping, meal preparation, and coordination of needed transportation.

Gracias al programa Los Ancianos, los miembros y voluntarios de Americorps son entrenados y asignados a una agencia o a una de sus trece organizaciones asociadas para proporcionar servicios nuevos o mejorados principalmente en los hogares de los clientes. Las actividades pueden incluir visitas amistosas y contacto telefónico, limpieza de casa, compras, preparación de comidas y coordinacion de transporte.

Benefits Assistance Volunteer

Benefits Assistance Counselor

602-264-2255

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

Consejero de Asistencia de Beneficios

602-264-2255

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

Senior Medicare Patrol

602-264-2255

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

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Patrulla Mayor de Medicare
602-264-2255

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

DOVES® Client Support Volunteer
602-264-2255

Work one-on-one with residents trying to turn their lives around and become self-sufficient.

DOVES® Voluntariado de Apoyo al Cliente
602-264-2255

Trabaja uno-a-uno con los residentes que están tratando de dar un giro a su vida y ser autosuficientes.

Home-Delivered Meals Volunteers
602-241-6196

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

Voluntariado de Reparto de Comidas a Domicilio
602-241-6196

¿Busca una manera de dar a la comunidad? Entregue comidas a los adultos mayores recluidos en el area de Scottsdale y Paradise Valley.

Ombudsman Volunteer Program
602-241-6132

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

Voluntariado del Programa de Defensor
602-241-6132

Actúan como defensores de las personas que viven en centros de cuidado de largo plazo para ayuda a garantizar que se proporcione la mejor atención médica y calidad de vida posible.

East Valley Retired and Senior Volunteer Program
247 N. MacDonald
Mesa, AZ 85201
480-775-1466
www.evadultresources.org

ADDITIONAL VOLUNTEER OPPORTUNITIES

About Care
PO Box 3278
Chandler, AZ 85244
480-802-2331
www.aboutcare.org
(Chandler and Gilbert only)

American Red Cross
6135 N. Black Canyon Highway
Phoenix, AZ 85015-1892
602-336-6660

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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 Street
Surprise, AZ 85372
623-584-4999
www.benevilla.org

Duet
555 W. Glendale Avenue
Phoenix, AZ 85021
602-274-5022
www.duetaz.org

Pan de Vida
PO Box 745
Queen Creek, AZ 85242
480-987-0819
www.pandevidaaz.org

Phoenix Police Department COPS
Citizens Offering Police Support
620 W. Washington Street
Phoenix, AZ 85003
602-262-7626
www.phoenix.gov

YMCA Outreach Program for Ahwatukee Seniors (YOPAS)
1030 E. Liberty Lane
Phoenix, AZ 85048
602-212-6088

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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 para las personas mayores y los cuidadores familiares en todo el estado, por favor refiérase a los números que se indican a continuación para la agencia de envejecimiento en su condado o región.

Apache, Navajo, Coconino, Yavapai Counties
Northern Arizona Council of Governments (NACOG)
119 E. Aspen Avenue
Flagstaff, AZ 86001
1-928-774-1895
www.nacog.org

Graham, Greenlee, Cochise, Santa Cruz Counties
South Eastern Arizona Governments Organization (SEAGO)
300 Collins Road
Bisbee, AZ 85603
1-520-432-2528
www.seago.org

Inter-Tribal Council – 19 Tribes
Inter-Tribal Council of Arizona, Inc.
2214 N. Central Avenue, Ste. 100
Phoenix, AZ 85004
602-258-4822
www.itcaonline.com

Navajo Nation
Navajo Aging Service Department
PO Box 1390
Window Rock, AZ 86515
1-928-729-4590
www.naaa.navajo.org

Pima County
Pima Council on Aging
8467 E. Broadway Boulevard
Tucson, AZ 85710
1-520-790-7262
www.pcoa.org

Pinal, Gila Counties
Pinal-Gila Council for Senior Citizens
8969 West McCartney Road
Casa Grande, AZ 85194
1-520-836-2758
1-800-293-9393
www.pgcsc.org

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Yuma, Mohave, La Paz Counties

Western Arizona Council of Governments

224 S. Third Avenue
Yuma, AZ 85364
1-928-782-1886
1-800-329-4248
www.wacog.com

208 N. 4th Street
Kingman, AZ 86401
1-928-753-6247
www.wacog.com

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Dear Friends,

We appreciate you taking the opportunity to pick up a copy of this resource guide. It's our hope that it assists you in finding the programs and services you and your loved ones need. This guide is provided compliments of the Area Agency on Aging, Region One a non-profit organization dedicated to serving the needs of older adults and adults with disabilities in our community.

If you would like to receive information on any of our programs, please call the ***Senior*** HELP LINE at 602-264-4357, visit us at www.aaaphx.org or complete the lower portion of this page and mail to:

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

If this guide has been helpful, we ask that you consider making a tax deductible donation in support of the Area Agency on Aging and its vital programs. Please complete the information below and mail this page with your donation to the address shown above.

Gift Amount $ _____

❑ Enclosed is my check payable to Area Agency on Aging, Region One

Please charge my donation to: ❑ VISA ❑ MasterCard

Name(s): _____

Credit Card #: _____ Exp: _____

Address: _____

City: _____ State: _____ Zip: _____

Phone _____ E-mail: _____

Signature: _____

Please send me information on the following programs: _____

_____

Thank you! Your generosity is greatly appreciated!

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Queridos Amigos,

Le agradecemos la oportunidad de llevarse un ejemplar de esta guía de recursos. Es nuestra esperanza de que le ayude a encontrar los programas y servicios que usted y sus seres queridos necesitan. Esta guía se ofrece a complementos de la Agencia del Area sobre el Envejecimiento, de la Primera Región, una organización sin fines de lucro que se dedica a atender las necesidades de los adultos mayores y los adultos con discapacidad en nuestra comunidad.

Si desea recibir información sobre cualquiera de nuestros programas, por favor, llame a la línea de ayuda al **602-264-4357**, visite www.aaaphx.org o llene la parte baja de esta página y envie a:

AREA AGENCY ON AGING
REGION ONE, INCORPORATED

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

Si esta guía ha sido útil, le pedimos que consideren la posibilidad de hacer una donación deducible de impuestos en apoyo a la Agencia del Area sobre el Envejecimiento y sus programas vitales. Por favor, complete la información a continuación y envie esta página con su donación a la dirección arriba indicada.

Regalo en Cantidad de $_____

❑ Adjunto esta mi cheque pagadero a La Agencia del Area sobre el Envejecimiento, Primera Region

Por favor carge mi donación a: ❑ VISA ❑ MasterCard

Nombre(s): _____

Tarjeta de Crédito #: _____ Exp: _____

Dirección: _____

Ciudad: _____ Estado _____ Zip: _____

Tel: _____ Correo electrónico: _____

Firma: _____

Por favor, envíen información sobre los siguientes programas: _____

_____

¡Gracias! ¡ Su generosidad es muy apreciada!

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Caring for your needs

Under the Americans with Disabilities Act, the Area Agency on Aging, Region One, must make a reasonable accommodation to allow a person with a disability to take part in a program, service or activity. For example, this means if necessary, the Area Agency on Aging must provide sign language interpreters for people who are deaf, a wheelchair accessible location or enlarged print materials. It also means that the Area Agency on Aging will take any other reasonable action that allows you to take part in and understand a program or activity, including making reasonable changes to an activity. If you believe that you will not understand or take part in a program or activity because of your disability, please let us know of your disability needs in advance if at all possible.

Atendiendo sus necesidades

De conformidad con ley de Estadounidenses con Discapacidades, la Agencia del Área para el Envejecimiento, Región Uno debe hacer una adaptación razonable para permitir que una persona con discapacidades participe en un programa, servicio o actividad. Por ejemplo, esto significa que si es necesario, la Agencia del Área para el Envejecimiento debe proporcionar intérpretes de lenguaje de signos para las personas sordas, un lugar accesible para discapacitados o materiales con letras grandes. También significa que la Agencia del Área para el Envejecimiento realizará cualquier otra acción razonable que le permita participar y comprender un programa o actividad, incluso hacer cambios razonables a una actividad. Si considera que no puede comprender o participar en un programa o actividad debido a su discapacidad, háganos saber de su necesidad con anticipación.

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www.aaaphx.org

There's a Time in Every Life for Our Help

The Area Agency on Aging, Region One is the leading nonprofit agency supporting Maricopa County residents across their lifespan. Hundreds of dedicated professionals and volunteers throughout the community work with us to deliver home and community-based services, support family caregivers, protect elders, provide medical case management to people living with HIV, and we are the connection to a variety of information and assistance to aging and disability resources.

If you or someone you know is in need or our assistance, call our free, 24-hour ***Senior*** **HELP LINE** at **602-264-HELP (4357)** or visit **www.aaaphx.org** … and get the help you need today.

Hay un momento en cada vida para recibir nuestra ayuda

La Agencia del Área para el Envejecimiento, Región Uno es la agencia principal sin fines de lucro que apoya a los residentes del Condado Maricopa durante toda su vida. Cientos de profesionales y voluntarios de la comunidad trabajan con nosotros para ofrecer servicios en el hogar y en la comunidad, apoyo a los proveedores de cuidados familiares, proteger a los adultos mayores, proveer manejo de casos médicos a las personas que viven con vih, y somos la conexión a una gran variedad de información y asistencia a recursos para la tercera edad y discapacidad.

Si usted o alguien que conoce necesita nuestra ayuda, llame a la **Línea de Ayuda de 24 horas** sin costo al **602-264-HELP (4357)** o visite nuestra página **www.aaaphx.org** …y reciba la ayuda que necesita, ahora

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