Community Resource Guide: Utility Assistance

Glendale Community Action Program

Description: Serves as the Community Action Program (CAP) for the City of Glendale. Offers support with utility deposit and rent assistance depending on funding. Check website for portal status.
Eligibility: Residents of Glendale and surrounding unincorporated areas.
For utility assistance applicants must live in Glendale, be currently experiencing a financial crisis, and meet income limits.
For rental assistance applicants must live in Glendale, have legal and physical custody of at least one minor child in the household or be an elderly or disabled applicant, be experiencing a crisis, meet income limits, and be at risk of eviction.
Intake: Visit website. Documents required for rental assistance include a state-issued identification card for head of household, a 5-Day notice or eviction notice, recent 30 days of income from date of application, signed and current lease agreement, and proof of crisis. Rent and Utility assistance depends on funding. Check website for portal status.
Physical Address: 7677 W Bethany Home Rd, Glendale, Maricopa, AZ, 85303-4211
Hours of Operation: Mon-Fri 8am-5pm
Phone Number: 623-930-2854
Website: http://www.glendaleaz.gov/Live/City-Services/Community-Services/Community-Action-Program-CAP
Email: communityactionprogram@glendaleaz.com

Travis L Williams Family Services Center

Description: Provides case management and emergency financial payment assistance for rent and mortgage, including limited rental and utility deposit assistance. Provides emergency financial payment assistance for electric, natural gas, and City of Phoenix water bills. Offers limited transportation resources for bus cards. Also offers support with SNAP applications, recertification, and work requirement compliance support.
Eligibility: Residents within the City of Phoenix and its territories or pay for City of Phoenix water services. Bus passes available for residents with a new employment that need transportation assistance prior to receiving first pay check.
Intake: Varies by assistance type. Call Mon 8am for an appointment for financial assistance. If Mon is a holiday, call on Tue. If no appointments available, call the following Mon at 8am. There is no waiting list. Documentation required depends on the program. Accepts walk-ins for SNAP assistance.
Physical Address: 4732 S Central Ave, Phoenix, Maricopa, AZ, 85040-2150
Hours of Operation: Mon-Fri 8am-5pm
Phone Number: 602-534-2433
Website: http://www.phoenix.gov/administration/departments/humanservices/service-locations.html

Sunnyslope Family Services Center

Description: Provides case management and emergency financial payment assistance for rent and mortgage, including limited rental and utility deposit assistance. Provides emergency financial payment assistance for electric, natural gas, and City of Phoenix water bills. Offers limited transportation resources for bus cards. Also offers support with SNAP applications, recertification, and work requirement compliance support.
Eligibility: Residents within the City of Phoenix and its territories or pay for City of Phoenix water services. Bus passes available for residents with a new employment that need transportation assistance prior to receiving first pay check.
Intake: Varies by assistance type. Call Mon 8am for an appointment for financial assistance. If Mon is a holiday, call on Tue. If no appointments available, call the following Mon at 8am. There is no waiting list. Documentation required depends on the program. Accepts walk-ins for SNAP assistance.
Physical Address: 914 W Hatcher Rd, Phoenix, Maricopa, AZ, 85021-3139
Hours of Operation: Mon-Fri 8am-5pm
Phone Number: 602-534-2433
Website: http://www.phoenix.gov/administration/departments/humanservices/programs-services/crisis-assistance.html

John F Long Family Services Center

Description: Provides case management and emergency financial payment assistance for rent and mortgage, including limited rental and utility deposit assistance. Provides emergency financial payment assistance for electric, natural gas, and City of Phoenix water bills. Offers limited transportation resources for bus cards. Also offers support with SNAP applications, recertification, and work requirement compliance support.
Eligibility: Resides within the City of Phoenix and its territories or pay for City of Phoenix water services. Bus passes available for residents with a new employment that need transportation assistance prior to receiving first pay check.
Intake: Varies by assistance type. Call Mon 8am for an appointment for financial assistance. If Mon is a holiday, call on Tue. If no appointments available, call the following Mon at 8am. There is no waiting list. Documentation required depends on the program; Visit website for portal login and confirm documents required. Accepts walk-ins for SNAP assistance.
Physical Address: 3454 N 51st Ave, Phoenix, Maricopa, AZ, 85031-3002
Hours of Operation: Mon-Fri 8am-5pm
Phone Number: 602-534-2433
Website: http://www.phoenix.gov/administration/departments/humanservices/service-locations.html

SEACAP - Bisbee

Description: Provides financial assistance for rent to people facing eviction, electricity, water, and gas payments, and utility deposits. Provides repair or replacement of appliances, weatherization program to boost energy efficiency, and the repair or replacement of heating and cooling systems. Services include case management to help people become self-sufficient, assistance to apply for public benefits, and referrals to additional resources. Also provides assistance with propane and firewood.
Eligibility: Residents of Cochise County on low income; Contact to confirm documents required
Intake: Call or visit office; Contact to confirm documents required
Physical Address: 1326 W Highway 92, San Jose Square Ste 11, Bisbee, Cochise, AZ, 85603-1151
Hours of Operation: Administration Mon-Thu 7am-6pm; services by appointment only
Phone Number: 800-293-1144
Website: http://www.seacapaz.com
Email: ahurtado@seacapinc.org

Mesa Public Housing Authority

Description: Provides public housing in project-based apartment complexes and Section 8 rent subsidies for various apartment complexes to people on low income. Applicants are placed on a waiting list until assistance is available. Provides assistance with refundable portion of security and utility deposits to low income Mesa residence prior to signing a lease
Eligibility: Individuals and families on very low income who live in the city of Mesa. Housing voucher program is based on income at or below 50% very low income (VLI). Deposit assistance eligibility is based on income at or below 80% of the area median income (AMI). Visit website for current AMI
Intake: Call, visit office, or visit website for wait list information and utility deposit assistance requirements
Physical Address: 200 S Center St, Bldg 1, Mesa, Maricopa, AZ, 85210-1502
Hours of Operation: Lobby Hours Mon-Thu 7:30am-5pm: by appointment only for Housing Specialist
Phone Number: 480-644-3536
Website: http://www.mesaaz.gov/residents/housing

SEACAP - Willcox

Description: Provides financial assistance for rent to people facing eviction, electricity, water, and gas payments, and utility deposits. Provides repair or replacement of appliances, weatherization program to boost energy efficiency, and the repair or replacement of heating and cooling systems. Services include case management to help people become self-sufficient, assistance to apply for public benefits, and referrals to additional resources. Also provides assistance with propane and firewood. Does not assist with motel vouchers. Appointments available in Benson, Bowie, and San Simon.
Eligibility: Residents of Cochise County on low income
Intake: Call for appointment
Physical Address: 300 W Rex Allen Dr, Willcox, Cochise, AZ, 85643-1118
Hours of Operation: Mon-Thu 7am-6pm administration; services by appointment only
Phone Number: 800-293-1144
Website: http://www.seacapaz.com
Email: ahurtado@seacapinc.org

SEACAP - Safford

Description: Provides financial assistance for rent to people facing eviction, electricity, water, and gas payments, and utility deposits. Provides repair or replacement of appliances, weatherization program to boost energy efficiency, and the repair or replacement of heating and cooling systems. Services include case management to help people become self-sufficient, assistance to apply for public benefits, and referrals to additional resources. Also provides assistance with propane and firewood. Does not assist with motel vouchers.
Eligibility: Residents of Graham County on low income
Intake: Call or visit office
Physical Address: 283 W 5th St, Safford, Graham, AZ, 85546-2324
Hours of Operation: Mon-Thu 7am-6pm administration; services by appointment only
Phone Number: 800-293-1144
Website: http://www.seacapaz.com
Email: ahurtado@seacapinc.org

SEACAP - Patagonia

Description: Provides financial assistance for rent to people facing eviction, electricity, water, and gas payments, and utility deposits. Provides repair or replacement of appliances, weatherization program to boost energy efficiency, and the repair or replacement of heating and cooling systems. Services include case management to help people become self-sufficient, assistance to apply for public benefits, and referrals to additional resources. Also provides assistance with propane and firewood.
Eligibility: Residents of Santa Cruz County on low income
Intake: Call for appointment
Physical Address: 100 Quiroga Ln, Patagonia Senior Citizen Center, Patagonia, Santa Cruz, AZ, 85624
Hours of Operation: Mon-Thu 7am-6pm administration; services by appointment only
Phone Number: 800-293-1144
Website: http://www.seacapaz.com
Email: Ahurtadon@seacapinc.org

SEACAP - Nogales

Description: Provides financial assistance for rent to people facing eviction, electricity, water, and gas payments, and utility deposits. Provides repair or replacement of appliances, weatherization program to boost energy efficiency, and the repair or replacement of heating and cooling systems. Services include case management to help people become self-sufficient, assistance to apply for public benefits, and referrals to additional resources. Also provides assistance with propane and firewood.
Eligibility: Residents of Santa Cruz County on low income
Intake: Call or visit office
Physical Address: 125 E Madison St, Ste 2, Nogales, Santa Cruz, AZ, 85621-2344
Hours of Operation: Mon-Thu 7am-6pm administration; services by appointment only
Phone Number: 800-293-1144
Website: http://www.seacapaz.com
Email: ahurtado@seacapinc.org

SEACAP - Duncan

Description: Provides financial assistance for rent to people facing eviction, electricity, water, and gas payments, and utility deposits. Provides repair or replacement of appliances, weatherization program to boost energy efficiency, and the repair or replacement of heating and cooling systems. Services include case management to help people become self-sufficient, assistance to apply for public benefits, and referrals to additional resources. Also provides assistance with propane and firewood.
Eligibility: Residents of Greenlee County on low income
Intake: Call or visit office
Physical Address: 506 SE Old West Hwy, Duncan, Greenlee, AZ, 85534-2095
Hours of Operation: Mon-Thu 7am-6pm administration; services by appointment only
Phone Number: 800-293-1144
Website: http://www.seacapaz.com
Email: ahurtado@seacapinc.org

SEACAP - Douglas

Description: Provides financial assistance for rent to people facing eviction, electricity, water, and gas payments, and utility deposits. Provides repair or replacement of appliances, weatherization program to boost energy efficiency, and the repair or replacement of heating and cooling systems. Services include case management to help people become self-sufficient, assistance to apply for public benefits, and referrals to additional resources. Also provides assistance with propane and firewood.
Eligibility: Residents of Cochise County on low income
Intake: Call or visit office
Physical Address: 543 N G Ave, Right-side door of St. Vincent de Paul Building, Douglas, Cochise, AZ, 85607
Hours of Operation: Mon-Thu 7am-6pm administration; services by appointment only
Phone Number: 800-293-1144
Website: http://www.seacapaz.com
Email: ahurtado@seacapinc.org

SEACAP - Clifton

Description: Provides financial assistance for rent to people facing eviction, electricity, water, and gas payments, and utility deposits. Provides repair or replacement of appliances, weatherization program to boost energy efficiency, and the repair or replacement of heating and cooling systems. Services include case management to help people become self-sufficient, assistance to apply for public benefits, and referrals to additional resources. Also provides assistance with propane and firewood.
Eligibility: Residents of Greenlee County on low income
Intake: Call for appointment
Physical Address: Confidential location, Clifton, Greenlee, AZ, 85533
Hours of Operation: Mon-Thu 7am-6pm administration; services by appointment only
Phone Number: 800-293-1144
Website: http://www.seacapaz.com
Email: ahurtado@seacapinc.org

CAHRA Case Management Program

Description: Provides case management to individuals and families on limited income. Also provides financial assistance for utility deposits; and electric, gas, water, and heating fuel payment.
Eligibility: Households that are low-income, experiencing a crisis, and have not received rental/utility assistance from the agency within the last year. Household must be within Pinal County.
Intake: Call to have an application mailed, visit website, or request it through email. Please send all requested documentation via email. Once documents are received, appoint will be made. Interviews are held by phone.
Physical Address: 109 N Sunshine Blvd, Eloy, Pinal, AZ, 85131-2159
Hours of Operation: Mon-Fri 8am-5pm
Phone Number: 520-466-1112
Website: http://www.cahra.org/
Email: clientdocs@cahra.org

NACA Supportive Services Program

Description: Provides family resource center, case management, sack lunches, emergency food boxes, and emergency financial assistance for clients.
Eligibility: Varies by program
Intake: Call or email to apply for financial assistance. Required documents will depend on services.
Physical Address: 1500 E. Cedar Avenue, Ste 56, Flagstaff, Coconino, AZ, 86004-1643
Hours of Operation: Mon-Fri 8am-noon,1pm-5pm; sack lunch available daily, first come first serve
Phone Number: 928-526-2968
Website: http://nacainc.org/community-development/supportive-services-program
Email: supportservice@nacainc.org

Coconino County Social Services - Williams

Description: Provides coordination of services through referrals which may include, but is not limited to, Thrift Store Vouchers, financial empowerment classes, housing rehabilitation, weatherization services, and repair or replacement of appliances. Offers housing payment assistance to prevent eviction, including senior recertification. Also provides utility payment assistance and deposits, when setting up a new utility service. Offers free menstrual products and infant or adult diapers.
Eligibility: Coconino County residents with low income and people who are homeless
Intake: Call for appointment, visit office or visit website. Contact provider to confirm documents required
Physical Address: 850 W Grant Ave, Williams Senior Center, Williams, Coconino, AZ, 86046-2276
Hours of Operation: Walk-ins Mon-Thu 9am-noon; by appointment only Mon-Thu 1pm-2pm
Phone Number: 928-679-7453
Website: http://www.coconino.az.gov/socialservices

Coconino County Social Services - Page

Description: Provides coordination of services through referrals which may include, but is not limited to, Thrift Store Vouchers, financial empowerment classes, housing rehabilitation, weatherization services, and repair or replacement of appliances. Offers housing payment assistance to prevent eviction, including senior recertification. Also provides utility payment assistance and deposits, when setting up a new utility service. Offers free menstrual products and infant or adult diapers.
Eligibility: Coconino County residents with low incomes and people who are homeless
Intake: Call for an appointment or visit website. Contact provider to confirm documents required
Physical Address: 467 Vista Ave, Page, Coconino, AZ, 86040
Hours of Operation: Mon-Fri 8am-1pm, 2pm-5pm
Phone Number: 928-679-7496
Website: http://www.coconino.az.gov/socialservices

Coconino County Social Services - Fredonia

Description: Provides coordination of services through referrals which may include, but is not limited to, financial empowerment classes, housing rehabilitation, weatherization services, and appliance repair or replacement. Provides housing and utilities deposit and payment assistance.**Currently only accepting families for rental assistance due to low funds**
Eligibility: Coconino County residents with low income and people who are homeless
Intake: Cal, email, or visit website for appointment. Contact Provider to confirm documents required.
Physical Address: 20 W Brown St, Fredonia, Coconino, AZ, 86022
Hours of Operation: 3rd Thu 8:30am-2pm by appointment only
Phone Number: 928-643-7241
Website: http://www.coconino.az.gov/socialservices

Coconino County Social Services - Flagstaff

Description: Provides coordination of services through referrals which may include, but is not limited to, Thrift Store Vouchers, financial empowerment classes, housing rehabilitation, weatherization services, and repair or replacement of appliances. Offers housing payment assistance, including senior recertification. Also provides utility payment assistance and deposits, when setting up a new utility service. Offers free menstrual products and infant or adult diapers. **Rental assistance is first come first served beginning on the first of the month**
Eligibility: Coconino County residents with low income
Intake: Call, visit office, or visit website. Contact provider to confirm documents required.
Physical Address: 2625 N King St, Flagstaff, Coconino, AZ, 86004-1884
Hours of Operation: Mon-Thu 8am-noon, 1pm-3:30pm; other times by appointment only
Phone Number: 928-679-7453
Website: http://www.coconino.az.gov/socialservices
Email: abintz@coconino.az.gov

NACOG Human & Community Services Division - Winslow

Description: Provides case management for individuals and families with low income. Services may include one time utility assistance and/or utility deposits, gas vouchers, food vouchers, local bus/taxi fare and limited rent and mortgage payment assistance. Rental assistance only available for seniors at this time.
Eligibility: Individuals and families with low income
Intake: Call for an appointment; Contact to confirm documents required
Physical Address: 118 E 2nd St, Winslow, Navajo, AZ, 86047-3707
Hours of Operation: Mon-Thru 7am-4:30m, Fri 7am-11am
Phone Number: 928-587-7069
Website: http://www.nacog.org
Email: aluna@nacog.org

NACOG Human & Community Services Division - Show Low

Description: Provides case management for individuals and families with low income. Services may include one time utility assistance and/or utility deposits, gas vouchers, local bus fare, food vouchers, large appliance repair and limited rent and mortgage payment assistance. Rental assistance only available for seniors at this time.
Eligibility: Individuals and families with low income
Intake: Call to schedule intake appointment; Contact to confirm documents required
Physical Address: 1801 W Deuce of Clubs, Ste 220, Show Low, Navajo, AZ, 85901
Hours of Operation: Mon-Thu 7am-4:30pm, Fri 7am-11am
Phone Number: 928-358-3051
Website: http://www.nacog.org
Email: asaenz@nacog.org

NACOG Human & Community Services Division - Prescott Valley

Description: Provides case management for individuals and families with low income. Services may include one time utility assistance and/or utility deposits, gas vouchers, food vouchers, large appliance repair and limited rent and mortgage payment assistance. Rental assistance only available for seniors at this time.
Eligibility: Individuals and families with low income
Intake: Call to schedule intake appointment; Contact to confirm documents required
Physical Address: 3130 N Robert Rd, Ste A&B, Prescott Valley, Yavapai, AZ, 86314
Hours of Operation: Mon- Fri 8:30am - 5pm
Phone Number: 928-308-2988
Website: http://www.nacog.org
Email: fmartinez@nacog.org

NACOG Human & Community Services Division - Cottonwood

Description: Provides case management for individuals and families with low income. Services may include one time utility assistance and/or utility deposits, gas vouchers, food vouchers, local bus fare, and limited rent and mortgage payment assistance. Rental assistance only available for seniors at this time.
Eligibility: Individuals and families with low income
Intake: Call for an appointment; Contact to confirm documents required
Physical Address: 1500 E Cherry St, Ste F, Cottonwood, Yavapai, AZ, 86326-3485
Hours of Operation: Mon-Thu 7am-4:30pm, Fri 7am-11am
Phone Number: 928-300-0894
Website: http://www.nacog.org
Email: kgonzalez@nacog.org

Saint Vincent de Paul - Saint Mary of Angels Conference

Description: Provides financial and non-monetary assistance to those in need of help residing in Navajo County. Financial assistance may be used for rent and utility services, as well as medications and travel expenses for medical appointments and work. Offers clothing, furniture, and medical equipment as available.
Eligibility: Individuals in need residing in Navajo County, with a focus on disabled, retired, or unemployed individuals and those living on fixed income or below the poverty level.
Intake: Call, visit location, or visit website; Contact to confirm documents required
Physical Address: 1525 S McCoy Dr, Pinetop, Navajo, AZ, 85935
Hours of Operation: Tue-Fri Noon-2:30pm
Phone Number: 928-367-3057
Website: http://www.stvincentpinetop.com/home.html

US VETS - Phoenix

Description: Offers various services for veterans and their families that are low income and/or experiencing homelessness.
Eligibility: Must be a Veteran that served in the active military, naval air service or coast guard with a discharge other than dishonorable, must be homeless or at imminent risk of losing housing, and must have very low income
Intake: Call, email, or visit office. Required documents: photo ID for all adults in household, social security cards for all household members, certificate of release or discharge from Active Duty (DD Form 214) showing discharge status or letter of service, proof of all household income (must be dated within 30 days), and proof of homelessness if currently unhoused. If currently housed: copies of current signed lease or landlord agreement and copy of eviction notice or court ordered move-out date, if applicable.
Physical Address: 3507 N Central Ave, Ste 200, Phoenix, Maricopa, AZ, 85012-2123
Hours of Operation: Supportive Services Mon-Fri 7am-4pm; After Care Mon-Fri 9am-5pm
Phone Number: 877-548-7838
Website: http://usvets.org/locations/phoenix

The Salvation Army Green Valley Service Center

Description: Provides emergency assistance for utilities to prevent shutoff. Includes assistance with natural gas, electric, water, and sewer.
Eligibility: People in need in Green Valley, Sahuarita and Amado
Intake: Call for appointment. Required documents depend on services.
Physical Address: 555 N La Canada Dr, Ste 101, Green Valley, Pima, AZ, 85614-3430
Hours of Operation: Mon-Fri 8am-noon, 1pm-4:30pm
Phone Number: 520-625-3888
Website: http://www.salvationarmytucson.org/green-valley-service-center
Email: tamara.riemath@usw.salvationarmy.org

Project Action for Veterans

Description: Provides support services for veterans who are experiencing homelessness or near-homeless. Services include housing stability planning, budgeting, deposits for rent and utilities, moving and storage costs, some household supplies, auto repair if needed for work, employment-related expenses, child care, and bus passes. Resource specialists visit locations in southern Arizona on a rotating basis.
Eligibility: Veterans with active duty service time, who are homelessness or near-homeless in Cochise, Graham, Greenlee, Pima, and Santa Cruz counties; must be at or below 50% of the area medium income
Intake: Call for schedule; must bring photo ID, DD-214 discharge papers (if available), and proof of income; Contact to confirm documents required
Physical Address: 3502 S 6th Ave, Ste 140, Tucson, Pima, AZ, 85713-6121
Hours of Operation: Administration Mon-Fri 8am-noon, 1pm-4pm; Tucson drop-in times Mon, Tue, Thu, Fri 8am-noon, 1pm-3pm
Phone Number: 520-308-3093
Website: http://www.primavera.org
Email: jtorres@primavera.org

Primavera Emergency Rent and Utility Assistance

Description: Provides rent assistance to people who are experiencing a one-time crisis that makes eviction imminent. Stable means of income is preferred, as this financial assistance is intended to eliminate the crisis so that the client can resume responsibility. Also provides assistance with SW Gas bills including past payment, deposits, late charges, and reconnection fees. Provides deposits for electric, gas, water, and home telephone services. Includes case coordination and advocacy for people who need housing, shelter, employment, and help in obtaining benefits.
Eligibility: People in need who have an eviction notice; must bring photo ID for adults, social security numbers for all family members, birth certificates for children, and proof of income and hardship
Intake: Visit office or visit website for application; complete application and email it or return to office. If there are funds available, applicants will receive a call within 5 business days of returning the application.

Physical Address: 702 S 6th Ave, Tucson, Pima, AZ, 85701-2600
Hours of Operation: Mon, Wed, Thu, Fri 9am-12:30pm
Phone Number: 520-623-5111
Website: http://primavera.org/emergency-services/#rent

St. Patrick Catholic Community - Utility Assistance

Description: Provides utility service payment assistance.
Eligibility: Scottsdale residents in need of utility financial assistance
Intake: Call, email; Contact to confirm documents required
Physical Address: 10815 N 84th St, Scottsdale, Maricopa, AZ, 85260
Hours of Operation: Mon-Fri, 9am-4pm
Phone Number: 480-998-3483
Website: http://www.stpatcc.org/home
Email: lhill@stpatcc.org

AZlinks.gov

Description: Website offers information and resources on aging and disability.
Eligibility: Anyone seeking information on aging and disability
Intake: Visit website
Physical Address: Confidential location, Phoenix, Maricopa, AZ, 85001
Hours of Operation: 24-hours website
Website: http://azlinks.gov

211 Arizona

Description: Provides information about and referrals to health and human services throughout Arizona by phone and website.
Eligibility: No restrictions
Intake: Call, email, or visit website. For those sending an email, include city and/or ZIP Code with a brief description of the needed services.
Physical Address: 1275 W Washington St, Ste 210, Tempe, Maricopa, AZ, 85281-1859
Hours of Operation: 24-hours
Phone Number: 211
Website: http://211arizona.org
Email: 211arizona@solari-inc.org

24-Hour Senior HELP LINE

Description: Provides information and referrals to services for older adults. Includes information about transportation, housing, long-term care, benefits, older worker referrals, caregiver respite, volunteer opportunities, counseling, senior centers, minor home repairs, support groups, home health aides, legal assistance, home delivered meals, and nurse visits. Coordinates planning, development, and delivery of needed services for seniors age 60 and older and adults with disabilities age 18 and older with long term care needs.
Eligibility: Seniors age 60 and older, adults age 18 and older with disabilities, and family caregivers
Intake: Call. No documents required to speak with the helpline.
Physical Address: 1366 E Thomas Rd, Ste 108, Phoenix, Maricopa, AZ, 85014-5793
Hours of Operation: 24-hours
Phone Number: 602-264-4357
Website: http://www.aaaphx.org/program-services/24-hour-senior-help-line

Area Agency on Aging Region One, Inc

Description: Coordinates advocacy efforts on behalf of people age 60 and older. Promotes public awareness of their issues. Acts as an information center about programs and services for the aging. Administers contracts with public and private providers. Provides technical assistance to contractors and other community groups. Coordinates planning, development, and delivery of needed services for seniors age 60 and older and adults with disabilities age 18 and older who need long term care. Volunteers share presentations in classrooms about life stories of prejudices they have endured. Volunteers also lead video discussions about diversity, bullying, and self-esteem.
Eligibility: No restrictions
Intake: Call. Required documents depend on services.
Physical Address: 1366 E Thomas Rd, Ste 108, Phoenix, Maricopa, AZ, 85014-5793
Hours of Operation: Mon-Fri 8am-5pm
Phone Number: 602-264-2255
Website: http://aaaphx.org
Email: info@aaaphx.org

NACOG Area Agency on Aging - Flagstaff

Description: Provides information and referrals and Medicare counseling to seniors in northern Arizona. Also provides intake and case management for seniors and adults with disabilities so they can remain in their own homes. Includes assessment of needs, development of an individualized care plan, and coordination of in-home support services. Offers ombudsman advocacy to those in long-term facilities.
Eligibility: Seniors age 60 and older, adults with disabilities, and their caregivers.
Intake: Call or visit website; Contact to confirm documents required
Physical Address: 323 N San Francisco St, Ste A, Flagstaff, Coconino, AZ, 86001-4658
Hours of Operation: Mon-Fri 8am-5pm
Phone Number: 877-521-3500
Website: http://nacog.org/aaa/

NACOG Area Agency on Aging - Cottonwood

Description: Provides information and referrals and Medicare counseling to seniors in northern Arizona. Also provides intake and case management for seniors and adults with disabilities so they can remain in their own homes. Includes assessment of needs, development of an individualized care plan, and coordination of in-home support services. Offers ombudsman advocacy to those in long-term facilities.
Eligibility: Seniors age 60 and older, adults with disabilities, and their caregivers.
Intake: Call or visit website
Physical Address: 544 S 6th St, Cottonwood, Yavapai, AZ, 86326-6142
Hours of Operation: Mon-Fri 8am-5pm
Phone Number: 877-521-3500
Website: http://nacog.org/aaa

Pima Council on Aging, Region II

Description: Designated Area Agency on Aging for Region II. Administers programs and services for older adults, their families, and caregivers.
Eligibility: Varies by program
Intake: Call or visit website. Contact the provider for any documents required.
Physical Address: 600 S Country Club Rd, Tucson, Pima, AZ, 85716
Hours of Operation: Mon-Fri 8:30am-5pm
Phone Number: 520-790-7262
Website: http://www.pcoa.org
Email: rojeda@pcoa.org

NACOG Area Agency on Aging - Show Low

Description: Provides information and referrals and Medicare counseling to seniors in northern Arizona. Also provides intake and case management for seniors and adults with disabilities so they can remain in their own homes. Includes assessment of needs, development of an individualized care plan, and coordination of in-home support services. Offers ombudsman advocacy to those in long-term facilities.
Eligibility: Seniors age 60 and older, adults with disabilities, and their caregivers.
Intake: Call or visit website; Contact to confirm documents required
Physical Address: 1801 W Deuce of Clubs, #220, Show Low, Navajo, AZ, 85901-6794
Hours of Operation: Mon-Fri 8am-5pm
Phone Number: 877-521-3500
Website: http://nacog.org/aaa/

NACOG Area Agency on Aging - Prescott

Description: Provides information and referrals and Medicare counseling to seniors in northern Arizona. Also provides intake and case management for seniors and adults with disabilities so they can remain in their own homes. Includes assessment of needs, development of an individualized care plan, and coordination of in-home support services. Offers ombudsman advocacy to those in long-term facilities.
Eligibility: Seniors age 60 and older, adults with disabilities, and their caregivers
Intake: Call or visit website; Contact to confirm documents required
Physical Address: 3003 Centerpoint East Dr, Prescott, Yavapai, AZ, 86301-8492
Hours of Operation: Mon-Fri 8am-5pm
Phone Number: 877-521-3500
Website: http://nacog.org/aaa/

SEAGO Area Agency on Aging Region VI

Description: Provides information and referrals to seniors in southeastern Arizona. Also provides intake and case management for seniors and adults with disabilities so they can remain in their own homes. Includes assessment of needs, development of an individualized care plan, home delivered meals, and coordination of in-home support services.
Eligibility: Seniors age 60 and older and adults age 18 and older with disabilities; must live in Cochise, Graham, Greenlee, and Santa Cruz Counties
Intake: Call or email
Physical Address: 1403 W Highway 92, Stee B, Bisbee, Cochise, AZ, 85603-1160
Hours of Operation: Mon-Fri 8am-5pm
Phone Number: 520-432-2528
Website: http://www.seago.org/area-agency-on-aging
Email: aging@seago.org

WACOG Financial Assistance Program - Yuma & La Paz Counties

Description: Provides finance assistance to people in need. Assistance includes payment for rent, mortgage, and utilities such as water, electric, gas, propane, wood, and coal.
Eligibility: People on low income in La Paz and Yuma counties; must bring proof of citizenship
Intake: Call for intake; Contact to confirm documents required
Physical Address: 1235 S Redondo Center Dr, Yuma, Yuma, AZ, 85365-2039
Hours of Operation: Yuma County Fri 8am-noon; Mon-Fri 8am-5pm La Paz County
Phone Number: 928-782-1886
Website: http://wacog.com/family-community-services/
Email: Info@wacog.com

WACOG Aging, Disability & Family Helpline

Description: Provides services for seniors and adults with disabilities so they can remain in their own homes. Includes information about community resources. Also provides intake, case management, and coordination of in-home support services. *** Due to a change in funding, new client services in Mohave and Yuma counties are subject to wait lists. ***
Eligibility: Seniors age 60 and older and adults age 18 and older with disabilities; must live in La Paz, Mohave, and Yuma counties.
Due to a change in funding, new client services in Mohave and Yuma counties are subject to wait lists.
Intake: Call; Contact to confirm documents required
Physical Address: 1235 S Redondo Center Dr, Yuma, Yuma, AZ, 85365-2039
Hours of Operation: Mon-Fri 8am-5pm
Phone Number: 800-782-1886
Website: http://www.wacog.com

SouthEastern Arizona Community Action Program, Inc

Description: Administers programs for people in need in Cochise, Graham, Greenlee, and Santa Cruz Counties. Serves as the Community Action Agency (CAA).
Eligibility: Utility assistance, rental assistance and weatherization assistance for individuals who live in Cochise, Graham, Greenlee, Santa Cruz County.
Intake: Call or visit office; Contact to confirm documents required
Physical Address: 283 W 5th St, Safford, Graham, AZ, 85546-2324
Hours of Operation: Administration Mon-Thu 7am-6pm
Phone Number: 928-428-4653
Website: http://www.seacapaz.com
Email: yramirez@seacapinc.org

WACOG Financial Assistance Program - Mohave County

Description: Provides finance assistance to people in need. Includes payment for rent, mortgage, and utilities such as electric, water, gas, propane, wood, and coal. Rental assistance is for families only, at this time.
Eligibility: Individuals and families on low income in Mohave County; must bring proof of citizenship
Intake: Call for intake
Physical Address: 208 N 4th St, Kingman, Mohave, AZ, 86401-5815
Hours of Operation: Administration Mon-Fri 8am-5pm, Utility assistance Fri 8am-noon
Phone Number: 928-753-6247
Website: http://wacog.com/family-community-services/
Email: miaa@wacog.com

Mercy Care ACC-RBHA

Description: Provides an AHCCCS Health Plan for people located in Gila, Pinal, and Maricopa counties; does not include ZIP codes 85542, 85192, and 85550. Offers non-emergency medical transportation to and from covered medical and behavioral health appointments for members who are unable to provide or pay for their own transportation. Website offers a database of providers searchable by location and service.
Eligibility: Children and adults who are on AHCCCS in Gila, Pinal, and Maricopa counties; does not include ZIP codes 85542, 85192, and 85550
Intake: Call or visit website to locate a provider. Bring photo ID, AHCCCS card, Social Security card, list of medications, and name of family doctor to first appointment. Contact provider to confirm any other documents required.
Physical Address: 4750 S. 44th Place, Ste 150, Phoenix, Maricopa, AZ, 85040-4015
Hours of Operation: Member services Mon-Fri 7am-6pm; 24-hours nurse line
Website: http://www.mercycareaz.org/acc-rbha/index.html

This resource guide is a partnership between Mercy Care and 211 Arizona. You can create your own guide and search the 211 Arizona database or use the categories to find what you're looking for.
Need this guide printed? Call Mercy Care Member Services at 602-263-3000 or 1-800-624-3879 (TTY 711).
We're here for you 7 a.m. to 6 p.m., Monday to Friday.