

Community Resource Guide: Utility Assistance

Travis L Williams Family Services Center

Description: Multipurpose center offers case management and emergency financial payment assistance for rent and mortgage, including limited rental and utility deposit assistance. Also provides emergency financial payment assistance for electric, natural gas, and City of Phoenix water bills. Also offers limited transportation expense assistance for bus cards.

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: Call or visit website for application portal. 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.

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/humanservices/programs/emergency>

Sunnyslope Family Services Center

Description: Provides case management and emergency financial payment assistance for rent and mortgage, including limited rental and utility deposit assistance. Also provides emergency financial payment assistance for electric, natural gas, and City of Phoenix water bills. Also offers limited transportation expense assistance for bus cards.

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: Call or visit website for application portal. 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.

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/humanservices/programs/emergency>

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. Also provides emergency financial payment assistance for electric, natural gas, and City of Phoenix water bills. Also offers limited transportation resources for bus cards.

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: Call; 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.

Physical Address: 3454 N 51st Ave, Phoenix, Maricopa, AZ, 85031-3002

Hours of Operation: Mon-Fri 8am-5pm center

Phone Number: 602-534-2433

Website: <http://www.phoenix.gov/humanservices/programs/emergency>

CAHRA Case Management Program

Description: Provides case management to individuals and families on limited income. Also provides financial assistance for rent; utility deposits; and electric, gas, water, and heating fuel payment.

Eligibility: Households on limited income and households affected by COVID-19. Must not have received rental/utility assistance from DES within the last year.

Intake: Call to make appointment. 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/services/community-services>

Email: spayan@cahra.org

Glendale Community Action Program

Description: Serves as the Community Action Program (CAP) for the City of Glendale. Offers support utility deposit assistance depending on funding.

Important Program Update – May 2025

Glendale's Community Action Program (CAP) has exhausted all funding for rental assistance.

Eligibility: Residents of Glendale and surrounding unincorporated areas. Must meet the financial qualification guidelines and qualifying criteria, visit website for more information.

Intake: Visit website.

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.com/live/city_services/citizen_assistance_programs/housing_stability_services

Email: cap@glendaleaz.com

St. Patrick Catholic Community - Utility Assistance

Description: Provides utility service payment assistance.

Eligibility: Scottsdale residents in need of utility financial assistance

Intake: Call, email

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: cjada@stpatcc.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: Mon-Thu 7:30am-5pm lobby hours, by appointment only for Housing Specialist

Phone Number: 480-644-3536

Website: <http://www.mesaaz.gov/residents/housing>

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

Physical Address: 850 W Grant Ave, Williams Senior Center, Williams, Coconino, AZ, 86046-2276

Hours of Operation: Mon-Thu 9am-noon walk-ins; Mon-Thu 1pm-2pm by appointment only

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

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 - 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

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

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

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>

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

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

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 - 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

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

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

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

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

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

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

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: cbrown@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: cbrown@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>

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

Intake: Call or visit office

Physical Address: 1326 W Highway 92, San Jose Square Ste 11, Bisbee, Cochise, AZ, 85603-1151

Hours of Operation: Mon-Thu 7am-6pm administration; services by appointment only

Phone Number: 800-293-1144

Website: <http://www.seacapaz.com>

Email: cbrown@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 - 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

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.

Physical Address: 1525 S McCoy Dr, Pinetop, Navajo, AZ, 85935

Hours of Operation: Tue-Sat 10am-4pm

Phone Number: 928-367-3057

Website: <http://www.stvincentpinetop.com/home.html>

First Baptist Church of Prescott/Solid Rock Christian Fellowship Reach Out Program

Description: Provides services for people in need in Chino Valley, Prescott, and Prescott Valley. Services include emergency food boxes, meals, clothing, and limited financial assistance for rent and utilities.

Eligibility: People in need in Chino Valley, Prescott, and Prescott Valley

Intake: Call for an appointment

Physical Address: 148 S Marina St, Prescott, Yavapai, AZ, 86303-4702

Hours of Operation: Mon, Thu 1pm-3pm clothing and food boxes; Mon 4pm meals served

Phone Number: 928-778-9790

Website: <http://solidrockprescott.org>

Email: hello@solidrockprescott.org

Good Shepherd Center/Catholic Charities Holbrook, AZ

Description: Provides rent assistance for one month or first month's rental deposit assistance (no motels), utility payment assistance, daily lunch, and food boxes to people in need. Offers Thanksgiving and Christmas food boxes. ****Currently out of food boxes****

Eligibility: Families with low income and children, with a special focus on Native Americans, as well as families with an eviction notice for rental assistance or a shut off notice for utilities. Serves residents of Holbrook, Joseph City, Winslow, Snowflake and the Navajo Reservation.

Intake: Call to make appointment or reserve holiday services

Physical Address: 126 E Florida St, Holbrook, Navajo, AZ, 86025-2622

Hours of Operation: Vary

Phone Number: 928-524-9720

Email: n.barela@ccdioc.com

The Salvation Army - Green Valley

Description: Provides emergency financial assistance for utilities to prevent shutoff. Includes assistance with gas, electric, water, and propane, and deposits to turn on utilities.

Eligibility: People in need in Green Valley and Sahuarita

Intake: Call for appointment

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: holly.faris@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

Physical Address: 3502 S 6th Ave, Ste 140, Tucson, Pima, AZ, 85713-6121

Hours of Operation: Mon-Fri 8am-noon, 1pm-4pm administration; Mon, Tue, Thu, Fri 8am-noon, 1pm-3pm Tucson drop-in times

Phone Number: 520-308-3093

Website: <http://www.primavera.org>

Email: dlopez@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-Fri 8:30am-4:30pm

Phone Number: 520-623-5111

Website: <http://www.primavera.org/what-we-do/survival/emergency-rent-utility-assistance.html>

Email: evictionprevention@primavera.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

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>

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

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

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

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/>

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

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

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/>

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

Physical Address: 8467 E Broadway Blvd, Tucson, Pima, AZ, 85710-4009

Hours of Operation: Mon-Fri 8:30am-5pm

Phone Number: 520-790-7262

Website: <http://www.pcoa.org>

Email: mclark@pcoa.org

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

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>

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

Physical Address: 1235 S Redondo Center Dr, Yuma, Yuma, AZ, 85365-2039

Hours of Operation: Fri 8am-noon Yuma County; Mon-Fri 8am-5pm La Paz County

Phone Number: 928-782-3462

Website: <http://www.wacog.com/a-community-action-agency>

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. Partners with a system of providers that deliver behavioral health and medical care to people who are signed up for AHCCCS/Medicaid. Offers non-emergency medical transportation to and from covered medical and behavioral health appointments. This service is available for members who are unable to provide or pay for their own transportation. Offers mental health screening, substance use disorder treatment, counseling and case management. Website offers a database of providers searchable by location and service. Accepts and attempts to resolve complaints.

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.

Physical Address: 4750 S. 44th Place, Ste 150, Phoenix, Maricopa, AZ, 85040-4015

Hours of Operation: Mon-Fri 7am-6pm member services; 24-hours nurse line

Website: <http://www.mercycareaz.org/acc-rbha/index.html>

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: People in need

Intake: Call or visit office

Physical Address: 283 W 5th St, Safford, Graham, AZ, 85546-2324

Hours of Operation: Mon-Thu 7am-6pm administration

Phone Number: 928-428-4653

Website: <http://www.seacapaz.com>

Email: sacacti1001@qwestoffice.net

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: Mon-Fri 8am-5pm, Fri 8am-noon for utility assistance

Phone Number: 928-753-6247

Website: <http://www.wacog.com/utility-assistance>

Email: miaa@wacog.com

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.