

## Community Resource Guide: Utility Assistance

### **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](mailto:ahurtado@seacapinc.org)

### **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/community-services>

**Email:** [spayan@cahra.org](mailto:spayan@cahra.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](mailto:kgonzalez@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 230, 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](mailto:asaenz@nacog.org)

## **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](mailto:aluna@nacog.org)

## **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:** Phoenix residents with proof of residency and citizenship for financial payment assistance.

**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.

**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. Provides a hydration station during summer months.

**Eligibility:** Phoenix residents with proof of residency and citizenship for financial payment assistance.

**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.

**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>

## **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:** Phoenix residents with proof of residency and citizenship for financial payment assistance.

**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.

**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>

## **Glendale Community Action Program**

**Description:** Serves as the Community Action Agency (CAA) for City of Glendale.

**Eligibility:** Residents of Glendale and surrounding unincorporated areas

**Intake:** Call or 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://glendaleaz.com/live/city\\_services/citizen\\_assistance\\_programs/crisis\\_assistance\\_programs](http://glendaleaz.com/live/city_services/citizen_assistance_programs/crisis_assistance_programs)

## **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](mailto: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](mailto: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](mailto: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](mailto: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](mailto: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](mailto: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](mailto:ahurtado@seacapinc.org)

## **Coconino County Social Services - Williams**

**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. Offers free menstrual products and diapers. \*\*Currently only accepting families for rental assistance due to low funds\*\*

**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 financial empowerment classes, housing rehabilitation, weatherization services, and appliance repair or replacement. Provides housing and utilities deposit and payment assistance, including senior re-certification. Offers free menstrual products and diapers. \*\*Currently only accepting families for rental assistance due to low funds\*\*

**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, financial empowerment classes, housing rehabilitation, weatherization services, and repair or replacement of appliances. Provides housing and utilities deposit and payment assistance, including senior recertification. Offers free menstrual products and 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>

## **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:** Call, 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>

**Email:** [slucero@coconino.az.gov](mailto:slucero@coconino.az.gov)

## **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](mailto:hello@solidrockprescott.org)

## **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](mailto:cjada@stpatcc.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](mailto: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](mailto:holly.faris@usw.salvationarmy.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>

## **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](mailto:fmartinez@nacog.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](mailto: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](mailto:evictionprevention@primavera.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](mailto: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

**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>

## **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 - 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/>

## **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](mailto:info@aaaphx.org)

## **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](mailto:mclark@pcoa.org)

## **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/>



## **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/>

## **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

**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](mailto: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](mailto: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:** 4500 E Cotton Center Blvd, Phoenix, Maricopa, AZ, 85040-8840

**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](mailto: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](mailto: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.