

# Arizona Community Action Association Working Together to End Poverty



The Arizona Community Action Association (ACAA) was incorporated as a non-profit organization in 1967 in response to a need for a statewide forum to address issues relating to poverty. With our partners, ACAA brings together public officials, low-income people, representatives of the private sector and human service providers to address common concerns and to develop community-based solutions to poverty that are statewide and local in nature.

Arizona Community Action Association's Mission:

Advocating, Educating, and Partnering to  
Prevent and Alleviate Poverty.

The People's Information Guide: Where to Go for Help  
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First Edition 1995  
Second Edition 1997  
Third Edition 1999  
Fourth Edition 2002  
Fifth Edition 2004  
Sixth Edition 2007  
Seventh Edition 2010

\*\*Notice of availability of reasonable accommodations and alternate format\*\*

\*\*If you have updates to this publication, please contact us at 602-604-0640\*\*

The information contained within this Guide was true and accurate to the best of ACAA's knowledge at the time of printing. Please note that information, including addresses, phone numbers, and eligibility for programs, is subject to change at any time with or without notice. Please verify the accuracy of the information contained within this Guide with the program itself.

The People's Information Guide is updated on our website between printings. Please refer to our online version at: [www.azcaa.org/publications/peoples-info-guide](http://www.azcaa.org/publications/peoples-info-guide)



Arizona Community Action Association

Advocating, Educating and Partnering to Prevent and Alleviate Poverty

## ARIZONA COMMUNITY ACTION ASSOCIATION

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Hours of Operation: M-F 8:00 a.m. - 5:00 p.m.,  
Closed most State and Federal holidays.

## How to Use This Guide

This Guide contains information on a variety of no-cost/low-cost programs and services available to low-income individuals or families. Some services have income eligibility requirements, some do not. The Guide is intended to assist individuals in obtaining resources needed to prevent a person or family from falling deeper into a crisis situation.

## Community Information & Referral Numbers

There are many community organizations and programs not included in this guide. If you are in need of help and you do not know where to find it, call Community Information and Referral or use the internet to find programs and services nearest to you. Most libraries provide internet access at no charge.

### Community Information and Referral (Statewide)

24 hours per day/7 days per week  
602-263-8856 within Maricopa County  
1-800-352-3792 outside of Maricopa County

### Our Family Services Information and Referral Helpline (Southern AZ)

520-325-2111 or 1-888-575-2111



### COMMUNITY PARTNERSHIP

SRP values our long-standing community partnership with Arizona Community Action Association and is proud to be a sponsor of this resource

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**A special thank you to St. Mary's Food Bank Alliance for providing storage for the People's Information Guide, and to the Association of Arizona Food Banks and their partners for their help distributing this Guide.**

## Who Is Low-Income?

Each year, the U.S. Government decides who is low-income based on the size of a household\* and the amount of money persons in the household make. When you apply for certain kinds of assistance, this information may be used to determine if your household qualifies for help.

To access the most current Federal Poverty Level data, please visit <http://aspe.hhs.gov/poverty>.

Assistance programs may consider other additional factors. For example, some allow deductions for child care or medical expenses. Others consider age or disability. Your household's income may be too high to qualify for one program, but you could still qualify for other programs.

If you need a service that you cannot pay for, use this Guide to learn about the financial assistance and low or no-cost services that are available. Contact the programs for which you may qualify and ask for more specific eligibility information.

\*A household is an individual or group of people living together in the same dwelling.

## Appeals Process

All government programs, and many private/non-profit programs, have an appeals process. This means that if you feel you were denied program services unfairly or that your case was not decided correctly, you can ask that your case be reviewed through an appeals process. Most programs have independent departments or persons, separate from the office that initially decided your case, to review all the information and make an independent decision. This is done to make sure the appeal process is fair and impartial. Every year, cases are reconsidered because a person decides to appeal their case. It is your right as an applicant to ask that your case be reviewed by an appeals process if you think you have been wrongfully denied benefits. If you ask that your case be reviewed through an appeals process and an office refuses to respond to your request, contact your local **legal services organization** (see page 97) as soon as possible.

## Social Security Number

Your Social Security number is used by the Social Security Administration to track your earnings while you are working, and to track your benefits once you are receiving Social Security benefits. However, many other businesses and government agencies use Social Security numbers for record keeping purposes. If you need a Social Security number, lost your card, or need to change your name on your current card, call or visit a Social Security office. You will need to fill out a one-page application form and, depending on your situation, provide original or certified copies of your birth certificate and a second form of identification. You must be a U.S. citizen or a qualified legal immigrant if applying for a new card. You will need a form of identification for a replacement card. Please contact a Social Security office for acceptable forms of identification. You will need a marriage certificate or divorce papers for a name change.

**For the nearest office, contact the Social Security Administration at:**

**1-800-772-1213**

**Or visit their Web Site at:**

**[www.socialsecurity.gov](http://www.socialsecurity.gov)**



# Community Action Programs (CAPs)

Community Action Programs and Agencies located throughout Arizona provide a variety of assistance services. Community Action Agencies/Programs are administered through counties, cities, councils of government, and private non-profit organizations. Some of the services they may provide are:

- **Emergency Assistance**
- **Utility Assistance**
- **Utility & Telephone Discount Programs**
- **Rental/Mortgage Assistance**
- **Housing Repair, Rehabilitation & Weatherization**
- **Food Boxes & Other Food & Nutrition Programs**
- **Case Management**
- **Advocacy and Referral**
- **Head Start**
- **Self-Help Housing**
- **Homeless Services**

## Apache County

**Northern Arizona Council of Governments (NACOG)**  
119 E Aspen Ave  
Flagstaff, AZ 86001  
928-774-1895

## Cochise County

**Southeastern Arizona Community Action Program (SEACAP)**  
Administrative Office  
283 W 5th St  
Safford, AZ 85546  
928-428-2872  
1-800-293-1144

**SEACAP Office**  
1326 W Hwy 92  
#11  
Bisbee, AZ 85603  
520-432-5401

**SEACAP Office**  
101 S Railroad Ave  
Suite A  
Willcox, AZ 85643  
520-384-3120

## Coconino County

**Coconino County Community Services Department (CCCSD)**  
2625 N King St  
Flagstaff, AZ 86004  
928-679-7425

**Community Services Department**  
850 W Grant  
Williams, AZ 86046  
928-635-2628

**Community Services Department**  
467 Vista Ave  
Page, AZ 86040  
928-645-3105

## Gila County

**Gila County Community Services Division**  
Suite 200  
5515 S Apache Ave  
Globe, AZ 85501  
928-425-7631

**Gila County CAP**  
107 W Frontier  
Suite C  
Payson, AZ 85541  
928-474-1759

## Graham County

**SEACAP**  
283 W 5th St  
Safford, AZ 85546  
928-428-2872  
1-800-293-1144

## Greenlee County

**SEACAP Office**  
100 Colorado Blvd  
Clifton, AZ 85533  
928-865-3214  
1-800-293-1144

## La Paz County

**Western Arizona Council of Governments (WACOG)**  
224 S 3rd Ave  
Yuma, AZ 85364  
928-782-1886

**WACOG CAP Office**  
1713 Kofa  
Suite D  
Parker, AZ 85344  
928-669-9466

## Maricopa County

**City of Phoenix Residents:**

**City of Phoenix Human Services Department Community Services**  
602-262-6666

**Travis L Williams Family Services**  
4732 S Central  
Phoenix, AZ 85040  
602-534-4732

**Sunnyslope Family Services Center**  
914 W Hatcher  
Phoenix, AZ 85021  
602-495-5229

**John F Long Family Services Center**  
3454 N 51st Ave  
Phoenix, AZ 85031  
602-262-6510

**City of Glendale Residents:**

**Glendale CAP**  
5945 W Northern Ave  
Suite 205  
Glendale, AZ 85301  
623-930-2854

**City of Mesa Residents:**

**A New Leaf's MesaCAN**  
635 E Broadway Rd  
Mesa, AZ 85204  
480-833-9200

**All other Maricopa County:**

**Maricopa County Human Services Department**  
602-506-5911

**Avondale CAP**  
1007 South Third St  
Avondale, AZ 85323  
623-333-2700

**Buckeye CAP**  
201 E Center  
Buckeye, AZ 85326  
623-386-2588

**Chandler CAP**

650 N Arizona Ave  
Chandler, AZ 85225  
480-963-4321

**Foundation for Senior Living Northwest Area CAP**

8335 W Jefferson  
Peoria, AZ 85345  
623-979-3911

**Gila Bend CAP**

202 N Euclid  
Gila Bend, AZ 85337  
602-252-3186  
928-683-2244

**Gilbert CAP**

1140 N Gilbert  
#109  
Gilbert, AZ 85234  
480-892-5331

**Guadalupe CAP**

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

**Scottsdale CAP**

7375 E 2nd St  
Scottsdale, AZ 85251  
480-312-2323

**Tempe CAA**

2150 E Orange  
Tempe, AZ 85281  
480-350-5880

**Tolleson CAP**

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

**Wickenburg CAP**

255 N Washington  
Wickenburg, AZ 85390  
928-684-7894

**Mohave County****WACOG**

224 S 3rd Ave  
Yuma, AZ 85364  
928-782-1886

**WACOG CAP Office**

208 N 4th St  
Kingman, AZ 86401  
928-753-6247

**Navajo County****Northern Arizona Council of Governments (NACOG)**

119 E Aspen Ave  
Flagstaff, AZ 86001  
928-774-1895

**Pima County****Pima County CAA**

2797 E Ajo Way  
Tucson, AZ 85713  
520-243-6700

**Pinal County****Community Action Human Resources Agency (CAHRA)**

311 N Main St  
Eloy, AZ 85231  
520-466-1112  
1-877-472-2472

**Santa Cruz County****SEACAP**

Administrative Office  
283 W 5th St  
Safford, AZ 85546  
1-800-293-1144

**SEACAP Office**

490 N Chenoweth Ave  
Nogales, AZ 85621  
520-287-5066

**Yavapai County****NACOG**

119 E Aspen Ave  
Flagstaff, AZ 86001  
928-774-1895

**NACOG Office**

221 N Marina St  
#201  
Prescott, AZ 86302  
928-778-1422

**Yuma County****WACOG**

224 S 3rd Ave  
Yuma, AZ 85364  
928-782-1886