

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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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



Arizona Community Action Association

Advocating, Educating and Partnering to Prevent and Alleviate Poverty

ARIZONA COMMUNITY ACTION ASSOCIATION

2700 North 3rd Street, Suite 3040

Phoenix, AZ 85004

Phone: 602-604-0640

Fax: 602-604-0644

E-Mail: info@azcaa.org

Web Site: www.azcaa.org

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



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