

# DIRECTORY OF ELDER RESOURCES FOR SANTA CRUZ COUNTY

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**SEAGO**

**AREA AGENCY ON AGING, REGION VI  
300 COLLINS ROAD  
BISBEE, AZ 85603  
520-432-2528**

Web site: [www.seago.org](http://www.seago.org) (click on Area Agency on Aging)

E-mail: [aging@seago.org](mailto:aging@seago.org)



Contact SEAGO with your questions about Medicare at 520-432-2528, ext. 222 or send an e-mail to <[shiphelp@seago.org](mailto:shiphelp@seago.org)>.



# **DIRECTORY OF ELDER RESOURCES IN**

## **Santa Cruz County**

**This directory lists as many resources as possible in order to provide useful information to older persons and their families. Agency names, services provided, or phone numbers do change, so despite attempts for accuracy, there may be changes in some of the information provided. Phone books have community services and/or government listings in the first section of the phone book as well as in the Yellow Pages under Social Services or Elder Care. Many communities have Chambers of Commerce that can give information on community resources. If you have questions or need additional information, please call the Area Agency on Aging at 520-432-2528.**

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## **ABUSE, NEGLECT, AND EXPLOITATION**

### **ADULT PROTECTIVE SERVICES (APS)**

**1-877-SOS-ADULT or 1-877-767-2385 (Toll free)**

APS assesses and makes referrals for services when there is possible abuse, neglect, or exploitation of a vulnerable adult. If you or someone you know is being abused, neglected, or exploited, please call this number. It is mandatory for most care providers to report when there is evidence of abuse, neglect, or exploitation of a vulnerable or incapacitated adult.

### **TASKFORCE AGAINST SENIOR ABUSE (TASA)**

**Phoenix: 602-542-2124, or 1-800-352-8431**

The Arizona Attorney General's task force to stem senior abuse.

### **OMBUDSMAN PROGRAM**

**Santa Cruz County: 520-432-2528 Ext. 206**

Advocates for individuals in nursing homes and assisted living facilities (formerly called supervisory care facilities and adult care homes).

### **SHELTERS**

#### **CROSSROADS NOGALES MISSION**

**287-5828**

Provides domestic violence services and temporary housing for women, and children, three day limit. Offers some longer term housing if appropriate. Offers an adult direct rehab program for women or men for 3 or 6 months.

#### **VICTIM WITNESS**

**375-7780**

May provide support/assistance for victims of crimes.

## **ADAPTIVE AIDS AND DEVICES/LOAN CLOSETS**

In addition to the medical equipment and supply stores listed below there are companies in Tucson that serve Santa Cruz County. These are listed in the local phone book and Tucson phone book. The doctor's office can also assist you. It is important to get a prescription from your doctor and check with the store to make sure Medicare or your other insurance will cover the item.

#### **ARIZONA LOANS FOR ASSISTIVE TECHNOLOGY (AZLAT)**

**Phoenix: 1-602-776-4670 or 1-800-477-9921, 1-602-728-9536 TTY**

Provide financial loans for purchasing Assistive Technology.

#### **DES INDEPENDENT LIVING REHABILITATION SERVICES**

**Sierra Vista: 520-458-9309, Ext. 3559 (Jacqueline Hubbert-Grayson)**

Counseling and help in finding adaptive aids.

#### **INDEPENDENT LIVING REHABILITATION SERVICES**

**Tucson: 520-638-2405 (Dave Cheesman) or 520-638-2399 (Brant Dave)**

Analyzes needs and provides equipment for qualifying individuals. Can do limited home modifications.

## **EMERGENCY ALERT SYSTEMS**

Individual dialers may be purchased in electronic stores or online or from the number listed below. These dialers do not include any monthly fee or any maintenance. There are also several companies that provide systems that include a start-up cost and monthly fees. Some of these systems require contracts for a minimum period of time. The local hospital or the building where a senior resides may have an agreement to use a particular system. Only a few of the systems available on the market are listed below. Their listing here does not reflect any kind of endorsement by SEAGO.

**GREAT-CALL: 1-800-918-8543** (Available at Walmart, and Sears)

**ALERT ONE: 1-866-322-8202**

**ARIZONA DEFENSE TECHNOLOGIES: 520-747-7403 OR 520-891-9674**

**LIFE FONE: 1-800-882-2280**

**LIFELINE EMERGENCY DEVICE**

**1-800-543-3546 or 1-800-LIFELINE**

## **SAFELINK**

Visit the website: [www.safelinkwireless.com](http://www.safelinkwireless.com) for information on free cell phones for low income individuals

## **PERSONAL ASSISTANCE VOICE DIALER**

A device connected to the phone that rings up to four preprogrammed numbers if pressed.

See TELECARE under IN HOME SERVICES

## **MEDICAL EQUIPMENT**

**DEPENDABLE**

**Nogales: 761-3211**

**Green Valley: 520-751-1929**

**HANGAR ORTHOPEDICS**

**Green Valley: 520-795-8900**

## **MEDICAL EQUIPMENT**

**Patagonia: 520-297-7065**

## **MEDICAL EQUIPMENT LOAN CLOSET**

**Sahuarita: 520-625-1150**

**Green Valley: 520-625-1150**

Has durable medical equipment to loan

**SAAVI Visual Aids Store**

**Tucson: 520-795-1331 Ext. 227**

## ALZHEIMER'S/DEMENTIA

### ALZHEIMER'S ASSOCIATION

**Tucson: 520-322-6601 or 1-800-272-3900**

Provides information, support, resources, educational opportunities, care consultation (case management), and dementia identification registry packet with bracelet.

### ALZHEIMER'S SUPPORT GROUP

**This group meets at SEAHEC: 1171 W Target Range Rd, Nogales every 2<sup>nd</sup> Friday of each month from 10:00 to 11:30.** Group of people share ideas and support to each other in ways of coping with the disease. Art and craft classes for patients are available during the sessions.

### SEAHEC

**287-4721**

Has a resource library with resources about this disease. A support group meets at 10 a.m. on the second Friday of every month at the office located at 1171 West Target Range Road, behind the hospital.

### SAFE RETURN

**1-888-572-8566:** To register someone with dementia.

**1-800-572-1122:** To report someone found or missing even if not wearing a bracelet.

Also see **CAREGIVING** Section of this booklet.

## AREA AGENCY ON AGING

### SEAGO AREA AGENCY ON AGING

**Bisbee: 520-432-2528, ext. 220**

Provides information about services available, and how to access them. Serves Cochise, Graham, Greenlee, and Santa Cruz Counties.

## ASSISTED LIVING

Homes and centers that are licensed by the Office of Assisted Living Licensure of the Arizona Department of Health Services may provide supervisory, personal or directed care to individuals who need assistance and who do not need 24-hour nursing care. Individuals and their families should visit and compare facilities before making a selection. A current license should be posted in every facility. Information about selecting a home is available from the ombudsman program.

**STATE OFFICE OF ASSISTED LIVING LICENSURE: Tucson: 520-628-6965**

**OMBUDSMAN PROGRAM: Nogales: 520-432-2528 Ext. 206**

### ASSISTED LIVING HOMES

#### La Paloma

**377-2255**

2064 N. Calle Trinidad  
Nogales, AZ 85621

#### Martinez Home

**281-2323**

2429 N. Grand Ave.  
Nogales, AZ 85621

#### Vivian's Home Care

**281-8278**

671 Windy Lane  
Rio Rico, AZ 85648

#### Cimarron Assisted Living

**287-2388**

1101 W. Cimarron St.  
Nogales, AZ 85621

## BEHAVIORAL HEALTH SERVICES

### ALCOHOLICS ANONYMOUS

**Nogales: 520-624-4183**

**Sonoita: 455-5779**

**Patagonia: 394-2274**

Support groups for recovering alcoholics and their families.

### CENPATICO SERVICES

Behavioral health services offered are based on eligibility for services and the needs of the participant. Typical services for those that are Title 19 include, but are not limited to case management, individual and group counseling, skills groups, employment services, medication management and transportation to appointments. Services for those that are not Title 19 are limited to crisis services and medication management. If you are interested in enrolling in services please call Cenpatico Customer Service at 1-866-495-6738 and a representative will assist you in finding a provider agency near you, or call the Provider agency directly listed below. The following agencies hold contracts with Cenpatico:

#### COMMUNITY HEALTH ASSOCIATES (CHA)

#### COMMUNITY INTERVENTION ASSOCIATES (CIA)

**Nogales:** 32 Blvd. Del Rey David  
Nogales, AZ 85621  
**520-394-7400**

#### CORAZON

**Nogales:** 1891 N. Mastick Way  
Nogales, AZ 85621  
**520-375-5300**

#### PINAL HISPANIC COUNCIL

**Nogales:** 275 N. Grand Court Plaza  
Nogales, AZ 85621  
**520-287-0015**

#### HAVEN SENIOR HORIZONS

**Phoenix: 623-236-2000**

A licensed psychiatric facility for seniors.

#### WELLNESS CONNECTIONS

**Sierra Vista: 459-2624**

A self-help center located in Sierra Vista and surrounding communities, serving individuals with mental illness. Wellness Connections dedicated to promoting wellness and recovery through peer support, life skills training & education, and other life-enhancing activities. Transportation also available. Serving Bridgeway/ALTCS and CENPATICO enrolled members, and U.S. Military Veterans. Services are delivered to surrounding communities through Wellness Connections mobile outreach program, providing countywide peer support and rehabilitation services. (Mental health, wellness, recovery, and substance abuse).

Many communities and towns have support groups for a number of diseases, illnesses, and various living situations. Contact the local hospital, Health Department, or Area Agency on Aging Case Manager.

## BENEFITS

### DIRECT

**Tucson: 520-624-6452 or 800-342-1853**

Independent Living Center for the region. Provides information and referral for individuals who have disabilities.

### SOCIAL SECURITY ADMINISTRATION

**1-800-772-1213 or Nogales: 1-877-405-5472**

For Social Security retirement, disability, survivor's benefits, and Supplemental Security Income (SSI).

### VETERANS' BENEFITS

**1-800-827-1000**

To find out about eligibility for veterans, widows, widowers, and spouses. See **VETERANS'** Section.

### WESTERN STATES PENSION ASSISTANCE PROJECT

**TOLL FREE: 1-866-413-4911 or long distance at: 1-916-930-4911**

For pension or retirement savings counseling within Arizona.

## CAREGIVER/CASE MANAGEMENT

Nearly 22 million Americans provide unpaid care so that their senior family members can remain at home. However, there are local services that help families care for their frail loved ones. Area Agency on Aging case managers can help families explore their options by explaining what services exist and their eligibility requirements. In addition to case management, other services that might help include home delivered meals, housekeeping, personal care, in-home respite, and home health, which includes home nursing.

### AREA AGENCY ON AGING (SEAGO)

**Bisbee: 520-432-2528 Ext. 220**

Provides information about services available and how to access them. Serves Cochise, Graham, Greenlee, and Santa Cruz Counties.

### EVALUATION/CASE MANAGEMENT

**Area Agency on Aging Case Management**

**Santa Cruz County Public Fiduciary**

**Nogales: 375-7892**

Information is provided to individuals and family caregivers about in-home services available for elderly and disabled individuals. Case managers evaluate individuals in their homes and determine eligibility for Area Agency on Aging services.

### IN-HOME RESPITE

**Call Area Agency on Aging Case Manager.**

Provides relief to a family caregiver. (See previous entry for telephone number.)

For Private Pay options, contact agencies listed under In-Home Supportive Services.

Also see **FOOD, HOME HEALTH, HOSPICE and IN-HOME SUPPORTIVE SERVICES** Sections of this booklet.

## CREDIT PROBLEMS

### CONSUMER CREDIT COUNSELING SERVICE OF ARIZONA MONEY MANAGEMENT INTERNATIONAL

**1-800-338-3328**

Nonprofit agency to consult when debt is a problem, prior to pursuing bankruptcy. Provide free credit counseling and credit education classes. Also offer debt repayment program for which there is a small processing fee.

## DENTAL

Reduced or sliding fee scale.

**MARIPOSA COMMUNITY HEALTH CENTER - Nogales: 281-1550**

**ST. ELIZABETH'S OF HUNGARY - Tucson: 520-628-7871**

## DIABETES

### DIABETES EDUCATION

**Mariposa Community Health Center: 281-1550**

Held every Wednesday at 10 a.m. and 5:30 p.m. at 1852 N. Mastick Way.

**CARONDELET HOLY CROSS: 285-3000**

**DIALYSIS CENTER: DAVITA - Nogales: 281-5779**

## DISCOUNTS/REFUNDS

### EARNED INCOME CREDIT

**1-800-829-1040**

A federal tax credit for low income working individuals, families and/or for grandparents raising grandchildren. Grandparent must be under 65 and have an income below qualifying limits, contact the IRS for more information.

### EXCISE TAX

**Phoenix: 1-800-352-4090**

The 140ET is a refundable credit for low-income Arizona resident taxpayers to help mitigate the sales tax (transaction privilege tax) increase for education. This credit can be claimed with or without an Arizona return depending on your income level or if you do not qualify for the 140PTC. Your federal adjusted gross income must be \$25,000 or less if married filing a joint return or a head of household, or \$12,500 or less if single or married filing separately. If you are filing a 140PTC claim, this credit is available on that form. The amount of credit is \$25.00 for each person who is a resident of Arizona. Credits can also be claimed for dependents, but not to exceed \$100 per household.

### INCOME TAX PREPARATION HELP

Visit the VITA/AARP website at [www.AARP.org/money/taxes/aarp\\_taxaide/](http://www.AARP.org/money/taxes/aarp_taxaide/) or if you are home bound, call **1-888-227-7669**

**NATURAL GAS DISCOUNT**  
**SOUTHWEST GAS COMPANY**  
**Sierra Vista: 1-800-428-7324**

A program giving discounts on services, during the winter, for eligible persons.

**CENTURY LINK'S TELEPHONE ASSISTANCE PROGRAM (TAP) DES/DAAS**  
**Provides qualified low income seniors with telephone discounts.**  
**1-800-244-1111 Fax (402) 998-7341**

**PROPERTY TAX EXEMPTIONS**  
**SANTA CRUZ COUNTY ASSESSOR: 375-8030**

A program for widows/widowers and disabled persons. All Social Security income is exempt. Requires special forms from the County Assessor's Office and needs to be filed between January 1st and March 1st.

**PROPERTY TAX REFUNDS**  
**1-800-352-4090**

For owners or renters aged 65 or older or those on SSI who have been Arizona residents for the entire calendar year. Income not counting Social Security must be less than \$3,751 single or \$5,501 married. Use form 140PTC at tax time. Contact the Arizona Department of Revenue.

**SENIOR PROPERTY VALUATION FREEZE**  
**SANTA CRUZ COUNTY ASSESSOR: 375-8030**

A program to freeze the property valuation of a primary residence in which homeowners aged 65 or older have resided for at least 2 years. Contact assessor for income eligibility limits. File with the county assessor, between July 15th and September 1st.

**SOUTHEASTERN ARIZONA COMMUNITY ACTION PROGRAM**  
**Nogales: 287-5066**

Offering financial assistance for appliance repair and replacement, weatherization, rental assistance/deposits, utility bill payments/deposits.

**UNITED WAY: 761-1840**

Offers assistance for appliance repair and replacement, weatherization and other services, please contact for further details.

**SAFELINK**

Visit the website: [www.safelinkwireless.com](http://www.safelinkwireless.com) for information on free cell phones for low income individuals

**VEHICLE REGISTRATION DISCOUNTS**  
**SANTA CUZ COUNTY ASSESSOR: 375-8030**

A program for widows/widowers and disabled persons giving a discount.

**THRIFT STORES**

Check in *Yellow Pages* under thrift stores or secondhand stores.

**COMMUNITY FOOD BANK**  
**Amado: 520-398-2942**  
Has used clothing.

## FOOD

**CONGREGATE MEALS SITES FOR ELDERLY.** See **SENIOR CENTERS** Section.

**SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP) – Formerly known as Food Stamps:**

**Nogales: 281-2634**

A state and federal program of food assistance for low-income individuals and families.

**HOME DELIVERED MEALS**

**375-7892**

Referrals are made to the Area Agency on Aging Case Management/Santa Cruz Public Fiduciary office. For private pay meals, call **Santa Cruz Council on Aging** at **287-7422**.

**FOOD BANKS, PANTRIES, AND COMMODITY DISTRIBUTION**

Each food bank sets its own days and hours of operation and its own eligibility requirements. Food banks distributing monthly commodities are marked by \*.

**Amado**

**Community Food Bank: 398-2942\***

**Nogales**

**Borderland Food bank: 287-2627**

**Community Food bank: 281-2790\***

**OTHER**

**Crossroads Mission: 287-5828**

Offers hot lunch Monday – Friday. Occasionally will assist with a food box

**Patagonia**

**East Santa Cruz Food Bank: 394-2059\***

**Nogales Borderland Food Bank: 287-2627**

Distributes surplus produce and delivers to homebound and senior centers.

## FUNERAL HOMES/GRIEF SUPPORT

**Nogales**

**Adair's Carroon Mortuary: 281-2424**

**Martinez Funeral Chapel: 281-4489**

**GRIEF SUPPORT**

**Homicide Survivors, Inc.**

**Tucson: 520-740-5729**

Provides help with Crime Victim Compensation, funeral assistance, mental health and social service referrals.

## GUARDIAN and CONSERVATOR SERVICES

**SANTA CRUZ COUNTY PUBLIC FIDUCIARY**

**375-7892** May serve as court appointed guardian, and/or conservator or probate agency of last resort.

**ARIZONA DEPARTMENT OF VETERANS SERVICES**

**Tucson: 520-207-4960**

Provide fiduciary services to veterans.

## **PAYEES PLUS**

**Tucson: 520-395-1599**

Provide guardian, conservator, power of attorney and representative payee services.

## **SHARC**

**Sierra Vista: 520-458-4611** (Serves the entire county.)

Provide guardian, conservator, power of attorney and representative payee services.

## **HEARING**

### **ARIZONA COMMISSION FOR THE DEAF AND HARD OF HEARING**

**1-800-352-8161 V/TTY/TDD**

Services and resources, including TDD machines and telephone amplifiers for hearing impaired individuals.

### **COMMUNITY OUTREACH PROGRAM FOR THE DEAF**

**Tucson: 520-792-1906 (Interpreter 24 hours)**

Counseling, job placement, interpreting, independent living and outreach services.

### **DES OFFICE OF VOCATIONAL REHABILITATION**

**Tucson: 520-629-0225, ext. 223 (Jonathon Pringle, Consultant)**

Available for consultation or referral to other agencies for individuals with combined hearing and vision loss.

### **LIONS SIGHT AND HEARING FOUNDATION**

**Phoenix: 602-954-1723**

May assist low-income individuals with hearing aids.

## **HOME HEALTH**

Provides intermittent skilled nursing, therapy and medical social services to patients in their homes. Services are based on a care plan developed in consultation with the physician. Payment is usually provided by insurance, Medicare or another public funding source. Listed below are the state licensed agencies that provide these services in Santa Cruz County.

### **AREA AGENCY ON AGING CASE MANAGEMENT**

**Nogales: 375-7892**

Provides authorization for limited Home Health services to qualified individuals when there is no other payer.

### **DEPENDABLE HOME HEALTH**

**Nogales: 761-3211** Serves all of Santa Cruz County and is Medicare Certified.

## **HOSPICE SERVICES**

Based on a physician's determination, hospice provides in-home or in-patient services for terminally ill patients and their families. Services may include nursing, personal care, respite, pharmacy services, spiritual and bereavement counseling. Medicare or insurance usually pays for services.

### **CARONDOLET HOSPICE: Tucson: 520-205-7700**

Serves all of Santa Cruz County.

## **COMPASSION & CHOICES**

**1-800-247-7421**

A national, nonprofit agency providing end of life consultation to patients and their families.

## **SOULISTIC HOSPICE: 398-2333**

Hospice services are available in Tubac, Rio Rico, Nogales and Patagonia. Non-profit and faith based. Sliding fee scale but care provided regardless of ability to pay.

## **VETERANS ADMINISTRATION HOSPITAL/HOSPICE**

**Tucson: 520-792-1450 or 1-800-470-8262**

In-patient hospice.

## **VALOR HOSPICE CARE:**

**Green Valley: 520-399-0200 or 1-877-615-3996**

Serves most of Santa Cruz County.

## **HOSPITAL**

**HOLY CROSS HOSPITAL: 285-3000 or 287-2771**

## **HOUSING**

### **CHICANOS POR LA CAUSA (CPLC)**

**281-9570**

Operates a self-help housing program for very low-income individuals to build a home by contributing labor. CPLC provides technical assistance and training.

### **CITY OF NOGALES HOUSING AUTHORITY**

**287-4183**

Subsidized housing (HUD).

### **REBUILDING TOGETHER HOME REPAIR**

**520-761-3681**

Brings homes of eligible elderly up to code (by volunteers one day a year).

### **RURAL DEVELOPMENT**

**520-648-1769**

**1131 S. La Canada. Suite 203**

**Green Valley, AZ 85614**

Assists low income elderly with grants and loans.

### **MORTGAGE ASSISTANCE PROGRAMS**

**Administration of Resources and Choices: Tucson: 520-327-8250**

### **SOUTHERN ARIZONA LEGAL AID, INC. (SALA)**

**Bisbee: 432-1639 or 1-800-231-7106 Tucson: 1-800-248-6789**

Provides legal assistance to low and moderate income individuals facing or at risk of foreclosure or legal issues directly related to the foreclosure of their home. Legal assistance may also be provided to tenants living in properties in or at risk of foreclosure and foreclosures associated with Homeowner Association fees.

## **SOUTHWEST FAIR HOUSING COUNCIL**

**520-798-1568 or toll-free: 1-888-624-4611**

Takes complaints for potential housing discrimination situations.

## **SENIOR AND/OR LOW INCOME SUBSIDIZED APARTMENTS**

### **Casitas de Santa Cruz 287-9133**

1769 W. Target Range Road  
Nogales, AZ 85621

### **United Church Village 281-1521**

320 E. Placita Naco Circle  
Nogales, AZ 85621

### **La Vista Apartments 281-0349**

300 W Gold Hill Rd  
Nogales, AZ 85621

### **Santa Rita Apts. 761-4757**

1100 W. Mariposa Ranch Road  
Nogales, AZ 85621

### **Lomas Mariposa 377-2585**

1790 N. Lomas Mariposa Road  
Nogales, AZ 85621

### **Las Terrazas Apt. I/II 287-6610**

661 Patagonia Hwy.  
Nogales, AZ 85621

### **Patagonia Garden Apts. 394-2229**

283 Pennsylvania Avenue  
Patagonia, AZ 85624

## **INFORMATION AND ASSISTANCE**

### **DIRECT**

**Tucson: 520-624-6452 or 1-800-342-1853**

Center for Independent Living Services for the region. Provides information and referral for individuals who have disabilities.

### **ELDERCARE LOCATOR**

**1-800-677-1116**

This nationwide system provides telephone numbers for local Area Agency on Aging who can in turn refer to direct aging services in that location.

### **EPILEPSY OUTREACH PROJECT, INC.**

**Tucson: 520-326-6690 or 1-800-234-0935**

A Tucson based, independent agency. Provides information, support and advocacy for those with a seizure-disorder (epilepsy) their family and friends. Open 24 hour a day, 7 days a week.

### **FAMILY HEALTHCARE AMIGOS**

**520-603-7330 [www.fhamigos.com](http://www.fhamigos.com)**

A resource in the Patagonia area for educational information and training.

For information on **Retirement benefits counseling** see the “**BENEFITS**” section.

## IN-HOME SUPPORTIVE SERVICES

A state license is not required of agencies that provide these services, but a local business license may be required. Services include custodial, attendant, companion, homemaker and respite provided in a home setting. Payment for services is not usually covered by insurance. In addition to the agencies listed below, case managers for the Area Agency on Aging services and some hospital social workers have lists of individuals and agencies that provide in-home services on a private pay basis in each community.

### AREA AGENCY ON AGING CASE MANAGEMENT

**Nogales: 375-7892**

Provide authorization for limited Home Health services to qualified individuals when there is no other payer.

### ACCENTCARE

**1-888-883-7448**

### DEPENDABLE HOME HEALTH

**Nogales: 761-3211**

### LUTHERAN SENIOR SERVICES

**Tucson: 520-514-7342 Nogales: 281-9240**

### CONSUMER DIRECT

**Nogales: 520-604-0315**

### PATAGONIA ASSISTED CARE

**Patagonia: 520-604-8179**

[www.carepatagonia.com](http://www.carepatagonia.com)

### TELECARE

**281-0943 (Jerry Smith)**

Provides daily calls by volunteers to check on welfare of homebound elders

## LEGAL SERVICES

### ARIZONA CENTER FOR DISABILITY LAW

**1-800-922-1447**

Provide protection and advocacy for individuals with mental illness and developmental disabilities. Advocates for individuals with substantial physical impairments.

### SOUTHERN ARIZONA LEGAL AID (SALA)

**Tucson: 1-800-248-6789**

**Nogales: 287-9441 Ext. 4141**

The Tucson office of Southern Arizona Legal Aid provides assistance with most civil legal issues to residents of Santa Cruz County. Some areas of specialty include Social Security, public benefits, housing, consumer law and landlord/tenant. Free booklets are available on landlord/tenant problems and other frequently encountered legal issues. Provides legal assistance to low and moderate income individuals facing or at risk of foreclosure or legal issues directly related to the foreclosure of their home. Legal assistance may also be provided to tenants living in properties in or at risk of foreclosure and foreclosures associated with Homeowner Association fees.

### VICTIM WITNESS: 281-5868

May provide support/assistance for victims of crime.

## MEDICAL INSURANCE

### AFFORDABLE CARE ACT

To apply for the Marketplace go to [www.healthcare.gov](http://www.healthcare.gov), [www.cuidadodesalud.gov/es](http://www.cuidadodesalud.gov/es) or call **1-800-318-2596** (open 24/7, 150-plus languages). TTY: **1-855-889-4325**. To find application assisters visit <http://coveraz.org/navigators-and-assisters/>

### ARIZONA HEALTH CARE COST CONTAINMENT SYSTEM (AHCCCS)

**Nogales: 281-2634**

DES determines eligibility for health insurance for individuals who are eligible for AHCCCS based on federal poverty guidelines. In other states this program is called Medicaid. AHCCCS benefits are automatic for recipients of Supplemental Security Income (SSI) and certain other programs. To apply for AHCCCS you may also go to [www.healtharizonaplus.gov](http://www.healtharizonaplus.gov) or call **855-432-7587** (interpretation services available).

### ARIZONA LONG TERM CARE SYSTEM (ALTCS): 1-888-782-5827

This Medicaid program operated by AHCCCS provides acute medical services and covers the cost of long-term care in a facility or if cost effective through in-home services. Medical and financial eligibility is determined by the state ALTCS office. ALTCS provides services in client's homes, assisted living facilities and nursing homes.

### MARIPOSA COMMUNITY HEALTH CENTERS, INC.

**Nogales: 281-1550 or Rio Rico: 375-5003**

Has individuals (navigators) trained to assist those seeking insurance from the Affordable Care Act to understand how to use the health exchange/marketplace.

### MEDICAL INSURANCE COUNSELING and MEDICARE SUPPLEMENT POLICY INFORMATION

**SEAGO: 432-2528 Ext. 222**

**State Health Insurance Assistance Program: 1-800-432-4040**

These agencies have information on most health insurance policies available and provide assistance in understanding and applying for various forms of insurance.

### MEDICARE

**1-800-633-4227 or Nogales: 1-877-405-5472 (Social Security Office)**

This health insurance program primarily serves those aged 65 or older. To apply, contact

**Social Security Administration: 1-800-772-1213**

For questions, information, or problems regarding a claim.

To sign up for a Medicare Part D plan, use Planfinder on the Medicare Web site-[www.medicare.com](http://www.medicare.com) or call SEAGO at the above phone number.

### MEDICARE SAVINGS PROGRAM (QMB/SLMB/QI): Phoenix: 602-417-5010

This program pays the Medicare Part B premium for low income Medicare beneficiaries. It also qualifies an individual for Part D extra help. Eligibility requirements must be met. Contact SEAGO for assistance in completing forms at **432-2528 Ext. 222** or apply online through HEAplus at [www.azahcccs.gov](http://www.azahcccs.gov)

### V.A. HEALTH CARE SYSTEM

**Tucson: 520-792-1450**

Arizona Department of Veteran's Services will assist with enrollment forms for V.A. health coverage. The V.A. determines eligibility.

## MEDICAL SERVICES

Resources having reduced/sliding fee scale or free services.

### **FAMILY HEALTH CENTER - Patagonia: 394-2262**

Provide basic medical services.

### **MARIPOSA COMMUNITY HEALTH CENTERS, INC.**

**Nogales: 281-1550 or Rio Rico: 375-5003**

Payment is based on a sliding fee scale. Provides medical services, pharmacy, lab, X-ray, and dental services. Also, Well Woman Health Check Program and a number of health promotion/disease prevention programs.

Immunizations, pneumonia and flu shots also provided. Transportation for appointments can be arranged up to 24 hours in advance by calling the clinic.

### **MARIPOSA COMMUNITY HEALTH CENTERS, INC.**

**Nogales: 761-7920**

Tuberculosis screening.

### **NOGALES SENIOR CENTER**

**Nogales: 287-7422**

Staff from Carondolet provides free health screenings including blood pressure, sugar checks, and medication review. Thursdays from 9 a.m. to noon at the Senior Center.

### **SOULISTIC MEDICAL INSTITUTE**

**Tubac: 398-2333**

Non-profit and faith based. Sliding fee scale but care provided regardless of ability to pay. Doctor will make house calls. Medicare, AHCCCS and most insurances accepted.

### **V.A. HEALTH CARE SYSTEM: 1-800-470-8262**

## MEDICATIONS

There are numerous prescription discount programs. Some are sponsored by drug manufacturers and usually have specific eligibility criteria. There are discount prescription plans sponsored by pharmacy chains, organizations, insurance plans and even the state of Arizona in which one pays an annual membership fee and/or monthly fee in order to receive discounts.

For individuals eligible for Medicare, the Part D insurance program provides more than a discount, it helps pay for the cost of drugs.

### **MEDICARE PART D**

**1-800-MEDICARE or 1-800-633-4227**

**SEAGO at 520-432-2528 Ext. 222**

To sign up for a Medicare Part D plan, use Planfinder on the Medicare Web site [www.medicare.gov](http://www.medicare.gov) or contact the above numbers. Part D provides insurance to purchase prescription drugs listed on the insurance plan's formulary. Insurance plans include stand-alone drug coverage and drug coverage within a Medicare managed care plan. Extra help is available to assist low income individuals to pay Medicare Part D premiums and co-pays. Apply for extra help at the AHCCCS/ALTCS office or at Social Security. SEAGO can assist in completing applications for extra help.

## **STATE OF ARIZONA COPPER RX PROGRAM**

**1-888-227-8315**

Provides discounts on various prescriptions for persons who join.

## **STATE HEALTH INSURANCE ASSISTANCE PROGRAM**

**1-800-432-4040**

**SEAGO: 520-432-2528 Ext. 222**

Provides information, counseling and assistance to individuals with questions about various prescription discount programs and insurance plans to pay for prescriptions. **To sign up for a Medicare Part D plan, use Planfinder on the Medicare Web site [www.medicare.gov](http://www.medicare.gov) or call SEAGO at the above phone number.**

## **MENTAL HEALTH SERVICES**

See **BEHAVIORAL HEALTH SERVICES**

## **NURSING HOMES**

The Office of Long Term Care Licensure of the Arizona Department of Health Services licenses nursing homes and long-term care units in hospitals. Information about selecting a nursing home is available from the Ombudsman Program. **Certain small rural hospitals have a “swing bed” agreement, under this agreement, the hospital is participating in Medicare and has approval to provide post-hospital skilled care and meets certain requirements. Medicare Part A (the hospital insurance program) covers post-hospital extended care services given by a swing bed hospital, this allows an individual to get rehabilitation in a rural hospital instead of having to go to a nursing home.**

There are currently no nursing homes open in Santa Cruz County. For more information, please contact the two offices listed below:

**OFFICE OF LONG TERM CARE LICENSURE Tucson: 520-628-6965**

**OMBUDSMAN PROGRAM (NOGALES): 520-432-2528 Ext. 206**

## **POLICE AND EMERGENCY NUMBERS**

**AMERICAN RED CROSS: 1-800-341-6943**

Assists persons experiencing home fire or other disaster.

**BORDER PATROL: 377-6000**

**EMERGENCIES: 911**

**NOGALES POLICE DEPARTMENT: 287-9111**

**PATAGONIA TOWN MARSHAL: 394-2091**

**POISON CONTROL: 1-800-222-1222**

**SANTA CRUZ COUNTY SHERIFF: 761-7869**

# SCAMS, CONSUMER, AND FRAUD ISSUES

## ARIZONA ATTORNEY GENERAL-ELDER ABUSE PROJECT

**602-542-2124 or 1-800-352-8431**

Consumer information and complaints, including scams.

## ELDER AFFAIRS UNIT (Arizona Attorney General's Office)

**602-542-2124 or 1-800-352-8431**

Ask to be transferred to the Elder Affairs Program. This program is available to talk with a senior or caregiver about issues, information or problems. They are also available to give information on life planning and other areas.

## EXAMPLES OF SCAMS:

### CAR REPAIR SCAM

You have car problems and while fixing one issue, another problem is found costing hundreds or thousands of dollars more than the estimate.

### CREDIT CARD SCAM

You get unsolicited mail offering you a low interest credit card with a high credit limit. When you receive the credit card it can only be used to purchase items from their catalog.

### HOME IMPROVEMENT SCHEMES

Usually a salesperson comes to your door saying they spotted something deficient with your home. They offer to do the job immediately. They always insist on cash up-front. **Do not pay!**

### INVESTMENT FRAUD

Unsolicited phone calls from salesperson with an investment opportunity. Usually offering higher returns than other investments. Check with a reputable money manager.

### LIVING TRUST SCAM

Pressuring unsuspecting seniors into buying living trusts that they may not want or need using kits, which on average cost \$1,500.

### MAGAZINE SUBSCRIPTIONS

The company calls you up. If you buy their magazines, you will be entered in their prize drawing. You usually receive the magazine but get a phone call shortly after to buy more magazines to go even higher in the prize lottery. Seniors often spend \$800 or more per year on magazine subscriptions.

### MEDICAL EQUIPMENT DEVICES

They often leave flyers in mailboxes or solicit you in the hospital or doctor's parking lot. You are told to go to them and for a small fee Medicare will pick up the entire bill.

### SWEEPSTAKES WINNERS

You receive an unsolicited phone call stating you have won a foreign lottery or a prize. Person states you only have to send a little money to receive the winnings or prize. You will usually be asked to send the money to a post office box so that it cannot be traced.

## SENIOR CENTER/NUTRITION SITES

### SANTA CRUZ COUNCIL ON AGING

**Nogales: 287-7422**

Nogales Senior Center  
125 East Madison Street  
Nogales, AZ 85621

**Patagonia: 394-2494**

Patagonia Senior/Community Center  
100 Quiroga Drive  
Patagonia, AZ 85624

**Tubac: 398-1800** (Thursdays only)

Tubac Community Center  
Tubac, AZ 85640

## TRANSPORTATION

**CITY OF NOGALES (Nogales Rides): 285-5757**

Senior rides must be scheduled 24 hours in advance and are Mondays through Fridays, between 8:00 a.m. and 4:00 p.m. (last home pickup is at 3:00, last store or office pickup is at 4:00 pm). They will take you anywhere in Nogales.

**DAV (DISABLED AMERICAN VETS) TRANSPORTATION**

**1-800-470-8262**

Appointments made through Tucson V.A. Hospital.

**TRANSPORTATION SERVICES**

**Tubac: 398-2191** (Willie Armijo)

Transports seniors who are members of Santa Cruz Council on Aging from the Tubac area to Tucson, Nogales or Green Valley as long as appointments are made **within a two week notice**. One regular shuttle every other Tuesday to Wal-Mart in Nogales.

**SENIOR CITIZENS OF PATAGONIA: 394-2494**

Patagonia senior citizens or the disabled of any age may call this number with a week's advance notice to get a ride from Patagonia to doctor appointments in Tucson, Green Valley, or Sierra Vista. You can also catch a ride to Nogales doctor appointments. Every Wednesday you can get a ride to Wal-Mart or Safeway in Nogales).

**UNION TRANSPORTATION OF NOGALES**

**520-287-6059**

Nogales to Phoenix Airport with 24 hours advance notice.

**AAA TRANSPORT**

**520-312-5540**

Transportation to Tucson airport, train and bus terminals plus non-emergency appointments in Tucson. This is a non-insured affiliate which means cash or credit only.

**TAXIS**

**ACOSTA TAXI: 287-2967**

**CITY TAXI: 287-2111**

**OCHOAS TAXI: 287-9087**

**ENCINAS CAB: 287-6995**

**HERNANDEZ TAXI: 287-7347**

**UNION TAXISTAS: 287-9686**

## VETERANS

### ARIZONA DEPARTMENT OF VETERANS' SERVICES

**Phoenix: 1-800-852-VETS (8387)**

**Fiduciary Division Phoenix: 602-248-1554**

Assists with enrollment in the V.A. Health System, benefit counseling, application, referral to fiduciary services and help with claims.

### DAV (DISABLED AMERICAN VETS) TRANSPORTATION

**1-800-470-8262**

Appointments made through Tucson V.A. Hospital.

### GREEN VALLEY V.A. CLINIC

**1-800-470-8262**

Appointments made through the V.A. Hospital.

### Vet to Vet Peer Support Program (Wellness Connections)

**Sierra Vista: 459-2624 or [vets@seacrs.org](mailto:vets@seacrs.org)**

Veterans helping veterans get through everything from PTSD to readjustment to civilian life. Serving all veterans, regardless of service era, or combat status.

### V.A. HOSPITAL Tucson: 520-792-1450 or

**TLC (Telephone Linked Care): 1-800-470-8262**

Provide medical services, hospice services and transportation to V.A. hospital.

### V.A. REGIONAL OFFICE

**1-800-827-1000**

Processes claims for disability compensation, education benefits, pensions, widows benefits, veteran's home loans, etc.

FOR FIDUCIARY SERVICES FOR VETS SEE GUARDIAN AND CONSERVATOR SERVICES SECTION

## VISION

### DES OFFICE OF VOCATIONAL REHABILITATION

**Tucson: 520-629-0225 Ext. 223 (Jonathon Pringle, Consultant)**

Available for consultation, or referral to other agencies for individuals with combined hearing and vision loss.

### LIONS SIGHT AND HEARING FOUNDATION

**602-954-1723**

May assist low-income individuals with glasses or surgery.

### SANTA CRUZ ASSOCIATION FOR THE BLIND

**Nogales: 382 International Street**

Provides planned group activities, shopping at local stores, training in handicraft skills and information about services available to the visually impaired.

## **SAAVI - SOUTHERN ARIZONA ASSOCIATION FOR VISUALLY IMPAIRED**

**Tucson: 520-795-1331**

Provides a variety of rehabilitation services and workshops for adults experiencing vision loss who are looking for employment skills or better quality of life.

Services are **FREE** to clients and can be provided at the center or at home.

## **SUN SOUNDS RADIO**

**Tucson: 520-296-2400**

Radio station for visually impaired. Receiver provided free of charge.

## **TALKING BOOKS**

**Phoenix: 1-800-255-5578**

Available from Rural Blind Program and from public libraries.

# **VOLUNTEER OPPORTUNITIES**

## **MEDICAL INSURANCE COUNSELING and MEDICARE SUPPLEMENT POLICY INFORMATION: SEAGO: 520-432-2528 Ext. 222**

## **OMBUDSMAN PROGRAM: Nogales: 520-520-432-2528 Ext. 206**

Recruits volunteer advocates for individuals in nursing homes and assisted living facilities.

## **RETIRED AND SENIOR VOLUNTEER PROGRAM (RSVP)**

RSVP in Cochise and Santa Cruz Counties is sponsored by the Civic Service Institute at Northern Arizona University (NAU) and offers Americans 55 years of age and older the opportunity to volunteer by connecting them to non-profit agencies in need of volunteer support. If you're a non-profit organization seeking volunteers or a volunteer looking for an opportunity to serve your community, please contact Melissa Hernandez at 520-305-2482 or [Melissa.Hernandez@nau.edu](mailto:Melissa.Hernandez@nau.edu)

## **SAAVI – SOUTHERN ARIZONA ASSOCIATION FOR THE VISUALLY IMPAIRED**

**Tucson: 520-795-1331**

For volunteer opportunities, working with adults who are blind and visually impaired. Volunteer opportunities are in a rehabilitation setting and can encompass many experiences. Call for details.

## **HOSPICE “SOULISTIC”: 520-398-2333**

Provide services in Tubac, Rio Rico, Nogales and Patagonia. Need volunteers to provide emotional and spiritual support, to do shopping and help with meal preparation as well as support to families and provide respite to families.

## WEB SITES

[www.aarp.org](http://www.aarp.org)

AARP's Web site contains info on insurance, legal assistance, etc.

[www.apdaarizona.org](http://www.apdaarizona.org)

Arizona Chapter of American Parkinson Disease Association

[www.alz.org](http://www.alz.org)

Information for caregivers and education about Alzheimer's.

[www.arizonaselfhelp.org](http://www.arizonaselfhelp.org)

Can inform about programs that may be of benefit and where to go for help.

[www.azag.gov](http://www.azag.gov)

Arizona Office of Attorney General. Free life planning information and documents.

[www.azaging.org](http://www.azaging.org)

Information about the Arizona Association of Area Agencies on Aging

[www.azdes.gov/reportadultabuse](http://www.azdes.gov/reportadultabuse)

APS's site for reporting abuse online.

[www.azheadspine.org](http://www.azheadspine.org)

Info for individuals with spine and head injuries.

[www.azlat.net](http://www.azlat.net)

Helps provide loans for purchasing assistive technology

[www.azlinks.gov](http://www.azlinks.gov)

Helps find aging and disability resources.

[www.azlawhelp.org](http://www.azlawhelp.org)

Helps to solve legal problems for low-income individuals.

[www.aztap.org](http://www.aztap.org)

Helps with assistive device technology

[www.nfcacares.org](http://www.nfcacares.org)

Helps educate, support, and empower caregivers.

[www.icaregiver.org](http://www.icaregiver.org)

Resources to help caregivers

[www.cdc.gov](http://www.cdc.gov)

Center for Disease Control.

[www.co.santa-cruz.az.us/](http://www.co.santa-cruz.az.us/)

Information about Santa Cruz County government and services.

[www.donotcall.gov](http://www.donotcall.gov)

Sign up for blocking phone sales pitches.

[www.eldercare.gov](http://www.eldercare.gov)

The Elder Locator Web site provides information about local aging services.

[www.roadscholar.org](http://www.roadscholar.org)

Travel/learning opportunities for seniors.

[www.healthcare.gov](http://www.healthcare.gov)

To apply for the Marketplace of health insurance options.

[www.health.harvard.edu](http://www.health.harvard.edu)

Health information.

[www.hospicenet.org](http://www.hospicenet.org)

For patients and families facing a life threatening illness.

[www.medicare.gov](http://www.medicare.gov)

Information about Medicare.

[www.medlineplus.gov](http://www.medlineplus.gov)

Health information

[www.medlineplus.gov/esp](http://www.medlineplus.gov/esp) (Spanish)

Health information.

[www.nhcoa.org](http://www.nhcoa.org)

National Hispanic Council on Aging.

[www.saavi.us](http://www.saavi.us)

Southern Arizona Association for the Visually Impaired.

[www.safeaging.org](http://www.safeaging.org)

Library of safety information for seniors and caregivers.

[www.safelinkwireless.com](http://www.safelinkwireless.com)

Information on free cell phone for low income individuals

[www.sath.org](http://www.sath.org)

Provides information for accessible travel and hospitality.

[www.seago.org](http://www.seago.org)

Provides information about the SEAGO region.

[www.ssa.gov](http://www.ssa.gov)

Social Security's website