DIRECTORY OF ELDER RESOURCES

FOR

SANTA CRUZ COUNTY

Revised November 1st, 2017

SEAGO

AREA AGENCY ON AGING, REGION VI

300 COLLINS ROAD

BISBEE, AZ  85603

520-432-2528

Web site:  www.seago.org (click on Area Agency on Aging)

E-mail:  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>.

This program was funded through a contract with the Arizona Department of Economic Security.
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.

Funding to support this (project, publication, brochure, etc.) was provided, in part or whole by the federal Administration on Aging, the Arizona Department of Economic Security, Division of Aging and Adult Services, and the SEAGO Area Agency on Aging.
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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).

SACASA (Southern AZ Center Against Sexual Assault)
Nogales: 520-604-1843 Tucson: 520-327-7273
Office: 1071 N. Grand Ave Ste. 110
Nogales, AZ 85621

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
1-800-723-3546 (SAFELINK)
Visit the website: 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
Tucson (Covers Green Valley and Southern Arizona): 520-751-1929

HANGAR ORTHOPEDICS
Green Valley: 520-648-1537

MEDICAL EQUIPMENT
Family Health Care Amigos
Patagonia: 520-297-7065

MEDICAL EQUIPMENT LOAN CLOSET
Friends in Deed
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 2nd 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  Martinez Home  Vivian’s Home Care  Cimarron Assisted Living
377-2255  281-2323  281-8278  287-2388
2064 N. Calle Trinidad  2429 N. Grand Ave.  671 Windy Lane  1101 W. Cimarron St.
Nogales, AZ 85621  Nogales, AZ 85621  Rio Rico, AZ 85648  Nogales, AZ 85621
BEHAVIORAL HEALTH SERVICES

ALCOHOLICS ANONYMOUS
Nogales: 520-624-4183  Sonoita: 455-5779  Patagonia: 584-5375
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  Nogales: 287-9612
A self-help center located in Nogales, 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, family caregivers work tirelessly and selflessly to provide assistance to loved ones who are aging or living with disabilities. However, there are local services that help families care for their frail and/or disabled 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 family caregiver support programs, 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.

### FAMILY CAREGIVER SUPPORT PROGRAM

**Bisbee**: 520-432-2528 Ext. 221 (Serves Santa Cruz County)  
Provides supports that assist family and informal caregivers to care for their loved ones at home for as long as possible. Services work in conjunction with other State and Community based services to provide a coordinated set of supports. Contact Mayra Ballesteros at the number listed for additional information.
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.

ARIZONA DENTAL ASSOCIATIONS - Scottsdale: 480-344-5777
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:** 1-877-860-6020

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**

1-800-723-3546 (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
Nogales: 281-2790 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*

Patagonia
East Santa Cruz Food Bank: 394-2059*

OTHER
Crossroads Mission: 287-5828
Offers hot lunch Monday – Friday. Occasionally will assist with a food box

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.
PATAGONIA ASSISTED CARE AGENCY

Patagonia: 520-604-8179 Serves the communities of Patagonia, Sonoita, Elgin, Canelo, Lake Patagonia, Kino Springs and Nogales in Santa Cruz County

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
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  Nogales: 287-9441 or 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

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<th>Casitas de Santa Cruz</th>
<th>United Church Village</th>
<th>La Vista Apartments</th>
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<tr>
<td>287-9133</td>
<td>281-1521</td>
<td>281-0349</td>
</tr>
<tr>
<td>1769 W. Target Range Road</td>
<td>320 E. Placita Naco Circle</td>
<td>300 W Gold Hill Rd</td>
</tr>
<tr>
<td>Nogales, AZ 85621</td>
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<th>Santa Rita Apts.</th>
<th>Lomas Mariposa</th>
<th>Bowman Apartments</th>
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<tr>
<td>761-4757</td>
<td>377-2585</td>
<td>520-987-6548</td>
</tr>
<tr>
<td>1100 W. Mariposa Ranch Road</td>
<td>1790 N. Lomas Mariposa Road</td>
<td>229 N. Grand Ave.</td>
</tr>
<tr>
<td>Nogales, AZ 85621</td>
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<th>Las Terrazas Apt. I/II</th>
<th>Patagonia Garden Apts.</th>
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<tr>
<td>287-6610</td>
<td>394-2229</td>
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<tr>
<td>661 Patagonia Hwy.</td>
<td>283 Pennsylvania Avenue</td>
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<td>Nogales, AZ 85621</td>
<td>Patagonia, AZ 85624</td>
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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.
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

**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)**

Toll Free Intake Line: 1-800-248-6789

**Nogales**: 287-9441 Ext. 4141 **Bisbee**: 432-1639 or 1-800-231-7106

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. Outreach is provided to Santa Cruz County residents by SALA staff by appointment. A designated location in Nogales is used to meet clients. An intake worker is assigned to be in Nogales every Friday and is available 9:00 A.M. to 5:00 P.M.

**VICTIM WITNESS**: 281-5868 (May provide support/assistance for victims of crime)
MEDICAL INSURANCE

AFFORDABLE CARE ACT

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.healthyarizonaplus.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 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

SHIP-SMP (State Health Insurance Assistance Program-Senior Medicare Patrol)
To make an appointment with a SHIP/SMP Counselor contact:
   520-287-9133 or 520-432-2528 Ext. 222
SHIP’s offers free, objective and local one-on-one health insurance counseling and assistance to people with
Medicare and their families. SHIP’s mission is to educate, advocate, counsel and empower people to make informed benefit decisions. SMP empower and assist Medicare beneficiaries, their families and caregivers to prevent, detect and report health care fraud, errors and abuse through outreach, counseling and education.

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.

SHIP-SMP (State Health Insurance Assistance Program-Senior Medicare Patrol)
To make an appointment with a SHIP/SMP Counselor contact:
520-287-9133 or 520-432-2528 Ext. 222
SHIP’s offers free, objective and local one-on-one health insurance counseling and assistance to people with Medicare and their families. SHIP’s mission is to educate, advocate, counsel and empower people to make informed benefit decisions. SMP empower and assist Medicare beneficiaries, their families and caregivers to prevent, detect and report health care fraud, errors and abuse through outreach, counseling and education.

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
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 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 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.

SHIP-SMP (State Health Insurance Assistance Program-Senior Medicare Patrol)
To make an appointment with a SHIP/SMP Counselor contact:
520-287-9133 or 520-432-2528 Ext. 222
Receives beneficiary complaints, SMP makes a determination whether or not fraud, errors or abuse is suspected and make referrals to the appropriate agencies for further investigation.

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.

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<th>SENIOR CENTER/NUTRITION SITES</th>
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<td><strong>SANTA CRUZ COUNCIL ON AGING</strong></td>
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<td><strong>Nogales: 287-7422</strong></td>
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<tr>
<td>Nogales Senior Center</td>
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<tr>
<td>125 East Madison Street</td>
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<td>Nogales, AZ 85621</td>
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| **Nogales: 287-2043 Ext. 22** | **Tubac: 398-1800** (Thursdays only) |
| Nogales Senior Center | Tubac Community Center |
| 71 E. La Castellana St. | Tubac, AZ 85640 |
| Nogales, AZ 85621 | Patagonia Senior/Community Center |

| **Rio Rico: 281-7880** (Friday’s Only) |
| Rio Rico Community Center |
| 391 Avenida Coatimundi |
| Rio Rico, AZ 85648 |
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.

MARIPOSA COMMUNITY HEALTH CENTER
281-1550
Assists with Transportation Services

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.

SANTA CRUZ TRAINING PROGRAM
287-2043
Assists with Transportation Services for the handicapped and senior citizens, please contact for further information

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).

UNITED HEALTHCARE TRANSPORTATION SERVICES
1-888-700-6822
Provides transportation services for United HealthCare recipients

ARISON SHUTTLES
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       ENCINAS CAB: 287-6995
CITY TAXI: 287-2111         HERNANDEZ TAXI: 287-7347
OCHOAS TAXI: 287-9087       UNION TAXISTAS: 287-9686
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
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 COUNTY ASSOCIATION FOR THE BLIND
Nogales: 520-287-3915
382 W. International St.
Nogales, AZ 85621
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

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.
www.aarp.org/
AARP’s Web site contains info on insurance, legal assistance, etc.

www.apdaarizona.org
Arizona Chapter of American Parkinson Disease Association

www.alz.org
Information for caregivers and education about Alzheimer’s.

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

www.azag.gov

www.azaging.org
Information about the Arizona Association of Area Agencies on Aging

www.azdes.gov/reportadultabuse
APS’s site for reporting abuse online.

www.azheadspine.org
Info for individuals with spine and head injuries.

www.azlat.net
Helps provide loans for purchasing assistive technology

www.azlinks.gov
Helps find aging and disability resources.

www.azlawhelp.org
Helps to solve legal problems for low-income individuals.

www.aztap.org
Helps with assistive device technology

www.caregiveraction.org
Helps educate, support, and empower caregivers.

www.icaregiver.org
Resources to help caregivers

www.edc.gov
Center for Disease Control.

www.santacruzcountyaz.gov
Information about Santa Cruz County government and services.

www.donotcall.gov
Sign up for blocking phone sales pitches.

www.eldercare.gov
The Elder Locator Web site provides information about local aging services.
www.roadscholar.org
Travel/learning opportunities for seniors.

www.healthcare.gov
To apply for the Marketplace of health insurance options.

www.health.harvard.edu
Health information.

www.hospicenet.org
For patients and families facing a life threatening illness.

www.medicare.gov
Information about Medicare.

www.medlineplus.gov
Health information

www.medlineplus.gov/esp (Spanish)
Health information.

www.nhcoa.org
National Hispanic Council on Aging.

www.saavi.us
Southern Arizona Association for the Visually Impaired.

www.safelinkwireless.com
Information on free cell phone for low income individuals

www.sath.org
Provides information for accessible travel and hospitality.

www.seago.org
Provides information about the SEAGO region.

www.ssa.gov
Social Security’s website