

DIRECTORY OF ELDER RESOURCES

FOR

COCHISE COUNTY

Revised
May 25, 2018



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>.



DIRECTORY OF ELDER RESOURCES IN

Cochise 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, websites, and phone numbers do change, so despite attempts for accuracy, there may be changes in some of the information included. Phone books have Community Resources and/or Government listings in the first section of the book as well as in the Yellow Pages under Social Services and 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.

“Under Titles VI and VII of the Civil Rights Act of 1964(Title VI and Title VII) and the Americans Disabilities Act of 1990(ADA) Section 504 of the Rehabilitation Act of 1973 and the Age Discrimination Act of 1975, SEAGO Area Agency on Aging prohibits discrimination in admissions, programs, services, activities or employment based on race, color, religion, sex national origin, age, and disability. The SEAGO Area Agency on Aging must make a reasonable accommodation to allow a person with a disability to take part in a program, service, or activity. Auxiliary aids and services are available upon request to individuals with disabilities. For example, this means that if necessary, the SEAGO Area Agency on Aging must provide sign language interpreters for people who are deaf, a wheelchair accessible location, or enlarged print materials. It also means that the SEAGO Area Agency on Aging will take any other reasonable action that allows you to take part in and understand a program or activity, including making reasonable changes to an activity. If you believe that you will not be able to understand or take part in a program or activity because of your disability, please let us know of your disability needs in advance if at all possible. To request this document in an alternative format or for further information about this policy please contact: SEAGO Area Agency on Aging at [520-432-2528](tel:520-432-2528).” Para obtener este documento en otro formato u obtener informacion adicional sobre esta politica, SEAGO Area Agency on Aging [520-432-2528](tel:520-432-2528).

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ABUSE, NEGLECT, AND EXPLOITATION

ADULT PROTECTIVE SERVICES (APS) 1-877-SOS-ADULT or 1-877-767-2385

Website: www.azdes.gov/reportadultabuse

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.

OMBUDSMAN PROGRAM

Bisbee/Douglas/Sierra Vista/Benson/Willcox: 520-432-2528, ext. 206

Website: www.seago.org

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

SHELTERS

Bisbee

Women's Transition Project (dba Renaissance House): 520-432-8068

Website: www.drug-rehab-headquarters.com/arizona/facility/renaissance-house-bisbee/

Provides residential treatment for substance abuse for women and their children.

Coalition for the Homeless (Tin Town Resource Center): 520-432-7839

Provides shelter for men, women, and children. Available food, shower and laundry programs. Provides help with advocacy and case management to anyone in need.

Douglas

House of Hope: 520-364-2465

Provide domestic violence services and emergency housing for women and children.

Sierra Vista

Forgach House Domestic Crisis Shelter: 520-458-9096

Provide domestic violence services and emergency housing for women and children.

Good Neighbor Alliance: 520-439-0776

Website: www.svshelter.org

Provides emergency assistance to homeless men, women and families with children transition into a better way of life. Food, shower and laundry programs available on certain days. Limited resources available to help with housing.

TASKFORCE AGAINST SENIOR ABUSE (TASA)

Phoenix: 602-542-2124, or 1-800-352-8431(selection #3)

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

VICTIM WITNESS: 520-432-8730

May provide support/assistance to victims of crime.

ADAPTIVE AIDS AND DEVICES/LOAN CLOSETS

In addition to the medical equipment and supply stores listed below, agencies in Tucson also serve Cochise County. These are listed in the phone book or your doctor's office can 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: 602-776-4670, or 1-800-477-9921, 602-728-9536 TTY

Website: www.azlat.net

Provide financial loans for purchasing Assistive Technology for people with disabilities.

DES INDEPENDENT LIVING REHABILITATION SERVICES

Sierra Vista: 520-439-3559 or 520-458-9309

Counseling and help in finding adaptive aids.

EMERGENCY ALERT SYSTEMS

Website: www.bestcompany.com/medical-alert-systems/

Individual dialers may be purchased in electronic stores, 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. This listing **DOES NOT** reflect an endorsement by SEAGO.

ALERT ONE: 1-866-424-9676

Website: www.alert-1.com

GREAT CALL: 1-800-918-8543

Website: www.greatcall.com

LIFE FONE: 1-800-882-2280 or 844-892-6844

Website: www.lifefone.com

LIFELINE: 1-855-681-5351

Website: www.lifeline.phillips.com

SAFELINK: 1-800-378-1684

Website: www.safelinkwireless.com

Provides information on free cell phones for low income individuals.

LOAN CENTERS

(Sites where one can borrow a piece of medical equipment free of charge).

Bisbee

Bisbee Senior Center: 520-432-2167

Sunsites/Pearce

Pearce Fire District: 520- 826-3645

Elfrida

Elfrida Fire Station: 520- 642-3749

Tombstone

American Legion Post 24: 520-457-2273

(Equipment may be dusty)

Green Valley

Friends in Deed: 520-625-1150

Tucson

SAAVI Visual Aids Store: 520-795-1331, ext. 227

Sierra Vista

The Knights of Columbus Handicap

Equipment Ministry: 520-458-5060

MEDICAL EQUIPMENT (For Sale)**Advantage Medical and Oxygen Supply: 520-458-7330****Apria Healthcare: 520- 452-1382****Lincare, Inc.: 520-459-1671****Website: www.lincare.com****Orbit Medical (Motorized Wheelchairs): 1-877-672-4862****Website: www.orbitmedical.com****Preferred Homecare: 520-459-1725****Website: www.preferredhomecare.com****MINI BOOKMOBILE SERVICE****Bisbee: 520-432-8930 (selection #3) or 1-800-231-1574**

Serves all of Cochise County. Once a month the Mini-bookmobile will bring you books if you are unable to get to your local library or the bookmobile stop. Your local library can help you with the arrangements. There is also the Talking Book Program and you can get information about it from your local library.

R-U-OK (Are You Okay) in Cochise County**Bisbee: 520-432-9500****Website: www.cochise.az.gov/sheriff/home**

Automated calling system application on line serves all residents in county and city limits. Registration forms are available through the Sheriff's office for regularly scheduled wellness checks throughout the county.

TELECARE**Sierra Vista: 520-263-3295**

Free daily call-in service for citizens.

VOCATIONAL REHABILITATION SERVICES**Tucson: 520-638-2405 or 520-638-2399**

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

WIDOW'S MITE**Sierra Vista: 520-266-2020 or 520-234-2003**

A nondenominational, voluntary community service organization to help widows with home upkeep and repair, auto repair, financial assistance, or other services.

ALZHEIMER'S/DEMENTIA**ALZHEIMER'S ASSOCIATION****Website: www.alz.org****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.

MEDICAL ALERT: 1-800-973-3606**Website:** <https://www.medicalalert.com>

Medical alert and safe return line.

SAFE RETURN: 1-888-572-8566

Call to register someone with dementia.

SAFE RETURN: 1-800-572-1122

To report someone found or missing even if not wearing a bracelet.

SILVER ALERT: (602) 223-2212**E-mail:** doffice@asdps.gov

A multi-agency initiative to locate missing or endangered elderly. If a person 65 years of age or older goes missing it shall be reported to the local law enforcements. Displays qualified alerts on local and state highway marquees for missing elderly personnel . Once reported the investigation will be conducted and a Silver Alert issued if the missing person meets the Silver Alert criteria.

(Also see **ADAPTIVE AIDS AND DEVICES – EMERGENCY ALERT SYSTEMS** Section of this booklet)

AREA AGENCY ON AGING**SEAGO AREA AGENCY ON AGING****Website:** www.seago.org**Bisbee:** 520-432-2528, ext. 220 or 222

Provide 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 direct 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. Some facilities may provide respite, day care or hospice based on bed availability.

STATE OFFICE OF ASSISTED LIVING LICENSURE: 520-628-6965**OMBUDSMAN PROGRAM****Website:** www.seago.org**Bisbee/Douglas/Sierra Vista/Benson/Willcox:** 520-432-2528, ext. 206**ASSISTED LIVING FACILITIES****Benson:****AZ SKYLINE ASSISTED LIVING HOME****520-586-1003**

423/311 N. Saddle Vista Road

Benson, AZ 85602

Cochise:**CASA DE ANGELS****520-826-4065**

424 West Kaibab Way

Cochise, AZ 85606

Douglas:**CYPRESS INN****520-364-7232**757 E. 12th Street

Douglas, AZ 85607

LESAN ASSISTED LIVING, LLC**520-505-6528**

2340 E. Primrose Street

Douglas, AZ 85607

ESTHER ADULT CARE HOME**520-364-6477**2001 E. 14th St. Douglas,

AZ 85607

McNeal:**VALLEY VISTA ADULT FOSTER CARE HOME****520-234-4558**

5867 W. Double Adobe Road

McNeal, AZ 85617

Sierra Vista/Hereford:**BEEHIVE HOMES of SV****520- 226-4091**

4110 E. Anderson Street

Sierra Vista, AZ 85635

SOLACE HOUSE**520-335-2019**

600 Heather Dr.

Sierra Vista, AZ 85635

GARDEN TERRACE ASSISTED LIVING**520-459-0005**

1100 S. Chaparral Circle

Sierra Vista, AZ 85635

TRUDY'S ADULT CARE HOME**520-335-6158**

1410 Calle Amable

Sierra Vista, AZ 85635

JR CARING HEARTS LLC**520-820-8147**

425 North Bernini Avenue

Sierra Vista, AZ 85635

TRUDY'S ADULT CARE HOME II**520-224-5465**

1984 Exeter Drive

Sierra Vista, AZ 85635

OLIVE BRANCH**520-378-9516**

4916 S. Santa Ana Ave.

Sierra Vista, AZ 85635

WINDMILL RANCH**520-803-7181**

5605 E. Labrador Lane

Hereford, AZ 85615

PRESTIGE ASSISTED LIVING**520-452-1402**

4400 Avenida Cochise

Sierra Vista, AZ 85635

BEHAVIORAL HEALTH SERVICES

ALCOHOLICS ANONYMOUS

Cochise County: 520-459-0031 or 1-866-780-9758

Web Site: www.aa-cochisecounty.org

Hot line for meetings throughout the county. Call for meetings or support groups for recovering alcoholics and their families.

CENPATICO SERVICES Customer Service: 1-866-495-6738

Website: www.cenpaticointegratedcareaz.com

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 and a representative will assist you in finding a provider agency near you. The following agencies may hold contracts with Cenpatico:

ARIZONA COUNSELING & TREATMENT SERVICES (ACTS)

Benson: 520-720-0290

500 S. Highway 80, Ste A
Benson, AZ 85602

Sierra Vista: 520-266-9002

2039 E. Wilcox Drive, Ste. A
Sierra Vista, AZ 85635

Bisbee: 520-366-8720

24 Howell Avenue
Bisbee, AZ 85603

Willcox: 520-254-4334

114 S. Arizona Ave.
Willcox, AZ 85644

COMMUNITY HEALTH ASSOCIATES (CHA)

Bisbee: 520-366-3603

1326 Hwy 92, Ste J
Bisbee, AZ 85603

Douglas: 520-366-3133

1701 N. Douglas Avenue
Douglas, AZ 85607

CORAZON

Douglas: 520-364-3630

936 F. Ave B
Douglas, AZ 85607

PINAL HISPANIC COUNCIL

Douglas: 520-364-4508

1940 E. 11th Street
Douglas, AZ 85607

SOUTHEASTERN AZ. BEHAVIORAL HEALTH SERVICES (SEABHS)

Benson: 520-586- 6177

590 S. Ocotillo Rd
Benson, AZ 85602

Willcox: 520-384-2521

404 Rex Allen Drive
Willcox, AZ 85643
(Call for hours of operation)

Sierra Vista: 520-458-3932

4755 Campus Drive
Sierra Vista, AZ 85635

HAVEN SENIOR HORIZONS**Phoenix: 623-236-2000**

A licensed in-patient psychiatric hospital for seniors.

NATIONAL ALLIANCE ON MENTAL ILLNESS (NAMI)**Sierra Vista: 520-459-3228****Website:** www.nami.org

Provide support, education, awareness, and advocacy for individuals and families impacted by mental illness.

VERHELST RECOVERY HOUSE**Bisbee: 520-432-3764**

A non-medical drug and alcohol treatment facility for men. Also part of National Council for Alcohol and Drug Dependency. Serves as a hotline for information on A.A. and meetings places in Cochise County.

WELLNESS CONNECTIONS**Sierra Vista: 520-459-2624**

A self-help center located in Sierra Vista and surrounding communities, serving individuals with mental illness. Wellness Connections is 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**ARIZONA DEPARTMENT OF VETERANS SERVICES CEMETARY SERVICES****Sierra Vista: 520-458-7144 or 1-888-952-4700,****Phoenix: 1-800-852-VETS (8387)**

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

DIRECT CENTER for INDEPENDENCE**Tucson: 520-624-6452, or 800-342-1853**

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

SOCIAL SECURITY ADMINISTRATION: 1-800-772-1213**Website:** www.ssa.gov**Douglas: 1-877-480-4858****600 E. 15th St.****Douglas, AZ 85607**

For Social Security Retirement, Disability, Survivor's Benefits, and Supplemental Security Income (SSI).

VETERANS ASSOCIATION TELEPHONE ASSISTANCE SERVICE: 1-800-827-1000**VETERANS' BENEFITS: 520-458-7150**

To find out about eligibility for veterans, widows, widowers, and spouses.

Fiduciary Division:

Phoenix: 602-248-1554

Provides guardianship or conservators for veterans.

WESTERN STATES PENSION ASSISTANCE PROJECT

1-866-413-4911 or 1-916-551-2140

For pension or retirement 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)**Family Caregiver Support Program**

Bisbee: 520-432-2528, ext. 221 or 220

Website: www.seago.org

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

AZ CHILDREN'S ASSOCIATION (formerly KARE FAMILY CENTER)

Sierra Vista: 520- 224-9100

Website: www.arizonaschildren.org

Arizona Children's Association provides legal resources and assistance for families trying to obtain legal guardianship in a case where the child is under 18 and not born to you. Arizona Children's Association also provides support groups and assistance in completing benefits applications for TANF, AHCCCS, and Kids Care. Arizona Children's Association can also help navigate and provide advocacy services for caregivers working with schools, court systems, health care, mental health agencies, and Child Protective Services.

EVALUATION/CASE MANAGEMENT**Area Agency on Aging (AAA) Case Management**

MAIN: (Cochise) 520-432-9660

Benson/St. David/Pomerene/Dragoon/Tombstone: 520-586-8191

**Bisbee/Miracle Valley/Palominas/Hereford/Willcox/Sunizona/Pearce/Bowie:
520-432-9660**

Douglas/McNeal/Elfrida: 520-805-5631

Sierra Vista/Huachuca City/Whetstone: 520-803-3950

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 to determine eligibility for AAA services.

FAMILY CAREGIVER PROGRAM

Website: www.caregiver.org or www.caregiveraction.org

Provides resources for caregivers in different situations.

Bisbee: 520-432-9681

Case Management/family support services, including training and information, throughout the county to unpaid caregivers.

IN-HOME RESPITE

Call Area Agency on Aging Case Manager. See phone numbers under Evaluation/Case Management (this section). Provides relief to a family caregiver.

VOLUNTEER INTERFAITH CAREGIVER PROGRAM (VICaP)

Website: www.vicapsv.org

Sierra Vista: 520-459-8146

Provides transportation services for medical appointments and shopping, friendly visiting, some minor home repairs, etc. in Western Cochise County.

For private pay options see **ALZHEIMERS/DEMENTIA, FOOD, AND HOME HEALTH** Sections of this booklet.

CREDIT PROBLEMS

MONEY MANAGEMENT INTERNATIONAL (Formerly CONSUMER CREDIT COUNSELING SERVICE OF ARIZONA) 1-888-845-5669, 1-800-338-3328 or 1-800-308-2227

Website: www.moneymanagement.org

A nonprofit agency to consult when debt is a problem and prior to pursuing bankruptcy. Provide credit counseling and credit education classes at no cost. Offers debt repayment program for a small processing fee.

DENTAL

CHIRICAHUA CLINIC

Website: www.cchci.org

Bisbee: 520-432-3309

Douglas: 520-364-3285

Elfrida: 642-2222

Sierra Vista: 459-3011

Reduced or sliding fee scale programs.

ST. ELIZABETH'S OF HUNGARY

Tucson: 520-628-7871

DIABETES

DIABETES EDUCATION

Chiricahua Community Health Center

Elfrida: 520-642-2222

Website: www.cchci.org

CANYON VISTA MEDICAL CENTER (formerly SIERRA VISTA REGIONAL HEALTH CENTER)

Sierra Vista: 520-263-2000

THRIVE (formerly Wellness Depot): 520-458-8210

Website: www.canyonvistamedicalcenter.com

DIALYSIS CENTERS

Davita Dialysis

Sierra Vista: 520-459-7791

Website: www.davita.com/SierraVista

Douglas Dialysis Center (Dci)

Douglas: 520-364-2204

TRANSPORTATION TO DIALYSIS (Apply for a bus pass.)

Douglas: 520-364-4474

For other information on resources, education and support groups, check with local hospitals. They may have information or be able to refer out.

DISCOUNTS, REFUNDS, AND TAXES

COUPONS

Website: www.couponchief.com/guides/retail_savings_for_baby_boomers

This site provides discount coupons for “baby boomers” (seniors).

EARNED INCOME CREDIT (IRS): 1-800-829-1040

Website: www.irs.gov

A federal tax credit for low income working individuals and families, or 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

AARP: 1-888-227-7669

Website: www.aarp.org

NATURAL GAS DISCOUNT

Southwest Gas Company: 1-877- 860-6020

Website: www.swgas.com

May help low income individuals with winter heating discount.

PROPERTY TAX EXEMPTIONS

Bisbee: 520-432-8650

Website: www.cochise.az.gov/assessor

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

PROPERTY TAX REFUNDS: 1-800-352-4090**Website: www.dor.gov**

For owners/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.

SAFELINK**Website: www.safelinkwireless.com**

For information on free cell phones for low income individuals.

SENIOR PROPERTY VALUATION FREEZE**Bisbee: 520-432-8650****Website: www.cochise.az.gov/assessor**

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 county assessor between July 15 and September 1.

SOUTHEASTERN ARIZONA COMMUNITY ACTION PROGRAM**Main: 1-800-293-1144****Bisbee: 520-432-5401****Willcox: 520- 384-3120**

Offering financial assistance for appliance repair and replacement, home repair, and utility bill payments, rental assistance, and telephone discounts.

TELEPHONE DISCOUNTS SEACAP: 1-800-293-1144**Bisbee: 520-432-5401****Willcox: 520- 384-3120**

Provides information about various programs offered from simple discounts for low-income to free phone service if medically necessary.

THRIFT STORES**Bisbee: Bisbee Senior Center 520-432-2167**

Your Thrift Store 520-432-1295

Benson: Goodwill Store 520-586-8839**Fort Huachuca: Community Thrift Store 520-458-4606****Sierra Vista: Salvation Army 520-459-4612**

Goodwill Store 520-895-5986

St. Vincent De Paul has thrift stores in:

Benson: 520-586-9438**Bisbee: 520-432-5009****Douglas: 520- 364-7573****Elfrida: 520-642-4244****Sierra Vista: 520-458-9725****Willcox: 520-384-4900**

Some food banks, community organizations, and churches also give out clothes.

VEHICLE REGISTRATION DISCOUNTS

Bisbee: 520-432-8650

Website: www.cochise.az.gov/assessor

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

FOOD

SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP)

Benson: 520-586-8300

Douglas: 520-364-1291

Bisbee: 520-432-5415

Sierra Vista: 520-459-6901

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

HOME DELIVERED MEALS

Referrals are made to the Area Agency on Aging Case Management/Cochise Aging and Social Services. Phone numbers are listed in the **CAREGIVER** Section of this booklet. For private pay meals in Bisbee/Douglas/McNeal/Naco/ Double Adobe/Elfrida area contact **Douglas ARC** at **520-364-2647**, and in the rest of the county contact **Catholic Community Services** at **520-459-8716**.

FOOD BANKS, PANTRIES, AND COMMODITY DISTRIBUTION SITES

Each food bank sets its own days and hours of operation and its own eligibility requirements. Call for distribution times and eligibility.

Benson

Benson Food Bank: 520-586-4208

Bisbee

Bisbee Coalition for the Homeless: 520-432-7839

Loaves and Fishes Food Bank: 520-432-3872

St. Patrick Parrish: 520-432-5753

Bowie

Bowie Food Bank: 520-847-2335

Cochise

Cochise Food Bank: 520-526-3190

Douglas

Douglas-Area Food Bank: 520-364-4170

Maranatha Church: 520-805-0259

St. Vincent de Paul: 520-364-7573

Dragoon

Commodity distribution only: **520-586-0165**

Huachuca City

Food Bank: 520-508-3433

Whetstone Food Bank: 520-404-3491/9114

Commodities third Friday of each month

Pearce

Commodity distribution only: **520-824-3218**

San Simon

Commodity distribution only: **520-845-2386**

Sierra Vista

Country Estates Baptist Church: 520-378-2836

Commodity distribution only:

St. Andrew's Church: 520-458-2925

St. Vincent de Paul: 520-458-9725

Salvation Army: 520-459-8411

Website: www.salvationarmy.com

United Methodist Church: 520-378-3352

Commodity Distribution only.

St. David

Food Bank: 520-720-4755

Commodity distribution only: **520-720-9600**

Tombstone

Community Food Bank: 520-457-3697

Willcox

Willcox Food Pantry: 520-384-2114

Also see SENIOR CENTERS/NUTRITION SITES section of this booklet.

FUNERAL HOMES/GRIEF SUPPORT

FUNERAL HOMES

Benson

Richardson/Benson Mortuary: 520-586-2288

Bisbee

Alex Espinosa Bisbee Funeral Home: 520-432-4242/2491

Sierra Vista

Hatfield Funeral Home: 520-458-5120

Jensen's Sierra Vista Mortuary: 520-378-4895

Willcox

Westlawn Chapel Mortuary & Crematory: 520-384-2413

Douglas

Brown-Page Mortuary Inc.: 520-364-3434

GRIEF SUPPORT

Homicide Survivors, Inc.

Website: www.azhomicidesurvivors.org

Tucson: 520- 207-5012

Nonprofit victim assistance organization dedicated to meeting the crisis and long term needs of families of murder victims. Provides help with Crime Victim Compensation, funeral assistance, mental health and social service referrals.

VICTIM SERVICES Tucson: 520-740-5525

GUARDIAN and CONSERVATOR SERVICES

COCHISE COUNTY PUBLIC FIDUCIARY 520-432-9660 (Serves the entire county.)

Website: www.cochise.az.gov/health-and-social-services/public-fiduciary

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

HEARING

ARIZONA COMMISSION FOR THE DEAF AND HARD OF HEARING

1-800-352-8161 V/TTY

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

COMMUNITY OUTREACH PROGRAM FOR THE DEAF

520-792-1906 (Interpreter 24 hours)

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

DES OFFICE OF VOCATIONAL REHABILITATION

Tucson: 520-629-0225

Website: www.azdes.gov

Available for consultations for individuals that are blind, visually impaired, deaf or hard of hearing, or referral to other agencies,

LIONS SIGHT AND HEARING FOUNDATION: 1-602-954-1723

May assist low income individuals with hearing aids.

HOME HEALTH

Provide 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. Below are the state licensed agencies that provide these services.

Website: www.homehealthcareagencies.com

ACCENTCARE: 1-888-883-7448

Serves Cochise County.

BAYADA HOME HEALTH CARE

Sierra Vista: 520-459-4800

Website: www.bayada.com

State licensed, Medicare certified, and serves Benson, Bisbee, Hereford, Huachuca City, Pomerene, Sierra Vista, St. David and Whetstone.

BRIGHTSTAR CARE

Sierra Vista: 520-335-6680

Website: www.brightstarcare.com

State licensed, accepts AHCCCS/ALTCS, Medicaid, VA, Long Term Care Insurance and some other insurances. Not Medicare certified. Joint Commission Accredited. Serves Sierra Vista, Huachuca City, Fort Huachuca, Hereford, Bisbee, Douglas, St. David, Whetstone, and Benson.

COPPER VALLEY HOME HEALTH

Bisbee: 520-432-7450

Website: www.cqch.org

State licensed, Medicare certified, and serves the Bisbee, Douglas, Elfrida, Hereford, Naco, Pyrtleville, Double Adobe, McNeal, Sierra Vista, Huachuca City, and Palominas/Miracle Valley areas.

HEART FELT HELP

Huachuca City: 520-456-9071

Serves Cochise County.

LEGACY HOME HEALTH AGENCY

Sierra Vista: 520-335-6118

State licensed, Medicare certified, and serves all of Cochise County.

MT. GRAHAM HOME HEALTH: 1-800-664-3509

Serves only northern Cochise County.

THOROUGH CARE HOME HEALTH

Hereford: 520-803-1234

Serves Cochise County within a reasonable distance from the home office, is a state licensed home health agency, not Medicare certified.

TRINITY VISITING NURSE AND HOME CARE LLC**Sierra Vista: 520458-1536****Website: www.trinityvisitingnurses.com**

Serves Cochise County. Trinity offers a variety of home-based services and is Medicare certified and CHAP accredited. Most admissions can be done within 24-48 hours.

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, spiritual and bereavement counseling, and pharmacy services. Medicare, or other insurance, usually pays for services.

Website: www.hospicenet.org**CANYON VISTA MEDICAL CTR: 1-800-880-0088**

Serves Sierra Vista, and surrounding areas.

CASA DE LA PAZ HOSPICE:**Sierra Vista: 520-263-3400****CHARLES W. LEIGHTON, JR. HOSPICE: 520-384-5879**

Serves Willcox, San Simon, Bowie, Benson, Safford, Sunsites, and Sunizona.

COMPASSION & CHOICES: 1-800-247-7421

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

SOUTHERN AZ VA HEALTH CARE HOSPICE: 520-792-1450 ext #2016

In-patient hospice.

TUCSON MEDICAL CENTER HOSPICE: 520-324-2438 or 1-800-362-7004

Serve the Benson area. Has a hospice bed in Benson Hospital.

VALOR HOSPICE CARE**Sierra Vista: 458-9450****Website: www.valorhospicecare.com**

Serve all of Cochise County.

HOSPITALS**BENSON HOSPITAL****Benson: 520-586-2261****Website: www.bensonhospital.org****CANYON VISTA MEDICAL CENTER****Sierra Vista: 520-263-2000****Website: www.canyonvistamedicalcenter.com**

COPPER QUEEN COMMUNITY HOSPITAL**Bisbee: 520-432-5383**Website: www.cqch.org**NORTHERN COCHISE COMMUNITY HOSPITAL****Willcox: 520-384-3541**Website: www.ncch.com**HOUSING****COCHISE COUNTY HOUSING AUTHORITY****Bisbee: 520-432-8881**

Serves entire county. Section 8 Housing Choice Voucher (HCV)

DOUGLAS HOUSING AUTHORITY**Douglas: 520-417-7385**

Section 8 HUD Housing Choice Voucher (HCV)

HABITAT FOR HUMANITY**Sierra Vista: 520-458-0016**Website: www.habitatsvaz.org

Assists low income individuals to build and finance homes.

INDEPENDENT LIVING**Mountain View Gardens****Sierra Vista: 520-459-1898 or 520-226-0098**Website: www.seniorlivinginstyle.com

Provides activities, housekeeping, meals and transportation

REBUILDING TOGETHER**Bisbee: 520-561-7220**

Step Up Bisbee - Brings homes of eligible elderly up to code (by volunteers, one day a year).

REVERSE MORTGAGE PROGRAM**Administration of Resources and Choices: 520-327-8250**

A program for elderly or terminally ill who need to borrow money against their home.

RURAL DEVELOPMENT**Willcox: 520-384-3529**

Grants and low interest loans to qualified persons for home repairs and home purchase.

SOUTHERN ARIZONA LEGAL AID, INC. (SALA)Website: www.sazlegalaid.org**Bisbee: 520-432-1639 or 1-800-231-7106****Tucson: 1-800-640-9465**

SALA is there to provide free, civil legal aid to qualified low-income persons who would not otherwise have access to Arizona's civil justice system.

SOUTHWEST FAIR HOUSING COUNCIL: 520-798-1568 or Toll-free:1-888-624-4611

Website: www.swfhc.com

Takes complaints for potential housing discrimination situations.

SUBSIDIZED HOUSING or LOW INCOME

Benson (Zip Code-85602)

Cochise Apartments
520-586-9280
 650 West Union Street

LaHabra Apartments
520-586-4210
 656 South Hwy. 80

Ramona Morales Apartments
520-586-2139
 550 West Union Street

San Pedro Terrace Apartments
520-586-9144
 351 East Pearl Street

Villa del Sol
520-586-3276
 750 West Union Street

Bisbee (Zip Code-85603)

Copper City Villas
520-432-7963
 508 W. Melody Lane

Esperanza Senior Apartments
520-432-7669
 100 Esperanza Lane

San Jose Triangle
520-432-2910
 100 Navajo Drive #100

Douglas (Zip Code-85607)

Cochise Canyon Apartments
520-364-6338
 1620 Apache Drive

Coronado Courts
520-364- 4637
 1190 East 18th Street

Douglas Villa Apartments
520-364-3964
 2700 15th Street

Peppertree Apartments
520-364-8927
 2540 East 15th Street

Pioneer Village
520-417-7385
 1240 18th Street and 1260 16th Street

Summer Crossing Apartments
520-364-5072
 1301 Florida Avenue

Sundance Apartments
520-805-9611
 2701 6th Green Street

Huachuca City (Zip Code-85616)

Huachuca Triangle Apartments
520-456-1155
 712 Gonzales Boulevard #100

Northgate Apartments
(formerly Huachuca Desert Apartments)

Vista del Norte
520-439-9452
 175 Skyline Drive

520-456-1234
200 Howard Street

Sierra Vista (Zip Code-85635/85650)

Bonita Vista Apartments
520-459-3167
570 South Coronado Drive

Casa Del Sol Apartments
520-335-6010
1020 S. Carmichael Avenue

Crystal Creek Apartments
520-452-9815
4500 Campus Drive

Garden Plaza Apartments
520-458-3135
100 Golf Links Road

Las Palomas
520-417-9013
499 S. Carmichael Ave

Mountain View Apts
520-458-4226
77 S. El Camino Real

Tombstone (Zip Code-85638)

Casa Loma Triangle Housing
520-457-3733
204 West Allen Street

Willcox (Zip Code-85643)

Cochise Village Apartments
520-384-4884
210 South Bisbee Avenue

Willcox Senior Apartments
520-384-4045
457 West Scott Street

Santa Fe Springs
520-458-5780
400 S. Denman Ave

San Pedro Apartments
520-459-4069
4600 Charleston Road

Sierra Linda & Marianne Apartments
520-458-2308
380 Taylor Dr.

Sterling Pointe Apartments
520-459-0431
500 S. Carmichael Ave.

Suncrest Apartments
520-439-4904
105 Toscanini

Willcox Villa Apartments
520-384-3436
201 North Bisbee Avenue

For shelters see **ABUSE, NEGLECT, AND EXPOITATION** section of this booklet.

INFORMATION AND ASSISTANCE

CANYON VISTA MEDICAL CENTER THRIVE (formerly Wellness Depot)
SIERRA VISTA: 520-459-8210

Website: www.canyonvistamedicalcenter.com

Located at the Mall in Sierra Vista on Hwy 92, the Canyon Vista Medical Center Wellness Depot provides a resource library of free health information, brochures, and booklets. The Depot will also have health-related speakers and organizations featured throughout each month. See website for scheduled classes.

CENTER FOR LIFELONG LEARNING**Sierra Vista: 520-515-5492****Website: www.cochise.edu/cll**

Lifelong learning classes, free brown bag lunch lectures, and on-line classes.

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

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

ELDERCARE LOCATOR: 1-800-677-1116**Website: www.eldercare.gov**

This nationwide system provides telephone number for the 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) and for their family and friends. Open 24 hour a day, 7 days a week.

GOODWILL SOUTHERN ARIZONA**Website: www.goodwillsouthernaz.org****Sierra Vista: 520-895-5993**

Mission-driven, self-sufficient organization characterized by collaboration and outreach. Provides training, services and a job connection center for people with barriers to employment.

HARVARD HEALTH INFORMATION**Website: www.health.harvard.edu**

Information and advice for a healthier life.

NATIONAL HISPANIC COUNCIL ON AGING**Website: www.nhcoa.org**

An organization that is working to improve the lives of Hispanic older adults, their families, and caregivers.

NATIONAL LIBRARY OF MEDICINE: 1-888-346-3656**Website: www.nlm.nih.gov****Website: www.medlineplus.gov****Website: www.medlineplus.gov/spanish (Spanish)**

Find, read, learn about diseases, drugs, and clinical trials. Contains drug and supplement information and medical encyclopedia.

SAFE AGING**Website: www.safeaging.org**

Library of safety information for seniors.

SOCIETY FOR SAFE TRAVEL AND HOSPITALITY

Website: www.sath.org

Provides information for accessible travel and hospitality.

LEGAL SERVICES

ARIZONA CENTER FOR DISABILITY LAW: 1-800-922-1447

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

AZ CHILDREN’S ASSOCIATION (formerly KARE FAMILY CENTER)

Sierra Vista: 520-224-9100

Website: www.arizonaschildren.org

Arizona Children’s Association provides legal resources and assistance for families trying to obtain legal guardianship in a case where the child is under 18 and not born to you. Arizona Children’s Association also provides support groups and assistance in completing benefits applications for TANF, AHCCCS, and Kids Care. Arizona Children’s Association can also help navigate and provide advocacy services for caregivers working with schools, court systems, health care, mental health agencies, and CPS.

GERHARDT LAW OFFICE

Sierra Vista: 520-458-8051

Website: www.gerhardtlawoffice.com

Private law practice specializing/limited to estate planning, probate and elderly law.

SOUTHERN ARIZONA LEGAL AID (SALA)

Website: www.azlawhelp.org or

Website: www.sazlegalaid.org

Bisbee: 520-432-1639 or 1-800-231-7106

Tucson: 1-800- 640-9465

The Bisbee office of Southern Arizona Legal Aid provides assistance with most civil legal issues to residents of Cochise, Graham, and Greenlee Counties. 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. In addition, SALA provides a phone-in hotline where seniors can obtain legal advice and assistance over the phone. Main office for Cochise, Graham, and Greenlee Counties is in Bisbee, but county residents may also apply in Tucson. Provide 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: 520-432-8700

May provide support/assistance to victims of crime.

MEDICAL INSURANCE

There are numerous insurance policies available through insurance companies. These listed below are more common and pertain to low-income or Medicare eligible individuals.

AFFORDABLE CARE ACT (MARKETPLACE) 1-800-318-2596 or TTY: 1-855-889-4325

Website: www.healthcare.gov or www.cuidadoesalud.gov/marketplace (Spanish)

To apply for the Marketplace go to site or call. Marketplace is open 24/7 and has 150-plus languages. To find application assisters, visit <http://coveraz.org/navigators-and-assisters/>.

ARIZONA HEALTH CARE COST CONTAINMENT SYSTEM (AHCCCS)**Website: www.healtharizonaplus.gov****Benson: 520-586-8300****Douglas: 520-364-1291****Willcox: 520- 384-3583****Bisbee: 520-432-5415****Sierra Vista: 520-459-6901****855-432-7587 (for interpretation services)**

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.

ARIZONA LONG TERM CARE SYSTEM (ALTCS): 520-459-7050 or 1-800-654-8713**Website: www.altcs.com**

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 clients' homes, in an assisted living facility, and in nursing homes.

MEDICAL INSURANCE COUNSELING and MEDICARE SUPPLEMENT POLICY INFORMATION**SEAGO: 520-432-2528, 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**Website: www.medicare.gov****Bisbee: 520-432-2528, ext. 222 or 1-800-633-4227**

This health insurance program primarily serves those aged 65 or older. Call for questions, information, or problems regarding a claim or assistance in signing up for a Medicare Part D plan.

MEDICARE SAVINGS PROGRAM (QMB/SLMB/QI) 520-432-2528 or 602-417-5010**Website: www.azahcccs.gov**

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.

V.A. HEALTH CARE SYSTEM: 1-800-470-8262 or 520-458-7150/7144

The Arizona Dept. of Veterans' Services will assist with enrollment forms for V.A. health coverage. The V.A. determines eligibility.

MEDICAL SERVICES**ARIZONA CHAPTER OF AMERICAN PARKINSON'S DISEASE ASSOCIATION****Website: www.azapda.org**

Assists with meetings, resources, and information on Parkinson's disease.

AMERITAS SPECIALTY & INFUSION PHARMACY (formerly FOX INFUSION)**Tucson: 520-795-0111**

Therapies: Intravenous, Injection, Enteral, Inhalation

CENTER FOR DISEASE CONTROL AND PREVENTION

Website: www.cdc.gov

The CDC maintains several departments concerned with occupational safety and health, such as the Center for Injury Prevention and Control.

CHIRICAHUA COMMUNITY HEALTH CENTERS, INC.

Website: cchci.org

Satellite Clinics:

Bisbee: 520-432-3309

Douglas: 520-364-3285

Elfrida: 520-642-2222

Sierra Vista: 520-459-3011

Willcox: 520-766-1051

Mobile Medical Clinic (travels throughout **Cochise County**): 520- 642-2222

Accepts all insurance and has sliding fee. Provides medical services including Well Women, Health Check, and Chronic Disease Management, basic dental and mental health services.

COCHISE COUNTY HEALTH & SOCIAL SERVICES

Website: www.cochise.az.gov

Benson: 520-586-8200

Douglas: 520-805-5600

Willcox: 520-384-7100

Bisbee: 520-432-9400

Sierra Vista: 520-803-3900

Immunizations, pneumonia and flu shots, blood pressure, and other screenings are available.

COPPER QUEEN HOSPITAL CLINICS

Bisbee: 520-432-2042

Douglas: 520-364-7659

Palominas: 520-366-0300

Sliding fee scale for services for people without insurance.

CANYON VISTA REGIONAL HEALTH CENTER CLINICS

Website: www.canyonvistamedicalcenter.com

Tombstone: 520-457-2374

GOOD SAMARITAN SOCIETY

Website: www.good-sam.com

Benson: 520-586-2372

Services include 24-hour licensed nursing care, physical, occupational and speech therapy, stroke recovery, long-term care, restorative therapy, respite care, end-of-life care, transportation, and social services and discharge planning.

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

Website: www.medicare.gov

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 Website. Part D provides insurance to purchase prescription drugs listed on the insurance plan's formulary. Insurance plans include standalone 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 eligible persons who join.

STATE HEALTH INSURANCE ASSISTANCE PROGRAM

1-800-432-4040 or

SEAGO 520-432-2528, ext. 222

Both of these programs are available to provide information, counseling, and assistance to individuals with questions about various prescriptions discount programs, and insurance programs to pay for prescriptions.

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.

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

OMBUDSMAN PROGRAM

Bisbee/Douglas/Sierra Vista/Benson/Willcox: 520- 432-2528, ext. 206

The ombudsman program provides an advocate for residents in SEAGO contracted nursing homes and assisted living centers. They review questions and complaints brought by residents till an acceptable resolution. They advocate on behalf of residents addressing a wide range of issues, such as meals, responses to calls, staffing, cleanliness, and changes in routines and services. Coordinates with the State Ombudsman office and the Area Agency on Aging in Complaint investigation and resolution.

POLICE AND EMERGENCY NUMBERS

AMERICAN RED CROSS:

Website: www.redcross.org

Disaster relief for individuals and families.

BORDER PATROL:

Bisbee: 520-432-5121
Douglas: 520-805-6900

Naco: 520-432-1130
Willcox: 520-384-7200

COCHISE COUNTY SHERIFF: 1-800-362-0812

Benson: 520-586-8150
Bisbee: 520-432-9534
Elfrida: 520-642-3648

Sierra Vista: 520-803-3850
Willcox: 520-384-7050

EMERGENCIES Call #911**NON-EMERGENCY POLICE DEPARTMENTS:**

BENSON POLICE DEPARTMENT: 520-586-2211

BISBEE POLICE DEPARTMENT: 520-432-2261

DOUGLAS POLICE DEPARTMENT: 520-417-7550

HUACHUCA CITY POLICE DEPARTMENT: 520-456-1353

SIERRA VISTA POLICE DEPARTMENT: 520-458-3311

TOMBSTONE MARSHAL: 520-457-2245

WILLCOX POLICE DEPARTMENT: 520-384-4673

POISON CONTROL: 1-800-222-1222**SCAMS, CONSUMER, AND FRAUD ISSUES****ARIZONA ATTORNEY GENERAL**

Website: www.azag.gov
1-800-352-8431 or 602-542-5763

Consumer information and complaints, including scams and identity theft help.

BETTER BUSINESS BUREAU OF SOUTHEASTERN ARIZONA

Sierra Vista: 520-732-9823
Website: www.bbb.org/tucson

Consumer information and complaints.

DO NOT CALL

Website: www.donotcall.gov

Sign up for blocking phone sales pitches. Must be renewed periodically.

ELDER AFFAIRS PROGRAM (Arizona Attorney General's Office-Senior Abuse)

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

This program is available to talk with a senior or caregiver about issues, information, or problems with physical, emotional, sexual, financial, or neglect abuse. They are also available to give information on life planning and other areas.

EXAMPLES OF SCAMS

Website: www.azag.gov

For a list of the most current AZ 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 it!**

- **INVESTMENT FRAUD**

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

- **GRANDPARENT SCAM**

Someone calls and says “Hey, Grandma/Grandpa, this is your favorite Grandson/Granddaughter. Aw, come on you know who?” When you say the name they state that they “are in trouble and want you to send them money but don’t tell mom & dad. You can help me just this once, can’t you?”

- **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 CENTERS/NUTRITION SITES

SENIOR CENTERS

Bisbee: 520-432-2167

Bisbee Senior Center
300 Collins Road
Bisbee, AZ 95603

Douglas: 520-364-2647

Douglas ARC
610 9th Street
Douglas, AZ 85607

Sierra Vista: 520-417-6980

Sierra Vista Leisure Svcs.
Ethel Berger Center
2950 East Tacoma
Sierra Vista, AZ 85635

Tombstone: 520-457-2525

Tombstone Senior Center
507 East Toughnut
Tombstone, AZ 85638

Huachuca City: 520-456-3059

Huachuca City Senior Ctr.
504 N. Gonzales Blvd.
Huachuca City, AZ 85616

Willcox: 520-766-6474

Rose C. Allen Senior Center
Northern Cochise Community Hospital Campus
990 W. Scott
Willcox, AZ 85643

Pearce: 520-826-4003

Cochise Senior Center
1216 Treasure Road
Pearce, AZ 85625

NUTRITION SITES**Douglas: 520-364-2647**

Douglas ARC
610 9th Street
Douglas, AZ 85607

Sierra Vista: 520-459-8716

Ethel Berger Center
2950 East Tacoma
Sierra Vista, AZ 85635

Huachuca City: 520-456-3059

Huachuca City Senior Center
504 N. Gonzales Blvd. Huachuca City, AZ 85616

Tombstone: 520-457-2525

Tombstone Senior Center
507 East Toughnut
Tombstone, AZ 85638

TRANSPORTATION**BENSON:****CITY OF BENSON–BENSON AREA TRANSIT: 520-586-9406**

Public transportation system, that also provides elderly and disabled transportation to nutrition site, medical appointments, and shopping in the Benson area.

VICaP: 520-586-2387

Provides transportation services for medical appointments and grocery shopping in Benson at no charge or donation. To Sierra Vista or Willcox medical appointments, and to Tucson medical appointment. Call for rates. A minimum of three (3) days notice is required for all transportation requests.

BISBEE:**SASSY TRANSPORT: 520-366-6019**

Transportation between Bisbee and Douglas, or Sierra Vista.

DOUGLAS:**CITY OF DOUGLAS TRANSIT DEPARTMENT/DOUGLAS RIDES****520-364-4474/508-1936**

Transportation for seniors and individuals with disabilities. Vehicles are wheelchair accessible. Dial a ride requires 24 hour prior notice.

HUACHUCA CITY:**CITY OF HUACHUCA CITY: 520-456-1354**

The City provides transportation between Huachuca City and Sierra Vista twice daily, and is free for Huachuca City citizens who are seniors or disabled.

SIERRA VISTA: (Including the surrounding area)**ARIZONA PARATRANSIT SERVICES: 520-459-1713**

Services provided inside Sierra Vista city limits only. Wheel chair and stretcher transport. Accepts some insurances, no charge for AHCCCS patients. Call for fee schedule

ARIZONA WORLD EXPRESS: 520-458-3330

Transportation from Sierra Vista to Tucson train and bus stations, and airport. 24 hour notice required. Call for rates. Wheelchair lift available.

DISABLED AMERICAN VETERANS (DAV): 520-458-5776

Transportation for veterans only to doctor appointments in Tucson. Requires five (5) days advance notice.

HUACHUCA SHUTTLE: 520-439-0439

Transportation between 6 a.m. and 8 p.m. Sunday through Thursday, and between 6 a.m. and 2 a.m. Friday and Saturday. Pick-up and delivery anywhere in Sierra Vista. Delivery to Tucson train and bus stations and the airport with 24-hour advance notice. Call for rates, including senior rates.

VISTA TRANSIT: 520-417-4888

General public transportation with an emphasis on the senior (65 years and over), and disabled (any age) citizens of Sierra Vista. All vehicles are wheelchair accessible. Door to door service is available.

WILLCOX/ SUNSITES-PEARCE:**WYNNE CHAPEL: 520-826-2600**

Scheduled trips on the first & third Thursday of each month from Richland Ranchettes and Sunsites to Willcox for shopping and the fifth Thursday to Benson. \$10 donations accepted. Call for other information or reservations.

OTHER TRANSPORTATION:**3 CANYONS TRANSIT: 520-803-6713****Website: www.GOShuttleAZ.com**

Transportation to Tucson airport, train and bus terminals, and to non-emergency-medical appointments in Tucson. Also can make trips around most of Cochise County. Call for information and fares.

AAA TRANSPORT: 520-312-5540

Transportation to Tucson airport, train and bus terminals, and to non-emergency appointments in Tucson. Call for information and fares. Not covered by medical insurance.

MB TRANSPORT (formerly TRANSPORTATION EXPRESS): 520-459-7778

A 24-hour a day general public transportation service, not wheelchair accessible. Door to door service is available to Ft. Huachuca, Sierra Vista, Bisbee, Benson, Tombstone, and Palominas. Will travel to Tucson train and bus stations, and the airport. Will connect with Arizona Shuttle to Phoenix.

MR. RIDE: 520-249-6304

Transportation for ambulatory and wheelchair in Cochise and Pima Counties.

STATEWIDE EXPRESS: 1-800-280-4826

These specialize in medically necessary, non-emergency transportation and have contracts with AHCCCS and other insurance. They also provide transportation on a private pay basis and are wheelchair accessible.

VICaP: 520-459-8146

Transportation provided by volunteers for seniors and individuals with disabilities. Donations accepted. A minimum of three (3) days notice is required for all transportation requests.

VETERANS

AW2 – U.S. Army Wounded Warrior

Tucson: 520-792-1450, ext. #2993

Army advocate for wounded warriors.

ARIZONA DEPARTMENT OF VETERANS SERVICES

Sierra Vista: 520-458-7150

Phoenix: 1-800-852-VETS(8387) or Phoenix: 602-248-1554

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

DAV (DISABLED AMERICAN VETS) TRANSPORTATION: 1-800-470-8262, ext. 6565

RWB – TEAM RED, WHITE & BLUE

Website: www.sierravistadouglas@teamrwb.org

Mission is to connect veterans to their communities through physical and social activity.

SAFFORD V.A. CLINIC (Serves Willcox): 928-428-8010

SIERRA VISTA V.A. CLINIC: 520-459-1529

V.A. HOSPITAL:

Tucson: 520-792-1450 or

TLC (Telephone Linked Care) 1-800-470-8262 ext. #6565

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

V.A. REGIONAL OFFICE: 1-800-827-1000

Website: www.va.gov

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

Vet to Vet Peer Support Program (Wellness Connections)

Sierra Vista: 520-459-2624

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

VETERAN'S CRISIS LINE: 1-800-273-8255, ext. #1

VISION

DES OFFICE OF VOCATIONAL REHABILITATION

Tucson: 520-629-0225

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

LIONS HEARING FOUNDATION: 1-602-954-1723

May be able to assist low income individuals with hearing aids or surgery.

LIONS VISION CENTER: 1-602-267-7573

May be able to assist low income individuals with eye glasses and/or eye exams.

SOUTHERN ARIZONA ASSOCIATION FOR VISUALLY IMPAIRED**Tucson: 520-795-1331****Website: www.saavi.us**

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: 520-296-2400**Website: www.sunsounds.org**

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

TALKING BOOKS: 1-800-255-5578

Talking books available to individuals that are visually impaired.

VOLUNTEER OPPORTUNITIES**CANYON VISTA MEDICAL CENTER: 520-263-2000****Website: www.canyonvistamedicalcenter.com**

For volunteer opportunities at the Sierra Vista hospital.

ELDERCARE FOR LIFE**Sierra Vista: 520-803-1234**

Eldercare for Life, Inc. is an umbrella non-profit 501 (c)3 organization. Volunteers are needed in many capacities. To contact by email: eldercare4life@isp.com.

HELPING HANDS MINISTRY**Sierra Vista: 520-954-0091**

Call for info on becoming a volunteer in Cochise County.

NATIONAL PARKS SERVICE**Sierra Vista: 520- 366-5515, ext. 2310**

Call for information about becoming a volunteer in the National Parks.

OMBUDSMAN AND SHIP PROGRAMS**Bisbee/Douglas/Sierra Vista/Benson/Willcox: 520- 432-2528, ext. 206**

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

RETIRED AND SENIOR VOLUNTEER PROGRAM (RSVP): 520-305-2482

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.

SAAVI – SOUTHERN ARIZONA ASSOCIATION FOR THE VISUALLY IMPAIRED**Tucson: 520-795-1331****Website: www.saavi.us**

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.

VALOR HOSPICE VOLUNTEER PROGRAM: 520-458-9450

Education and Compassion. Please call for information on becoming part of the Valor Volunteer Team

VOLUNTEER INTERFAITH CAREGIVER PROGRAM (VICaP)

Benson: 520-586-2387

Sierra Vista: 520-459-8146

Website: www.vicapsv.org

Recruits and trains volunteers in the Sierra Vista/Bisbee area to provide transportation services for medical appointments and shopping, friendly visiting, errands, some minor home repairs, etc.

WEB SITES

www.aa-cochisecounty.org

Hotline for Alcoholics Anonymous meetings.

www.aarp.org

AARP's Web site contains info on legal assistance and tax preparation.

www.alert-1.com

Emergency Alert System

www.altcs.com

Arizona Long Term Care System

www.azag.gov

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

www.azahcccs.gov

Arizona Healthcare Cost Containment System. Medicare Savings Program (Qualified Medicare Beneficiary (QMB), Specified Low-Income Beneficiary (SLMB), Qualified Individual (QI))

www.alz.org

Information for caregivers and education about Alzheimer's

www.arizonaschildren.org

Provides legal resources and assistance for families trying to obtain legal guardianship.

www.azapda.org

Arizona Chapter of American Parkinson Disease Association

www.azdes.gov

Arizona Department of Economic Security

www.azdes.gov/reportadultabuse

Adult Protective Service's site for reporting abuse online.

www.azhomicidesurvivors.org

Grief Support for homicide survivors.

www.azlat.net

Helps provide loans for purchasing assistive technology

www.azlawhelp.org

Helps to solve legal problems for low-income individuals.

www.bayada.com

Licensed Home Healthcare Services

www.bbb.org/tucson/

Better Business Bureau of Southern Arizona

www.bensonhospital.org

Benson Hospital

www.bestcompany.com/medical-alert-systems/

Identifies and compares Emergency Alert Systems

www.brightstarcare.com

Licensed Home Healthcare Agency

www.canyonvistamedicalcenter.com

Canyon Vista Medical Center and THRIVE (formerly Sierra Vista Wellness Depot)

www.caregiver.org

Identifies resources for caregivers.

www.caregiveraction.org

Provides resources for caregivers in different situations.

www.cchci.org

Chiricahua health clinic provides sliding fee scale programs for medical services.

www.cdc.gov

Center for Disease Control.

www.cenpaticointegratedcareaz.com

Information about behavioral health providers.

www.cochise.az.gov

General Web site for Cochise County; information about the county and its services.

www.cochise.az.gov/assessor

Senior property valuation freeze.

www.cochise.az.gov/health-and-social-services/public-fiduciary

Cochise County Public Fiduciary

www.cochise.az.gov/sheriff/home

Automated calling system application for R-U-Okay program.

www.cochise.edu/cll/online-classes

Center for Lifelong Learning at Cochise College.

www.couponchief.com/guide

Coupon guide/coupon

www.cqch.org

Copper Queen Community Health center and licensed home health care agency.

www.cuidadoesalud.gov/marketplace

Apply for the Marketplace government health insurance options in Spanish.

www.davita.com/SierraVista

Davita Dialysis Center

www.donotcall.gov

Sign up for blocking phone sales pitches

www.dor.gov

Department of Revenue for owners/renters aged 65 or older or those on SSI

www.drug-rehab-headquarters.com/arizona/facility/renaissance-house-bisbee/

Women and children's residential substance abuse facility

www.eldercare.gov

The Elder Locator Web site provides information about local aging services

www.gerhardtlawoffice.com

Private law firm specializing in elderly care, estate planning and probate

www.good-sam.com

Good Samaritan Society

www.goodwillsouthernaz.org

Training service and job connection center

www.GoShuttleAZ.com

Transportation to Tucson airport, train and bus terminals

www.greatcall.com

Emergency Alert System

www.habitatsvaz.org

Habitat for Humanity for Sierra Vista

www.healthcare.gov

To apply for the Marketplace of health insurance options

www.healtharizonaplus.gov

Determine eligibility for Arizona Health Care Cost Containment System (AHCCCS)

www.health.harvard.edu

Health information. Advice for a healthier life.

www.homehealthcareagencies.com

Information on home healthcare options and agencies.

www.hospicenet.org

For patients and families facing a life threatening illness.

www.irs.gov

Earned Income Credit

www.lifefone.com

Emergency Alert System

www.lifeline.phillips.com

Emergency Alert System

www.lincare.com

Medical Equipment (for sale)

www.medicalalert.com

Medical alert and safe return line.

www.medicare.gov

Information about Medicare.

www.medlineplus.gov or www.medlineplus.gov/spanish (for Spanish)

Health information from the National Library of Medicine.

www.moneymanagement.org

Provides credit counselling and credit education classes at not cost.

www.nami.org

National Alliance on Mental Illness

www.ncch.com

Northern Cochise Community Hospital

www.nfcacares.org

Helps educate, support, and empower caregivers. Caregiver action network.

www.nhcoa.org

National Hispanic Council on Aging.

www.nlm.nih.gov

National Library of Medicine

www.orbitmedical.com

Motorized Wheelchairs

www.preferredhomecare.com

Homecare Medical Equipment

www.redcross.org

American Red Cross

www.saavi.us

Southern Arizona Association for the Visually Impaired.

www.safeaging.org

Library of safety information for seniors and caregivers.

www.safelinkwireless.com

Information on free cell phone for low income individuals

www.salvationarmy.com

Salvation Army

www.sath.org

Provides information for accessible travel and hospitality.

www.sazlegalaid.org

Southern Arizona Legal Aid, Inc. (SALA)

www.seago.org

Provides information about the SouthEast Arizona Government Office (SEAGO) region.

www.seniorlivinginstyle.com

Mountain View Gardens independent living

www.ssa.gov

Social Security Administration

www.sounds.org

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

www.svshelter.org

Good Neighbor Alliance of Sierra Vista

www.swfhc.com

Southwest Fair Housing Council

www.swgas.com

Southwest Gas Company Bill Assistance Program for qualified low income families.

www.teamrwb.org/chapterlocations

Connects veterans to their communities through physical and social activities.

www.trinityvisitingnurses.com

Trinity offers a variety of home-based services.

www.va.gov

U.S. Department of Veteran's Affairs

www.valorhospicecare.com

Hospice care servicing all of Cochise County

www.vicapsv.org

Sierra Vista Volunteer Interfaith Caregiver Program