

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.

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TABLE OF CONTENTS

	Page
Abuse, Neglect, and Exploitation.....	1
Adaptive Aids and Devices/Loan Closets.....	1-2
Alzheimer's/Dementia.....	3
Alzheimer's Support Group	3
Area Agency on Aging.....	3
Assisted Living.....	3
Behavioral Health Services	4
Benefits (Social Security and Veterans)	5
Caregiving/Case Management	5-6
Credit Problems	6
Dental	6
Diabetes	6
Discounts/Refunds.....	6-7-8
Food	8
Funeral Homes/Grief Support	8
Guardian and Conservator Services	9
Hearing	9
Home Health.....	9-10
Hospice Service.....	10
Hospital.....	10
Housing.....	10-11
Information and Assistance.....	11-12
In-Home Supportive Services	12
Legal Services	12
Medical Insurance	13-14
Medical Services	14
Medications	15
Mental Health Services	15
Nursing Home	15
Police and Emergency Numbers	16
Scams, Consumer, and Fraud Issues	16-17
Senior Center/Nutrition Sites	17
Transportation	18
Veterans	19
Vision	19-20
Volunteer Opportunities	20
Web Sites.....	21-22

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

377-2255

2064 N. Calle Trinidad
Nogales, AZ 85621

Martinez Home

281-2323

2429 N. Grand Ave.
Nogales, AZ 85621

Vivian's Home Care

281-8278

671 Windy Lane
Rio Rico, AZ 85648

Cimarron Assisted Living

287-2388

1101 W. Cimarron St.
Nogales, AZ 85621

BEHAVIORAL HEALTH SERVICES

ALCOHOLICS ANONYMOUS

Nogales: 520-624-4183

Sonoita: 455-5779

Patagonia: 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/ 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 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*

OTHER

Crossroads Mission: 287-5828

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

Patagonia

East Santa Cruz Food Bank: 394-2059*

Nogales Borderland Food Bank: 287-2627

Distributes surplus produce and delivers to homebound and senior centers.

FUNERAL HOMES/GRIEF SUPPORT

Nogales

Adair's Carroon Mortuary: 281-2424

Martinez Funeral Chapel: 281-4489

GRIEF SUPPORT

Homicide Survivors, Inc.

Tucson: 520-740-5729

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

GUARDIAN and CONSERVATOR SERVICES

SANTA CRUZ COUNTY PUBLIC FIDUCIARY

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

ARIZONA DEPARTMENT OF VETERANS SERVICES

Tucson: 520-207-4960

Provide fiduciary services to veterans.

PAYEES PLUS

Tucson: 520-395-1599

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

SHARC

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

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

HEARING

ARIZONA COMMISSION FOR THE DEAF AND HARD OF HEARING

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

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

COMMUNITY OUTREACH PROGRAM FOR THE DEAF

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

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

DES OFFICE OF VOCATIONAL REHABILITATION

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

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

LIONS SIGHT AND HEARING FOUNDATION

Phoenix: 602-954-1723

May assist low-income individuals with hearing aids.

HOME HEALTH

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

AREA AGENCY ON AGING CASE MANAGEMENT

Nogales: 375-7892

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

DEPENDABLE HOME HEALTH

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

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

**1131 S. La Canada. Suite 203
Green Valley, AZ 85614**

Assists low income elderly with grants and loans.

MORTGAGE ASSISTANCE PROGRAMS

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

SOUTHERN ARIZONA LEGAL AID, INC. (SALA)

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

**Casitas de Santa Cruz
287-9133**

1769 W. Target Range Road
Nogales, AZ 85621

**United Church Village
281-1521**

320 E. Placita Naco Circle
Nogales, AZ 85621

**La Vista Apartments
281-0349**

300 W Gold Hill Rd
Nogales, AZ 85621

**Santa Rita Apts.
761-4757**

1100 W. Mariposa Ranch Road
Nogales, AZ 85621

**Lomas Mariposa
377-2585**

1790 N. Lomas Mariposa Road
Nogales, AZ 85621

**Bowman Apartments
520-987-6548**

229 N. Grand Ave.
Nogales, AZ 85621

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

661 Patagonia Hwy.
Nogales, AZ 85621

**Patagonia Garden Apts.
394-2229**

283 Pennsylvania Avenue
Patagonia, AZ 85624

INFORMATION AND ASSISTANCE

DIRECT

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

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

ELDERCARE LOCATOR

1-800-677-1116

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

EPILEPSY OUTREACH PROJECT, INC.

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

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

FAMILY HEALTHCARE AMIGOS

520-603-7330 www.fhamigos.com

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

PATAGONIA ASSISTED CARE

Patagonia: 520-604-8179

www.carepatagonia.com

DEPENDABLE HOME HEALTH

Nogales: 761-3211

TELECARE

281-0943 (Jerry Smith)

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

LUTHERAN SENIOR SERVICES

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

CONSUMER DIRECT

Nogales: 520-604-0315

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

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

ARIZONA HEALTH CARE COST CONTAINMENT SYSTEM (AHCCCS)

Nogales: 281-2634

DES determines eligibility for health insurance for individuals who are eligible for AHCCCS based on federal poverty guidelines. In other states this program is called Medicaid. AHCCCS benefits are automatic for recipients of Supplemental Security Income (SSI) and certain other programs. To apply for AHCCCS you may also go to www.healtharizonaplus.gov 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

MEDICATIONS

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

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

MEDICARE PART D

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

SEAGO at 520-432-2528 Ext. 222

To sign up for a Medicare Part D plan, use Planfinder on the Medicare Web site www.medicare.gov 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.

SENIOR CENTER/NUTRITION SITES

SANTA CRUZ COUNCIL ON AGING

Nogales: 287-7422

Nogales Senior Center
125 East Madison Street
Nogales, AZ 85621

Nogales: 287-2043 Ext. 22

Santa Cruz Training Program
71 E. La Castellana St.
Nogales, AZ 85621

Rio Rico: 281-7880 (Friday's Only)

Rio Rico Community Center
391 Avenida Coatimundi
Rio Rico, AZ 85648

Patagonia: 394-2494

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

Tubac: 398-1800 (Thursdays only)

Tubac Community Center
Tubac, AZ 85640

TRANSPORTATION

CITY OF NOGALES (Nogales Rides): 285-5757

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

DAV (DISABLED AMERICAN VETS) TRANSPORTATION

1-800-470-8262

Appointments made through Tucson V.A. Hospital.

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

VETERANS

ARIZONA DEPARTMENT OF VETERANS' SERVICES

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

Fiduciary Division Phoenix: 602-248-1554

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

DAV (DISABLED AMERICAN VETS) TRANSPORTATION

1-800-470-8262

Appointments made through Tucson V.A. Hospital.

GREEN VALLEY V.A. CLINIC

1-800-470-8262

Appointments made through the V.A. Hospital.

Vet to Vet Peer Support Program (Wellness Connections)

Sierra Vista: 459-2624 or vets@seacrs.org

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.

WEB SITES

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

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

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.cdc.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.roadsscholar.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