



INFO SHARE

DEPARTMENT OF ECONOMIC SECURITY

District VI

**Cochise, Graham, Greenlee and
Santa Cruz Counties.**

SERVICES DIRECTORY

DES DISTRICT VI

ADULT PROTECTIVE SERVICES (APS)

Adult Protective Services is a short-term crisis intervention program that offers social services appropriate to resolve problems of abuse, neglect, or exploitation of incapacitated and vulnerable adults. Protective Services workers receive and investigate reports, determine what services are needed by conducting in-depth interviews in homes or long-term care facilities, advocate on behalf of adult clients, refer clients to needed services and benefits, and file petitions as necessary for the appointment of guardians and conservators.

All reports to Adult Protective Services are received by the Central Intake Unit at the following **toll-free** number: **1-877-SOS-ADULT (1-877-767-2385)**. Reports are received 24 hours per day, 7 days per week. State law requires that certain professionals, such as doctors, nurses, social workers, bankers, accountants or anyone responsible for the care or finances of an incapacitated or vulnerable adult, report suspected abuse, neglect or exploitation to Adult Protective Services or law enforcement.

OFFICE	LOCATION	CONTACT PERSON	TELEPHONE
Sierra Vista	2981 E. Tacoma St.	Deb Mansker	(520) 459-1859 x135
Clifton	300 N. Coronado	Ernie Campos	(928) 865-4131 x112
Willcox	256 S. Curtis Avenue	Fran Neal	(520) 384-3505 x131
Benson	549 E. 4 th Street	Fidelina Valenzuela	(520) 586-7830 x128
Douglas	1140 F Avenue	Linda Perez	(520) 364-4446 x132
Bisbee	209 Bisbee Road	Norma Jones	(520) 432-5665
Nogales	480 N. Grand Avenue	Mario Martinez	(520) 287-6551 x223
Safford	1938 Thatcher Blvd.	Ron Williams, DPM*	(928) 428-7702 x1104

CASH ASSISTANCE PROGRAM – TANF - Formerly AFDC

This program provides Cash Assistance (CA) to eligible families with children in need of financial support due to one or both parents' death, absence, disability or unemployment/underemployment. Intact families who have unemployed/underemployed members may be eligible for Cash Assistance in the Two Parent Employment Program (TPEP) for a maximum of six months during a twelve month period. Certain CA and TPEP recipients could be entitled to child care assistance. Eligibility criteria considered for CA and TPEP includes, but is not limited to, income, resources, and cooperation with Child Support Enforcement and JOBS. Children born to an active recipient household may not be added to the Cash Assistance grant, except for certain exceptions. Cash Assistance is time limited to 60 months (5 years) lifetime limit. Cash Assistance applicants may use the same application, and be interviewed at the same time, to apply for Medical Assistance under the AHCCCS program, but eligibility is determined separately. All CA applicants are encouraged to apply for AHCCCS. If Medical Assistance is not applied for eligibility for AHCCCS cannot be determined. For homebound or out of town assistance, contact the local office for recipient's zip code. They can arrange for itinerant services as deemed appropriate.

OFFICE	LOCATION	CONTACT PERSON	TELEPHONE
Bisbee	209 Bisbee Road	Genaro Owen	(520) 432-5680
Willcox	256 S. Curtis Avenue	Jonnie Martinez	(520) 384-3583
Douglas	615 E. 2 nd Street	Lupe Saucedo	(520) 364-1291
Benson	551 W. 4 th Street	Susie Vasquez	(520) 586-2303
Safford	1938 W. Thatcher Blvd.	Michael Lopez	(520) 428-6731
Clifton	300 N. Coronado Ave.	Christie Salazar	(520) 865-4131
Sierra Vista	820 E. Fry Blvd.	Linda Thorp	(520) 459-6901
Nogales	1843 N. State Drive	Fernanda Castillo	(520) 281-2634
Bisbee District Office	209 Bisbee Road	Lorraine Valenzuela, DPM*	(520) 432-5601
Bisbee District Office	209 Bisbee Road	Kirk Edmondson, APM***	(520) 432-5602

DIVISION FOR CHILDREN, YOUTH AND FAMILIES (DCYF)

DCYF provides a range of services and programs in support of its mission to advocate for children at risk and provide a continuum of services for families. Child Protective Services (CPS) is one of mandates for staff of DCYF. The three areas where DCYF focuses its outcomes are:

- Safety** Children are, first and foremost, protected from abuse and neglect. Children are safely maintained in their homes whenever possible and appropriate.
- Permanency** Children have permanency and stability in their living situations. The continuity of family relationships and connections are preserved for children.
- Family & Child Being** Families have enhanced capacity to provide for their children's needs. Children receive appropriate services to meet their educational needs. Children receive adequate services to meet their physical and mental health needs.

Arizona law requires certain persons who suspect that a child has received a non-accidental injury or has been neglected to report their concerns to CPS or local law enforcement (ARS #12-3620.B). Reports should be made by calling the toll free **Arizona Child Abuse Hotline at 1-888-SOS-CHILD (1-888-767-2445)**.

CPS field staff respond to reports received by the Child Abuse Hotline and provide services to families to remedy the problems and allow children to remain safely in their homes. When a child is removed from a home where he or she cannot be protected, CPS tries to maintain family ties and safely reunite families when possible. When reunification is not possible, other permanency options are found for those children who cannot return to their homes.

CPS – Continued

OFFICE	LOCATION	CONTACT PERSON	TELEPHONE
Benson	549 W. 4 th Street	Patrick Schmitt	(520) 586-3671 x136
Bisbee	209 Bisbee Road	Mary Scott	(520) 432-5651
Clifton	300 N. Coronado	Kelly Lawrence	(520) 865-4613 x128
Douglas	1140 F Avenue	Diane Salazar	(520) 364-4446 x117
Nogales	480 N. Grand Avenue	Mark Seeger	(520) 287-4126 x203
Safford	1938 Thatcher Blvd.	Donna Whitten	(520) 428-2722 x1113
Sierra Vista	820 E. Fry Blvd.	Vacant	(520) 459-2965 x267
Sierra Vista	2981 E. Tacoma	Monica Linde	(520) 458-4003 x122
Sierra Vista	77 Calle Portal #C-220	Mary Stierman	(520) 459-0728
Willcox	256 S. Curtis Avenue	Karen Cosand	(520) 384-4616 x122
District Staff		Pauline Machiche, Asst Program Manager	(520) 432-5614
District Staff	209 Bisbee Road	Sharon Travis, Asst. Program Manager	(520) 432-5613
Bisbee District Office	209 Bisbee Road	Deborah Nishikida, District Program Mgr.	(520) 432-5611

CHILD SUPPORT ENFORCEMENT (CSE)

Child Support provides services in locating the non-custodial parent, establishing legal fatherhood (paternity), establishing the financial obligation of the non-custodial parent, establishing Medical support, enforcing medical and support orders. Parents who need assistance in obtaining services can apply at the nearest Child Support Enforcement office. Parents who apply for cash assistance also apply for Child Support Services at the time of application and receive services at time of approval.

COCHISE COUNTY

Division of Child Support Enforcement
7 Bisbee Road, Suite D
Bisbee, AZ 85603
(520) 432-3161

GRAHAM & GREENLEE COUNTIES

Division of Child Support Enforcement (DES)
1938 Thatcher Blvd.
Safford, AZ 85546
(520) 428-6648

SANTA CRUZ COUNTY

Division of Child Support Enforcement (DES)
1843 N. State Drive, 2nd Floor
Nogales, AZ 85621
(520) 761-4787

CHILD CARE ADMINISTRATION (CCA)

Child Care specialists interview applicants to determine eligibility for state or federally subsidized child care. When eligibility is determined, authorizations are made per parental choice to certified homes, licensed group homes and centers, or non-certified relative provider homes.

Upon meeting eligibility requirements, services are available to parents who are employed or in job training; parents who are emotionally, mentally or physically unable to provide child care full time; recipients of Supplementary Security Income who are working or families receiving TANF (Temporary Assistance to Needy Families) and are involved in work-related activities. Services are also available to Child Protective Service clients, foster children, and individuals whose incomes are at or below the 165th percentile of the federal poverty level. Applications may be submitted without an appointment at any Child Care office location.

Child Care specialists certify family child care homes, which provide care for no more than 4 children at any one time for compensation. Child Care providers must provide a healthy, safe environment for children, in addition to meeting state requirements and policies. Ongoing monitoring and supervision is provided by the local Child Care specialists.

OFFICE	LOCATION	CONTACT PERSON	TELEPHONE
Benson	549 W. 4 th Street	Lina Gomez	(520) 586-9034 x123
Bisbee	209 Bisbee Road	Bertha Aragon	(520) 432-5313
Clifton	300 N. Coronado	Genevieve Ortega	(520) 865-4131 x126
Douglas	615 E. 2 nd Street	Perla Moreno	(520) 805-5755
Douglas	615 E. 2 nd Street	Alicia Duran	(520) 805-5756
Nogales	1843 N. State Drive	Myrna Durazo	(520) 377-5907
Safford	1938 Thatcher Blvd.	Kenneth Powell	(520) 428-3405 x1162
Safford	1938 Thatcher Blvd.	Genevieve Ortega	(520) 428-3405 x1177
Sierra Vista	820 E. Fry Blvd.	Dolores Bustamante	(520) 459-7128
Sierra Vista	820 E. Fry Blvd.	Sofia E. Somerstein	(520) 459-7138
Willcox	256 S. Curtis Avenue	Lina Gomez	(520) 384-4616 x125
Sierra Vista	820 E. Fry Blvd	Emma Ramirez	(520) 459-5008 x229
Sierra Vista	820 E. Fry Blvd	Francine Mwandishi, DPM*	(520) 459-5008 x230

DIVISION OF DEVELOPMENTAL DISABILITIES (DDD)

The Division of Developmental Disabilities within the Arizona Department of Economic Security provides services and programs to children (0-5) who are at risk of a developmental disability and individuals (6 and over) who are diagnosed with mental retardation, autism, cerebral palsy, or epilepsy.

The Division believes individuals can best be served in integrated community settings. Thus, the majority of programs and services are tailored to meet individual needs at home and in community based settings.

DDD – Continued

The Division of Developmental Disabilities in the District VI area serves Cochise, Graham, Greenlee, and Santa Cruz Counties. Coordination of services and resources is provided through eight offices in the various communities. To apply for services call the local office and ask to speak with a Support Coordinator.

OFFICE	LOCATION	CONTACT PERSON	TELEPHONE
Bisbee	209 Bisbee Road	Colleen Suarez	(520) 432-5660
Safford	1938 Thatcher Blvd.	Bill Leckliter	(928) 428-0474 x1141
Sierra Vista	2981 E. Tacoma Street	Chris Cherry	(520) 458-7166 x106
Nogales	1843 N. State Drive	Rafael Mendoza	(520) 281-1947 x253
Willcox	256 S. Curtis Avenue	Tammy Osterman	(520) 384-4668 x129
Benson	551 W. 4 th Street	Carlos Paz	(520) 281-1947 x253
Douglas	1140 F. Avenue	Vanessa Ortigoza	(520) 364-4446 x128
Bisbee District Office	209 Bisbee Road	Tim Sikkema, DPM*	(520) 432-5620
Clifton	300 N. Coronado Blvd.	Bonnie Tracy	(928) 865-4705 x121

EMPLOYMENT SECURITY ADMINISTRATION (ESA)

Job Service: Job Service is a network of public employment offices providing placement services to job seekers and labor force recruitment services to employers. Staff review the skills and experience of applicants and match them to available job openings. If no suitable opening exists, employers may be contacted in an effort to develop jobs for an applicant. Staff also provide a Job Bank for employers where they can list job openings. Job Service staff then screen applicants to assure they meet basic job requirements before referring them to an interview.

Other specialized services include:

- Aptitude and interest testing
- Vocational Counseling
- Referral to Training
- Veteran’s Employment and Training
- Trade Adjustment Assistance
- Work Opportunities Tax Credit (WOTC)
- Migrant Seasonal Farm Worker Outreach
- Rapid Response for company lay offs or closing
- Federal Bonding
- Self Service – www.arizonavirtualonestop.com

OFFICE	LOCATION	CONTACT PERSON	TELEPHONE
Bisbee	209 Bisbee Road	Vicente Santana	(520) 432-5670
Douglas	1140 F Avenue	Juan Gomez	(520) 364-4446 x111
Safford	1938 Thatcher Blvd	Norma Matlock	(928) 428-2911 x1139
Sierra Vista	2981 E. Tacoma	Vicente Santana	(520) 459-3206 x142
Nogales	480 N. Grand Ave.	Alma Lopez	(520) 287-4641 x 212
Bisbee District Office	209 Bisbee Road	Steve Roybal, DPM*	(520) 432-5630

FOOD STAMPS

DES determines eligibility for food stamps to enable eligible families to supplement their food budget. Eligibility is based on household size, income and resources. Each able-bodied adult must be registered for employment with the Food Stamp Employment and Training Program (FSE&T). Itinerant services are available to rural communities and authorized group-living arrangements. Telephone interviews and home visits are available to elderly and disabled persons. Benefits are awarded using a “debit” card called “EBT” (Electronic Benefit Transfer).

See “Cash Assistance Program” for office listings.

FOSTER CARE (FC)

Recruitment for Foster/Resource and Adoptive Families is contracted out to three provider agencies who do recruitment, support, and training for across the four counties in District VI. Information on how to contact any of these agencies can be obtained by calling 1 888 KIDS NEED U. Individuals interested in fostering may be single or married adults at least 21 years of age. Financial reimbursement and medical and dental coverage are provided for foster children by the State.

GENERAL ASSISTANCE (GA)

The General Assistance (GA) Program is an interim assistance program provided to disabled persons during the period an SSA application has been filed and an SSA eligibility determination is being completed. Contact the nearest FAA office for appointment or home visit. Benefits are limited to 12 months in a 36 month period.

See “Cash Assistance” for office listings.

INTERNAL AFFAIRS OFFICE

Investigates misconduct of DES Employees and contract providers of DES. Investigates only those cases referred to it by an Assistant Director. The Tucson Office is staffed by one investigator. Persons wanting to report employee or contract provider misconduct and remain anonymous may use fraud hot line 1-800-227-0459.

OFFICE	LOCATION	CONTACT PERSON	TELEPHONE
Tucson	400 W. Congress, Suite 420	Jack Perrin	(520) 628-6810 x265

JOBS PROGRAM

Arbor Education & Training (Private Contractor)

MEDICAL ASSISTANCE

DES determines eligibility for Medical Assistance for AHCCCS in several Title XIX categories. Individuals and families who meet current Federal Poverty Levels standards established for each category may qualify. DES also determines eligibility for federally funded Federal Emergency Services for those who do not meet the citizen or qualified noncitizen criteria for the Title XIX categories. Long Term Care eligibility is determined by other agencies.

See “Cash Assistance” for office listings.

OFFICE OF SPECIAL INVESTIGATIONS (OSI)

This office conducts investigations involving fraudulent receipt of the various DES services and prepares the documentation for the appropriate prosecuting attorney. Responsibilities extend to institutions or organizations licensed by or under DES contract.

OFFICE	LOCATION	CONTACT PERSON	TELEPHONE
Tucson	2555 E. 1 st Street, Suite 103	Phil Reinecker	(520) 881-1524 x132
Sierra Vista	820 E. Fry Blvd.	Jerri Lara	(520) 459-6901 x209
Douglas	615 E. 2 nd Street	Luis Elias	(520) 364-1291

REHABILITATION SERVICES ADMINISTRATION (RSA)

DES provides a variety of services to adult clients with physical and mental disabilities so that they may become employable and obtain employment. Services include diagnosis, counseling, case management, and vocational training. The following services are available, depending on the client’s economic need:

Vocational Rehabilitation Services:

- Physical and mental restoration, not including curative treatment for acute or transitory conditions.
- Transportation
- Occupational Licenses
- Customary occupational tools and equipment
- Monthly financial assistance
- Training books and materials

Independent Living: DES assists in developing the client’s highest potential through diagnosis, treatment and restoration, training in independent living skills, vocational evaluation, counseling and training, special aids, and support services.

Other Services Include:

- Vocational Rehabilitation
- Extended support Services for Developmentally Disabled Individuals
- Services for the Severely Mentally Ill
- Youth Transition Program/School to Work

RSA – Continued

- Services for the Deaf
- Services for the Blind
- Independent Living
- Rehabilitation Instructional Services
- TANF

OFFICE	LOCATION	CONTACT PERSON	TELEPHONE
Benson	543 W. 4 th Street	Anthony (Tony) Mihalko	(520) 586-3582 or 1-877-402-8800
Douglas	1140 F Avenue	Anna Mendoza	(520) 364-4446 x112 or 1-800-670-2028
Nogales	480 North Grand Ave.	Carla Mendoza	(520) 287-6538
Safford	1938 Thatcher Blvd.	Cindy Bradford	(520) 428-7700 x1127
Sierra Vista	820 E. Fry Blvd.	Manuel (Manny) Inigo	(520) 459-6901 x283
Sierra Vista	820 E. Fry Blvd.	Roger Hunter, Supervisor	(520) 459-6901 x259
Sierra Vista	2981 E. Tacoma Street	Janice Buchele-Gilbert	(520) 459-3206 x139
Independent Living	100 N. Stone, #500B	Mimi Marsh	(520) 629-0225
Douglas	1140 F Avenue	Eva Escalante, APM***	(520) 364-4446 x113
District Office	120 East 1 st Street, Casa Grande	Brent Emery, DPM*	(520) 316-9311

Rehabilitation Instructional Services: We provide evaluation and training in orientation and mobility, alternative communication, home and personal management, recreation, socialization and access to buildings.

OFFICE	LOCATION	CONTACT PERSON	TELEPHONE
Tucson	100 N. Stone #500B	Bob Koster	(520) 629-0225 x229

TUBERCULOSIS CONTROL

DES provides cash assistance to families who have a member with active tuberculosis.

See “Cash Assistance” for office listings.

UNEMPLOYMENT INSURANCE (UI)

For more than 60 years, the unemployment insurance program has provided a measure of economic security to the individual worker and the community in the event the workers become unemployed through no fault of their own. Unemployment Insurance benefits are funded through the state unemployment taxes on wages paid by employers. Weekly unemployment insurance benefits are paid to individuals who have filed a claim, are unemployed due to lack of work and are actively seeking, willing and able to accept immediate re-employment. The Unemployment Insurance program works closely with Job Service to assist clients in finding new employment. A new and additional claim for Unemployment Insurance is filed through the Arizona Re-employment Rapid Access (ARRA) call in system. The phone number is listed in the local phone book under Arizona State Government/Department of Economic Security Unemployment Insurance.

Other programs include:

- Shared Work
- Approved Training
- Trade Readjustment Assistance

See “Employment Security Administration” for office listings.

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\* District Program Manager                      \*\*Region II Program Manager                      \*\*\*Assistant Program Manager