

**DIRECTORY OF ELDER RESOURCES**  
**FOR**  
**GRAHAM AND GREENLEE COUNTIES**

Revised June 2, 2009



**SEAGO**

**AREA AGENCY ON AGING, REGION VI**  
**118 ARIZONA STREET**  
**BISBEE, AZ 85603**  
**(520) 432-5301**

Web site: [www.seago.org/aaa](http://www.seago.org/aaa)

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## **DIRECTORY OF ELDER RESOURCES IN**

### **Graham and Greenlee Counties**

**This directory lists as many services as possible in order to provide useful information to older persons and their families. Agency names, services provided, as well as phone numbers do change, so despite attempts for accuracy, there may be changes in some of the information included. Phone books have Community Information or Government Offices listed in the first section of the book as well as agencies in the *Yellow Pages* under Social Services and Senior Services. 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) 432-5301.**

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

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

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

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

### **OMBUDSMAN PROGRAM**

**Graham County: (520) 287-3408 or 1-800-293-1144 (Message)**

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

### **SHELTER**

**Mount Graham Safe House: (928) 348-9104**

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

### **VICTIM WITNESS**

**Graham County: 428-4787**

**Greenlee County: 865-4108**

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 there are additional companies in Tucson, and Phoenix that serve Graham and Greenlee Counties. 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.

### **INDEPENDENT LIVING REHABILITATION SERVICES**

**1-800-824-3093**

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

### **EMERGENCY ALERT SYSTEMS**

**Individual dialers may be purchased in electronic stores or online. There are several systems on the market including:**

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

**FIRST ALERT/PIONEER EMERGENCY RESPONSE: 1-800-274-8274**

A national company offering 24-hour emergency response systems

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

A communication system providing assistance 24 hours a day.

**LIFELINE EMERGENCY DEVICE**

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

Hospital social workers can provide information for your community.

**PERSONAL ASSISTANCE VOICE DIALER**

**1-800-675-3044**

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

Also see **TELECARE** in **IN HOME SERVICES**

**LOAN CLOSET** - (Where one can borrow a piece of medical equipment free of charge.)

**SEACUS (Safford): 428-3229**

**GREENLEE COUNTY HEALTH DEPT. (Clifton): 865-2811**

## **MEDICAL EQUIPMENT**

**Apria Healthcare**

**428-7768**

**Millenium Medical Supply**

**348-0652**

## **ALZHEIMER'S/DEMENTIA**

### **ALZHEIMER'S ASSOCIATION**

**Tucson: (520) 322-6601 or 1-800-425-9080**

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

### **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) 432-5301**

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 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.

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

**OMBUDSMAN PROGRAM: (520) 287-3408 or 428-2872**

## GRAHAM COUNTY LICENSED HOMES

### Sunset Gardens

428-5500

1766 N. Sunset Blvd.

Safford, AZ 85546

### Mulberry House

485-0090

2755 S. Main Street

Pima, AZ 85543

## BENEFITS

### SOCIAL SECURITY ADMINISTRATION

1-800-772-1213 or Safford: 428-5303 Office – Fax 428-3356

650 S. 14<sup>th</sup> Avenue, Safford, AZ 85546

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

### VETERANS' BENEFITS

1-888-952-4700 or (520) 458-7144

To find out about eligibility for veterans, widows, widowers, and spouses. Also see **VETERAN'S** Section.

## 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 that includes home nursing.

### AREA AGENCY ON AGING (SEAGO)

Bisbee: (520) 432-5301

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

### EVALUATION/CASE MANAGEMENT

#### GRAHAM COUNTY

Area Agency on Aging Case Management

Southeastern Arizona Community Unique Services (SEACUS)

Safford: 428-3229

#### GREENLEE COUNTY

Area Agency on Aging Case Management

Greenlee County Health Dept. - Clifton: 865-2601 Duncan: 359-2866

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 PROGRAM

Area Agency on Aging Case Management

SEACUS - Safford: 428-3229

Greenlee County Health Dept. - Clifton: 865-2601 Duncan: 359-2866

Case management/family support services, including training and information for unpaid caregivers.

## **IN-HOME RESPITE**

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

Provides relief to a family caregiver. (See telephone numbers on above entries.)

For private pay options see **HOME HEALTH, HOSPICE, and IN-HOME SUPPORTIVE SERVICES** sections of this booklet.

## **CREDIT PROBLEMS**

### **CONSUMER CREDIT COUNSELING SERVICE OF ARIZONA**

**1-800-338-3328**

Nonprofit agency to consult when debt is a problem and prior to pursuing bankruptcy. Provide credit counseling and credit education classes at no cost. Also offer debt repayment program for which there is a small processing fee.

## **DENTAL**

Reduced or sliding fee scale program.

**CHIRICAHUA CLINIC - Elfrida: (520) 642-7871**

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

## **DIABETES**

### **DIABETES EDUCATION**

**GRAHAM COUNTY HEALTH DEPARTMENT: 428-0110**

**GREENLEE COUNTY HEALTH DEPARTMENT: 865-2601 or 359-2866**

**SAFFORD COMMUNITY HEALTH CENTER (CANYONLANDS COMMUNITY HEALTH CENTERS SOUTHEAST DISTRICT CLINIC): 1-877-428-1500**

**DIABETES SUPPORT GROUP - Graham County: 348-3688**

### **MEDICAL NUTRITION THERAPY**

**1-800-432-4040**

Nutrition counseling. A physician can write a referral for medical nutrition therapy and Medicare will cover the service. This number gives a list of Registered Dietitians in your area who are Medicare providers.

## **DISCOUNTS/REFUNDS**

### **EARNED INCOME CREDIT**

**1-800-829-1040**

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.

## **NATURAL GAS DISCOUNT**

**Southwest Gas Company**

**(520) 889-1888 or 1-800-428-7324**

Wintertime low-income discount rate.

## **PROPERTY TAX EXEMPTIONS**

**County Assessor:**

**Graham: 428-2828**

**Greenlee: 865-5302**

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**

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

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 Arizona Department of Revenue.

## **SENIOR PROPERTY VALUATION FREEZE**

**County Assessor:**

**Graham: 428-2828**

**Greenlee: 865-5302**

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, and whose income is under \$27,072 for one owner, or \$33,840 for two or more owners. File with county assessor by September 1.

## **SOUTHEASTERN ARIZONA COMMUNITY ACTION PROGRAM**

**1-800-293-1144**

**Safford: 428-2872 or 428-4653**

**Clifton: 865-3214**

Offers financial assistance for appliance repair and replacement, home repair/weatherization, rental assistance/deposits, and utility bill payments/deposits. Provide several telephone discount programs for those who qualify.

## **TELEPHONE DISCOUNTS**

**DES: 1-800-582-5706**

**Safford: 428-2872**

**Clifton: 865-3214**

Assists with several different telephone discount programs.

## **VEHICLE REGISTRATION DISCOUNTS**

**Safford: County Assessor 428-2828**

**Clifton: 865-5302**

A program for widows/widowers and disabled persons. Requires special forms from the County Assessor's Office.

# **FOOD**

**CONGREGATE MEAL SITES FOR ELDERLY.** See **SENIOR CENTERS/NUTRITION SITES** Section in this booklet.

## **FOOD STAMPS**

**Graham County: 428-6731**

**Greenlee County: 865-4131**

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

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

Each food bank sets its own days and hours of operation and its own eligibility requirements. Food Banks also distributing monthly commodities are marked by an \*. Sites only distributing monthly commodities are marked by \*\*.

### **Safford**

Church of Safford: **248-5590**  
St. Rose of Lima Church: **3-4 p.m. daily**  
Odd Fellows and Rebekas: **428-3417\***

### **Duncan**

Community Food Bank: **359-2634**  
Duncan Area Food Bank: **359-2116\***

### **Pima**

Commodity Distribution Only: **485-2062\*\***

### **Thatcher**

Commodity Distribution Only: **428-3418\*\***

### **Clifton**

Clifton/Morenci Food Bank: **687-1168 \***

### **Other**

**SEACAP Safford: 428-2872**

**Clifton: 865-3214**

Can assist occasionally with a food box. Surplus bread given out in Safford on Fridays at 9 a.m.

### **Willcox**

**Southeast Arizona Food Bank**  
**(520) 384-4433**

Provides a meal at lunch, Monday-Thursday. Also distributes surplus produce Monday-Thursday mornings.

## **HOME DELIVERED MEALS**

Referrals are made to the Area Agency on Aging Case Management. Phone numbers listed in the CAREGIVING Section.

## **GUARDIAN, CONSERVATOR SERVICES**

**GRAHAM COUNTY PUBLIC FIDUCIARY: 428-4441**

**GREENLEE COUNTY PUBLIC FIDUCIARY: 865-2323**

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) 623-0344 (Interpreter 24 hours)**

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

**LIONS SIGHT AND HEARING FOUNDATION**

**(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 Graham and Greenlee Counties.

### ARISTO CARE

**Sierra Vista: (520) 439-9359**

Serves all Graham and Greenlee Counties. Is a state licensed home health agency; is not Medicare certified.

### MOUNT GRAHAM HOME HEALTH

**428-5668 or 1-800-664-3509**

Serves Graham and Greenlee Counties.

## 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 insurance usually pays for services.

### COMPASSION & CHOICES

**1-800-247-7421**

National nonprofit providing end-of-life consultation to patients and their families.

### MOUNT GRAHAM HOSPICE

**428-5668 or 1-800-664-3509**

Serves Graham and Greenlee Counties.

### VETERANS ADMINISTRATION HOSPITAL HOSPICE

**(520) 792-1450 or 1-800-470-8262**

In-patient hospice.

## HOSPITAL

**MOUNT GRAHAM REGIONAL MEDICAL CENTER - Safford: 348-4000**

## HOUSING

**COCHISE COUNTY HOUSING AUTHORITY: (520) 432-8881**

Information on Section 8 housing in Graham and Greenlee counties.

### REVERSE MORTGAGE PROGRAM

**Administration of Resources and Choices: (520) 327-8250**

**SEAGO in Bisbee: (520) 432-5301**

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

**RURAL DEVELOPMENT in Willcox: (520) 384-3529**

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

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

**Safford**

**CASA DE FLORES**

**428-0501**

1775 20<sup>th</sup> Place  
Safford, AZ 85546

**MT. GRAHAM APARTMENTS**

**428-7499**

2040 20<sup>th</sup> Avenue  
Safford, AZ 85546

**MOUNTAIN VIEW TERRACE APTS.**

**428-9785**

1901 W. Peppertree  
Safford, AZ 85546

**SAFFORD VILLAS**

**428-5411**

106 11<sup>th</sup> Street  
Safford, AZ 85546

**GILA RIVER APTS.**

**428-9292**

232 N. Chalmers Lane  
Thatcher, AZ 85552

**SUNSHINE VALLEY**

**428-5610**

1910 20<sup>th</sup> Avenue  
Safford, AZ 85546

**Duncan**

**DUNCAN HEIGHTS APTS.**

**359-2480**

521 4<sup>th</sup> Place  
Duncan, AZ 85534

**SOUTHWEST FAIR HOUSING COUNCIL**

**(520) 798-1568**

Takes complaints on possible housing discrimination situations.

**INFORMATION AND REFERRAL**

**DISTRICT VI ADVISORY COUNCIL ON DEVELOPMENTAL DISABILITIES**

**BENSON: (520) 586-0050 or 1-800-940-2870**

Provides information for DD clients and their families. Serves Cochise, Graham, Greenlee, and Santa Cruz Counties.

**ELDERCARE LOCATOR: 1-800-677-1116**

Provides telephone number for local Area Agency on Aging who can in turn refer to direct aging services in that location.

**INFORMATION AND REFERRAL (I & R), INC. - 1-800-362-3474**

Provides information and referral, resource directories and may provide telephone research.

**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.

**ACCENTCARE**

**1-888-447-3420 or (520) 459-3529**

Serves Graham and Greenlee Counties.

**ARISTOCARE**

**Sierra Vista: (520) 439-9359**

Serves Graham and Greenlee Counties.

**GREENLEE COUNTY HEALTH DEPARTMENT**

**Clifton: 865-2601**

**Duncan: 359-2866**

**GREENLEE COUNTY PROBATION DEPARTMENT**

**(928) 865-4184**

Yard work services are provided to elderly and disabled by probationers under staff supervision.

**SOUTHEASTERN ARIZONA COMMUNITY UNIQUE SERVICES (SEACUS)**

**Safford: 428-3229**

**TELECARE**

**R.U.O.K- Graham County Sheriff's Office-928-428-0808**

**Call to receive a regularly scheduled recorded call from the sheriff. No answer at the residence will trigger an alert for a deputy to check on you.**

<b>LEGAL SERVICES</b>
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**ARIZONA CENTER FOR DISABILITY LAW**

**1-800-922-1447**

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

**SOUTHERN ARIZONA LEGAL AID (SALA)**

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

**Bisbee: (520) 432-1639 or 1-800-231-7106**

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.

**VICTIM WITNESS**

**Graham County: 428-4787**

**Greenlee County: 865-4108**

May provide support/assistance for victims of crime.

## MEDICAL INSURANCE

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

**Graham County: 428-6731**

**Greenlee County: 865-4131**

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) 1-888-425-3165 or (928) 425-3165**

This Medicaid program, operated by AHCCCS, provides acute medical services and covers the cost of long-term care in a nursing home 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 center or facility, and in nursing homes.

### MEDICAL INSURANCE COUNSELING and MEDICARE SUPPLEMENT POLICY INFORMATION

**SEAGO: (520) 432-5301**

**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

**1-800-772-1213 or Safford: 428-5303**

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

**1-800-633-4227**

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

### MEDICARE SAVINGS PROGRAM (QMB/SLMB/QI)

**1-888-425-3165 or (928) 425-3165**

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: **(520) 432-5301**.

### V.A. HEALTH CARE SYSTEM

**Arizona Department of Veterans' Services**

**1-888-950-4700 or (520) 458-7144**

Will assist with enrollment forms for V.A. health coverage. The V.A. determines eligibility.

## MEDICAL SERVICES

### GILA HEALTH RESOURCES

**865-9184**

Provides services to insured patients only.

### RESOURCES HAVE REDUCED/SLIDING FEE SCALE OR FREE SERVICES:

**CHIRICAHUA COMMUNITY HEALTH CENTERS, INC.**

**Elfrida: (520) 642-2222**

Accepts all insurances and has a sliding fee scale. Provides medical services including Well Woman Health Check, Chronic Disease Management, and basic dental services.

**GRAHAM COUNTY HEALTH DEPARTMENT: 428-0110**

**GREENLEE COUNTY HEALTH DEPARTMENT: 865-2601 or 359-2866**

Immunizations, including pneumonia and flu shots, blood pressure and diabetes clinics, and other screenings.

**CANYONLANDS COMMUNITY HEALTH CARE – SE DISTRICT HEALTH CENTERS**

**Clifton Community Health Center: 865-4511**

**Safford Community Health Center: 428-1500**

**Duncan Community Health Center: 359-1380**

Provides a full range of primary health care services.

**HILL-BURTON ACT**

**1-800-638-0742**

Each hospital that was built with federal funding under this act must provide a certain amount of service at reduced fee or no charge each year. Eligibility is based on income. Apply at the hospital.

**SAFFORD V.A. CLINIC: 428-8010**

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

<b>MEDICATIONS</b>
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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) 432-5301**

To sign up for a Medicare Part D plan, use Planfinder on the Medicare Web site, [www.medicare.com](http://www.medicare.com), 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 eligible persons who join.

**STATE HEALTH INSURANCE ASSISTANCE PROGRAM**

**1-800-432-4040**

**SEAGO – 432-5301**

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.

**MENTAL HEALTH SERVICES**

**ALCOHOLICS ANONYMOUS**

**428-1484**

A.A. hot line for Graham/Greenlee Counties. Can obtain a list of meeting places and times and also have a member call you. Support groups available throughout the area for recovering alcoholics and their families. There are support groups for a number of diseases, illnesses, and living situations. Contact the Hospital, Health Department, or Area Agency on Aging Case Manager for more information. Certified individuals and groups offer counseling services and can be located in the *Yellow Pages* under Counselors.

**SOUTHEAST ARIZONA BEHAVIORAL HEALTH SERVICES (SEABHS)**

**Psychiatric Health Facility - Benson: (520) 586-7737**

**After-hours emergency: 1-800-586-9161**

**Safford: 428-4550**

**Morenci: 865-4531**

Provides inpatient and outpatient behavioral health service including 24-hour crisis care, mental health services for seriously mentally ill adults, general mental health services, substance abuse services, and community prevention services.

**SOUTHEASTERN ARIZONA CONSUMER RUN SERVICES, INC. (SEACRS)**

**(520) 452-0080**

**Mobile Outreach for Recovery Empowerment (MORE) of Safford –**

**Call Elvin Corder (520) 221-0586 or (928) 428-1207 (Cell)**

MORE is a mobile unit that will provide countywide peer support services (mental health, wellness, recovery, and substance abuse) in Graham County only.

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.

**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.

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

**OMBUDSMAN PROGRAM: (520) 287-3408**

**Safford**

**Solana at Safford**

**428-4910**

1933 Peppertree Drive  
Safford, AZ 85546

**Willcox**

**Northern Cochise Nursing Home**

**384-3541**

901 West Rex Allen Drive  
Willcox, AZ 85643

## **POLICE (EMERGENCY INFORMATION)**

**AMERICAN RED CROSS: 428-3640 or 1-800-341-6943**

Disaster relief for individuals and families.

**CLIFTON POLICE: 865-4566 or 865-2555**

**EMERGENCIES: 911**

**GRAHAM COUNTY SHERIFF: 428-3141**

**GREENLEE COUNTY AMBULANCE (OUTSIDE OF MORENCI): 1-800-451-4562**

**GREENLEE COUNTY SHERIFF: 865-4149**

**PIMA POLICE: 485-9454**

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

**SAFFORD POLICE: 348-3190**

**THATCHER POLICE: 428-2296**

## **SCAMS, CONSUMER, AND FRAUD ISSUES**

**ARIZONA ATTORNEY GENERAL: 1-800-352-8431 or (602) 542-5763**

Consumer information and complaints, including scams.

**ELDER AFFAIRS PROGRAM - 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. Also available to give information on life planning and other areas.

### **EXAMPLES OF SCAMS**

#### **CAR REPAIR SCAM**

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

#### **CREDIT CARD SCAM**

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

#### **HOME IMPROVEMENT SCHEMES**

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

## **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**

## **NUTRITION CENTERS**

### **Safford**

**428-4328**

822 Main Street  
Safford, AZ 85546

### **Clifton**

**865-5240**

122 W. 4th Street  
Clifton, AZ 85533

### **Duncan**

**Call 865-5240**

235 High Street  
Duncan, AZ 85534

## **SENIOR CENTERS**

### **Safford**

**428-5891**

822 Main Street  
Safford, AZ 85546

### **Duncan**

**359-9440**

235 High Street  
Duncan, AZ 85534

# **TRANSPORTATION**

## **SOUTHEASTERN ARIZONA COMMUNITY ACTION PROGRAM**

**Safford: 428-2872**

**Clifton: 865-3214**

**Duncan: 359-9440**

Elderly and disabled transportation to nutrition site, medical appointments, and shopping in Safford.

## **TRANSPORTATION IN COCHISE, GRAHAM, GREENLEE, AND PIMA COUNTIES.**

Specializes in, non-emergency, medically necessary transportation. Wheelchair accessible. Has contracts with certain insurance programs, but will transport on a private pay basis.

**CDE TRANSPORTATION**

**(520) 856-3449/826-4065**

**CRANE TRANSPORTATION**

**(520) 826-7433**

**GENTLE CARE TRANSPORT**

**428-1899**

**MR. RIDE**

**(520) 249-8261 (Regular Hours), (520) 249-6304 (All Hours)**

**TRANS MED**

**(520) 805-3433**

**OTHER (Statewide)**

Specializes in, non-emergency, medically necessary transportation. Wheelchair accessible. Has contracts with certain insurance programs, but will transport on a private pay basis.

**SAFE RIDE: 1-800-797-7433**

**STATEWIDE EXPRESS: 1-800-280-4826**

<b>VETERANS</b>
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**ARIZONA DEPARTMENT OF VETERANS' SERVICES**

**1-800-952-4700 or (520) 458-7144**

**Phoenix: 1-800-852-VETS**

**Fiduciary Division Tucson: (520) 628-6489**

**Phoenix: (602) 248-1554**

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

**DAV (DISABLED AMERICAN VETS) - TRANSPORTATION**

**1-800-470-8262** (Appointments made through Tucson V.A. Hospital.)

**SAFFORD V.A. CLINIC: 428-8010 or 1-800-470-8262**

Appointments made through Tucson V.A. Hospital.

**V.A. HOSPITAL: in Tucson (520) 792-1450**

**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.

## VISION

### **LIONS VISION AND HEARING FOUNDATION**

**(602) 954-1723**

May be able to assist low-income individuals with glasses and surgery.

### **RURAL BLIND PROGRAM - DES/Vocational Rehabilitation**

**Graham and Greenlee Counties**

**(520) 586-3520, ext. 129 or 1-877-402-8800, ext. 129**

Can assist with orientation and mobility training.

### **SIGHT CONSERVATION**

**(602) 266-7284 or 1-877-276-7474**

Provides eye exam and glasses every two years for AHCCCS/ALTCS enrollees.

### **SUN SOUNDS RADIO: (520) 296-2400**

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

### **TALKING BOOKS**

**1-800-255-5578**

Available from Rural Blind Program and from public libraries.

## VOLUNTEER OPPORTUNITIES

### **OMBUDSMAN PROGRAM**

**Safford: 428-2872 or (520) 287-3408**

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

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

**Tucson: (520) 881-3300, ext. 143**

Recruits and places volunteers aged 55 or older in public or private nonprofit agencies throughout southeastern Arizona.

## WEB SITES

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

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

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

Information for caregivers and education about Alzheimer's.

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

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

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

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

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

Info for individuals with spinal and head injuries.

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

Helps to solve legal problems for low-income individuals.

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

Assists individuals in identifying potential eligibility for benefits.

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

Helps find programs that may assist with payment of prescriptions, health care, and other essential services.

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

Provides info on services and support for caregivers.

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

Center for Disease Control.

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

Sign up for blocking phone sales pitches.

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

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

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

Travel/learning opportunities for seniors.

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

Health information.

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

For patients and families facing a life threatening illness.

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

Provides directories from Cochise, Santa Cruz, Graham, and Greenlee Counties, and a calendar for upcoming human services and behavioral health events.

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

Information about Medicare.

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

Health information.

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

Helps educate, support, and empower caregivers.

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

National Hispanic Council on Aging.

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

Library of safety information for seniors and caregivers.

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

Provides information for accessible travel and hospitality.

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

Provides information about the SEAGO region.

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

Assists seniors in obtaining health and security information and services.

[www.volunteersoaz.org](http://www.volunteersoaz.org) Recruits volunteers and operates the Retired and Senior Volunteer Program (RSVP) in southeastern Arizona.