

**DIRECTORY OF ELDER RESOURCES**  
**FOR**  
**SANTA CRUZ COUNTY**

Revised November 1, 2010



**SEAGO**

**AREA AGENCY ON AGING, REGION VI**  
**300 COLLINS ROAD**  
**BISBEE, AZ 85603**  
(520) 432-5301

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## **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) 432-5301.**

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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**

**Santa Cruz County: 287-3408**

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

### **SEABHS – DOMESTIC VIOLENCE CRISIS**

**281-4384**

A 24-hour crisis line for victims of domestic violence.

### **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.

#### **OUR HOUSE/NUESTRA CASA**

**287-2107**

Provides domestic violence services and temporary housing for women, and children.

### **VICTIM WITNESS**

**281-5868**

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.

### **DEPENDABLE MEDICAL EQUIPMENT**

**761-3211**

### **INDEPENDENT LIVING REHABILITATION SERVICES**

**1-800-824-3093**

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. There are several systems on the market including:

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

**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**

## **MEDICAL EQUIPMENT**

**Old Pueblo United Drug**

**Sonoita: 455-0058**

**RXO<sub>2</sub>**

**Green Valley: 751-1929**

## **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**

**1-800-572-8566**

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 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: (520) 628-6965**

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

### ASSISTED LIVING HOMES IN NOGALES:

**La Paloma**

**377-2255**

2064 N. Calle Trinidad  
Nogales, AZ 85621

**Casita del Rio**

**281-1172**

408 Calle Madrid  
Rio Rico, AZ 85648

**Martinez's Home**

**281-2323**

2429 N. Grand Ave.  
Nogales, AZ 85621

**The Rose**

**761-4044**

490 Plaza Karina  
Nogales, AZ 85621

**Vivian's Home Care**

**377-7149**

671 Windy Lane  
Rio Rico, AZ 85648

## BENEFITS

### SOCIAL SECURITY ADMINISTRATION

**1-800-772-1213 or Nogales: 287-6123**

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

### VETERANS' BENEFITS

**(520) 628-6308**

To find out about eligibility for veterans, widows, widowers, and spouses. See **VETERANS'** Section.

## CAREGIVING

Nearly 22 million Americans provide unpaid care so that their senior family members can remain at home. However, there are local services that help families care for their frail loved ones. Area Agency on Aging case managers can help families explore their options by explaining what services exist and their eligibility requirements. In addition to case management, other services that might help include home delivered meals, housekeeping, personal care, in-home respite, and home health, which includes home nursing.

### AREA AGENCY ON AGING (SEAGO)

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

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

## **CAREGIVER OUTREACH**

**Contact Dependable Home Health Inc.-761-3211**

Provides training and support to family caregivers.

## **EVALUATION/CASE MANAGEMENT**

**Area Agency on Aging Case Management**

**Santa Cruz County Public Fiduciary**

**Nogales: 375-7960**

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**

**Santa Cruz County Public Fiduciary**

**Nogales: 375-7960**

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

## **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.

## **SENIOR HOUSING RESULTS**

**Tucson: 520-720-6217**

Senior Housing Results specializes in compiling options available to a senior in need of senior healthcare/housing.

Also 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.

**MARIPOSA COMMUNITY HEALTH CENTER - Nogales: 281-1550**

# **DIABETES**

**DIALYSIS CENTER - NOGALES - DAVITA: 287-6597**

## **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.

## **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 who are Medicare providers.

<h2><b>DISCOUNTS/REFUNDS</b></h2>
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## **EARNED INCOME CREDIT**

**1-800-829-1040**

A federal tax credit for low income working individuals and families, or for grandparents raising grandchildren. Grandparent must be under 65, and have an income below qualifying limits. Contact the IRS for more information.

## **INCOME TAX PREPARATION HELP**

Visit the VITA/AARP website at [www.cir.org/seasonal-tax-aarp.html](http://www.cir.org/seasonal-tax-aarp.html). Or, if you are homebound call 1-888-227-7669.

## **NATURAL GAS DISCOUNT**

**SOUTHWEST GAS COMPANY**

**459-1702 or 1-800-428-7324**

A program giving a discount on services during the winter for eligible persons.

## **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 be filed between January 1 and March 1.

## **PROPERTY TAX REFUNDS**

**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**

**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 county assessor between July 15 and September 1.

## **SOUTHEASTERN ARIZONA COMMUNITY ACTION PROGRAM**

**Nogales: 287-5066**

Offering financial assistance for appliance repair and replacement, home repair, rental assistance/deposits, utility bill payments/deposits.

### **TELEPHONE DISCOUNTS**

**SEACAP: 287-5066 or 1-800-293-1144**

Provides information on several discount telephone programs.

### **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**

**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**

**375-7960**

Referrals are made to the Area Agency on Aging Case Management/Santa Cruz Public Fiduciary office.

### **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\***

#### **Patagonia**

**East Santa Cruz Food Bank: 394-2048\***

#### **Nogales**

**Borderland Foodbank: 287-2627\***

**Community Food Bank (520) 982-2554**

Open 2<sup>nd</sup> and 4<sup>th</sup> Saturdays of month from  
9:00 to noon at Nogales Senior Center parking lot.

### **FOOD PLUS**

**Nogales Borderland Food Bank: 287-2627**

Commodity supplemental food program for certain groups, including seniors.

## **OTHER**

### **Crossroads Mission: 287-5828**

Offers hot lunch Monday – Friday. Occasional assistance with a food box.

### **Nogales Borderland Food Bank: 287-2627**

Distributes surplus produce and delivers to homebound and senior centers.

### **SOUTHEASTERN ARIZONA COMMUNITY ACTION PROGRAM: 287-5066**

Occasional assistance with a food box.

## **GUARDIAN, CONSERVATOR SERVICES**

### **SANTA CRUZ COUNTY PUBLIC FIDUCIARY**

**375-7960 (Serves entire county.)**

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

### **SHARC**

**458-4611 (Serves 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**

**(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 Santa Cruz County.

### **ABRIO FAMILY SERVICES**

**Sierra Vista: (520) 458-6778**

Provides services in eastern Santa Cruz County, is a state licensed home health agency; is not Medicare certified.

### **AREA AGENCY ON AGING CASE MANAGEMENT**

**375-7960**

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

**ARISTO CARE**

**Nogales: 281-2777**

**Green Valley: (520) 648-1401**

Serves all of Santa Cruz County. Is a state licensed home health agency; and is not Medicare certified.

**DEPENDABLE HOME HEALTH**

**761-3211**

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

**CARONDELET HOSPICE: 285-5930**

**SOULISTIC HOSPICE: 398-2333**

Hospice services 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**

**792-1450 or 1-800-470-8262**

In-patient hospice.

**VALOR HOSPICE CARE: 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 Camada. Suite 203**

**Green Valley, AZ 85614**

Assists low income elderly with grants and loans.

## **REVERSE MORTGAGE PROGRAM**

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

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

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

## **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**

This list may not be complete. Area Agency on Aging Case Managers can provide information.

### **UNITED CHURCH VILLAGE**

**281-1521**

320 E. Placita Naco Circle  
Nogales, AZ 85621

### **LAS TERRAZAS APTS. I/II**

**287-6610**

661 Patagonia Hwy.  
Nogales, AZ 85621

### **SANTA RITA APTS.**

**761-1757**

1100 W. Mariposa Ranch Road  
Nogales, AZ 85621

### **Patagonia Garden Apartments**

**394-2229**

283 Pennsylvania Avenue  
Patagonia, AZ 85624

### **Casitas de Santa Cruz**

**287-9133**

1769 W. Target Range Road  
Nogales, AZ 85621

### **Lomas Mariposa**

**377-2585**

1790 N. Lomas Mariposa Road  
Nogales, AZ 85621

## **INFORMATION AND REFERRAL**

### **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.

## **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.

### **ABRIO FAMILY SERVICES**

**Sierra Vista: (520) 458-6778**

Provides services in Santa Cruz County.

**ACCENTCARE - Nogales: 281-1435**

**ARISTOCARE – Nogales: 281-2777      Green Valley: (520) 648-1401**  
Serves all of Santa Cruz County.

**JADE CARE CENTER - Nogales: 761-4898**  
Serves all of Santa Cruz County. Spanish-speaking only.

**DEPENDABLE HOME HEALTH - Nogales: 761-3211**

**LUTHERAN SENIOR SERVICES – Tucson: (520) 514-7642      Nogales: 281-9240**

### **TELECARE**

**Jerry Smith: (520) 223-0001 (cell phone)**  
Provides daily calls by volunteers to check on welfare of homebound elders.

## **LEGAL SERVICES**

**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**  
**Nogales: 287-9441**

The Nogales office of 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. In addition, SALA provides a phone-in hotline where seniors can obtain legal advice and assistance over the phone. Main office for Santa Cruz County is in Nogales, but county residents may also apply in Tucson.

**VICTIM WITNESS**  
**281-5868**

May provide support/assistance for victims of crime.

## **MEDICAL INSURANCE**

**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.

**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 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: 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 **Nogales: 287-6123**

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

**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)**

**(520) 459-7050** or **1-800-654-8713**

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**

**Tucson: (520) 628-6308**

Arizona Department of Veteran's Services will assist with enrollment forms for V.A. health coverage. The V.A. determines eligibility.

<h2><b>MEDICAL SERVICES</b></h2>
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Resources having reduced/sliding fee scale or free services.

## **FAMILY HEALTH CENTER - Patagonia: 394-2262**

Provides basic medical services.

## **HILL-BURTON ACT**

**1-800-638-0742**

Each hospital built with federal funding under this act must provide a certain amount of service at no charge or reduced fee each year. Apply at local hospitals.

## **MARIPOSA COMMUNITY HEALTH CENTERS, INC.**

**Nogales: 281-1550**

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.

**MARIPOSA COMMUNITY HEALTH CENTERS, INC.**

**Nogales: 761-7920**

Tuberculosis screening.

**MARIPOSA COMMUNITY HEALTH CENTERS, INC.**

**Rio Rico: 375-5003**

This is a satellite office of the Nogales clinic offering the same services. Transportation for appointments can be arranged up to 24 hours in advance by calling the clinic.

**NOGALES SENIOR CENTER**

**Nogales: 287-7422**

Staff from Carondolet provides free health screenings including blood pressure, sugar checks, and medication review. Thursdays from 9 a.m. to noon at the senior center.

**SONOITA FAMILY HEALTH- SIERRA VISTA REGIONAL HEALTH CENTER**

**Sonoita: 455-5294**

**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**

<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 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 included 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) 432-5301**

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.com](http://www.medicare.com), or call SEAGO at the above phone number.**

## MENTAL HEALTH SERVICES

### ALCOHOLICS ANONYMOUS

**Nogales: 281-1523**

**Sonoita: 455-5779**

**Patagonia: 394-2274**

Support groups for recovering alcoholics and their families.

### SOUTHEAST ARIZONA BEHAVIORAL HEALTH SERVICES (SEABHS)

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

**Nogales: 281-9189**

**Crisis: 281-1419**

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

There are support groups for a number of illnesses, diseases, and living situations. Check with the health department, health services and clinics, hospital, or Area Agency of Aging. There are also individuals and groups providing counseling services and are listed in the *Yellow Pages* under Counselors.

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

**(520) 452-0080**

**Mobile Outreach Recovery Empowerment (MORE) - Call Albert Regain (520) 559-5460**

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

## NURSING HOMES

The Office of Long Term Care Licensure of the Arizona Department of Health Services licenses nursing homes and long-term care units in hospitals. Information about selecting a nursing home is available from the ombudsman program. **Certain small rural hospitals have a “swing bed” agreement. Under this agreement, the hospital is participating in Medicare and has approval to provide post-hospital skilled care and meets certain requirements. Medicare Part A (the hospital insurance program) covers post-hospital extended care services given by a swing bed hospital. This allows an individual to get rehabilitation in a rural hospital instead of having to go to a nursing home.**

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

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

### NOGALES

**CARONDELET HOLY CROSS-**

**287-2771 or 285-3000**

1171 West Target Range Road

Nogales, AZ 85621

## POLICE

### **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.

### **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**

### **SANTA CRUZ COUNCIL ON AGING**

**Nogales: 287-7422**  
125 East Madison Street  
Nogales, AZ 85621

**Patagonia: 394-2494**  
100 Quiroga Drive  
Patagonia, AZ 85624

**Rio Rico: 281-7880** (closed Mondays)  
391 Coatimundi Avenue  
Rio Rico, AZ 85648

**Tubac: 398-1800** (Thursdays only)  
Community Center  
Tubac, AZ 85640

## **TRANSPORTATION** (all prices subject to change)

### **CITY OF NOGALES: 285-5757**

Senior rides must be scheduled 24 hours in advance, cost **\$1 donation/fee**, and are on 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.

### **SANTA CRUZ COUNCIL ON AGING TRANSPORTATION SERVICES**

**Nogales: 287-7422**

Transportation for elderly and disabled to nutrition site and medical appointments for **\$1 fee** and 4 hours notice.

**Patagonia: 394-2494**

Patagonia senior citizens may call this number with a week's advance notice and **\$20 fee** to get a ride from Patagonia to doctor appointments in Tucson, Green Valley, or Sierra Vista. For a **\$10 fee** you can catch a ride to Nogales doctor appointments. Every Wednesday you can get a ride to Wal-Mart or Safeway in Nogales for a **\$5 fee**. (prices subject to change).

**Tubac: 398-2191 (Willie Armijo)**

Transports seniors who are members of Santa Cruz Council on Aging from Tubac area to Tucson for **\$25 with two weeks notice**, to Nogales for **\$15** and to Green Valley for **\$8** (prices subject to change). One regular shuttle every other Tuesday to Wal-Mart in Nogales.

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

Specializes in medically necessary, non-emergency transportation for seniors throughout Arizona. Wheelchair accessible. Company does have contracts with some health insurances for partial payment (call and check). 48 hours advance notice is required. Does provide private pay transportation also at **\$45** one way (**\$90** round trip) and **\$2** per mile with 24 hours notice. (prices subject to change).

**UNION SHUTTLE**

**(520) 287-9686**

Nogales to Phoenix Airport **\$30** one way with 24 hours advance notice, (price subject to change).

**TAXIS:**

**BUS SERVICES:**

**ACOSTA TAXI: (520) 287-2967**

**COMPADRES: (520) 272-1500**

**CITY TAXI: (520) 287-2111**

**LA SUBASTA/MERCADO: 281-0982**

**HERNANDEZ TAXI: (520) 287-7347**

**PATAGONIA TAXI: (520) 604-6181**

Patagonia to Tucson Int'l \$80 one way, \$140 round trip  
Patagonia to Phoenix Int'l \$240 one way, \$440 round trip

**VETERANS**

**ARIZONA DEPARTMENT OF VETERANS' SERVICES**

**(520) 628-6308**

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

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

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

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.

**GREEN VALLEY V.A. CLINIC**

**1-800-470-8262**

Appointments made through the V.A. Hospital.

**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.

## **VISION**

### **LIONS SIGHT AND HEARING FOUNDATION**

**(602) 954-1723**

May assist low-income individuals with glasses or surgery.

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

**1-800-824-3093 or (520) 629-0225**

Can assist with orientation and mobility training.

### **SOUTHERN ARIZONA ASSOCIATION FOR VISUALLY IMPAIRED**

**(520) 795-1331**

Provides a variety of services and workshops.

### **SANTA CRUZ ASSOCIATION FOR THE BLIND**

**287-3915**

Provides planned group activities, shopping at local stores, training in handicraft skills, and information about services available to the visually impaired.

### **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 - Nogales: (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**

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

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

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

Info for individuals with spine 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 family caregivers info on resources and services.

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

Helps educate, support, and empower caregivers.

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

Center for Disease Control.

[www.co.santa-cruz.az.us/](http://www.co.santa-cruz.az.us/)

Information about Santa Cruz County government and services.

[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)**

Health information

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

Health information.

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

National Hispanic Council on Aging.

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

Provides information for accessible travel and hospitality.

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

Library of safety information for seniors and caregivers.

**[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.