

Community Resource Guide





Community Resource Guide

Dear Carelst member,

Welcome to Carelst Health Plan Arizona Inc. (Carelst)! We are happy to serve you and your family.

We work with many community groups to make sure you have current information on programs and services to help you stay well. We feel that these programs are just as vital as regular checkups. That's because they can connect you to many social services that can help you live a healthier life.

These resources are for your information only. Carelst does not have control over the sites' content, products, or services.



If you have questions about the Community Resource Guide, please call Member Services at **1-866-560-4042** (TTY/TDD: **711**) between 8:00 am and 5:00 pm.



Visit us online at **carelstaz.com** for more information.

HELP IN ANOTHER LANGUAGE AND FOR PEOPLE WITH DISABILITIES

We will give you a copy of the Carelst Member Handbook and Provider Directory at no cost. If you need this or any other plan documents in another language, please call Member Services at **1-866-560-4042** (TTY/TDD: **711**). We can also give you plan documents in other formats such as large print, audio, or accessible PDF.

Thank you for the chance to serve you and your family.

Be well,

Scott Cummings
Plan President

Crisis Hotlines

Any Arizona resident can get crisis services, regardless of health insurance coverage. If you or someone you know is having a behavioral health crisis, please call one of these national or local crisis lines:

Arizona

- Statewide: **1-844-534-HOPE** or **1-844-534-4673**
- Northern Arizona **1-877-756-4090** (TTY/TDD: **711**)
- Central Arizona **1-800-631-1314** (TTY/TDD: **711**)
- Southern Arizona **1-866-495-6735** (TTY/TDD: **711**)

For Teens

- Teen Life Line phone or text: **1-602-248-TEEN (8336)**

National 24-Hour Crisis Hotlines

Phone

- Suicide & Crisis Lifeline: **988** (call *or* text)
- SAMHSA National Helpline for mental and/or substance use disorders: **1-800-662-HELP (4357)**

Text

- Text the word “**HOME**” to **741741**

For Veterans

Phone

- Veterans Crisis Line: **988** (press 1) or **1-800-273-8255** (TTY/TDD: **711**)
- Be Connected: **1-866-4AZ-VETS (429-8387)**

Text

- Text **838255**

Tribal Nations

- Ak-Chin Indian Community
1-800-259-3449
- Gila River Indian Community
1-800-259-3449
- Salt River Pima Maricopa Indian Community
1-480-850-9230
- Tohono O'odham Nation
1-844-423-8759
- San Carlos Apache Tribe
1-866-495-6735

Tribal Warm Line

- **1-855-728-8630**

About Arizona's Crisis Services

Arizona has a strong behavioral health crisis network. Any Arizona resident can get help from this network, regardless of health insurance coverage. Services include:

- 24/7/365 crisis phone lines staffed by behavioral health providers.
- 24/7 mobile teams staffed by behavioral health providers. These providers can visit the person in crisis to assess and stabilize them. They can also transfer the person to a higher level of care if needed.
- Crisis centers that can observe and stabilize a person in crisis. These facilities can also offer medication to help with treatment.

For more information, visit azahcccs.gov/BehavioralHealth/crisis.html.

Resources

Crisis services for children in foster care, those staying with family members, or children who have been adopted: azahcccs.gov/Members/Downloads/Resources/CrisisServicesforChildreninFosterCare10-17bilingual.pdf

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General Resources

Organization	Organization Description	Region	Website & Phone Number
211 Arizona (Community Information and Referral Services)	211 Arizona links individuals and families to vital community services throughout Arizona. Resource listings include food pantries, clothing closets, utility assistance, housing, medical care, dental care, veteran and military services, disability related services, employment, and more.	Statewide	https://211arizona.org/ Dial 2-1-1
Arizona Disability Benefits 101 (DB101)	Arizona Disability Benefits 101 (DB101) is a free online resource that provides information on balancing disability benefits and work. Educational resources explain how income, benefits and health coverage may be affected if you go to work.	Statewide	az.db101.org/ 1-800-772-1213 TTY: 1-800-325-0778
Arizona Health Care Cost Containment System (AHCCCS)	Arizona Health Care Cost Containment System (AHCCCS) is Arizona's Medicaid agency that offers health care programs to serve Arizona residents. Individuals must meet certain income and other requirements to obtain services. AHCCCS Complete Care (ACC) began on October 1, 2018. This new integrated system will join physical and behavioral health services to treat all aspects of our members' health care needs under a chosen health plan.	Statewide	www.azahcccs.gov/AHCCCS/Initiatives/AHCCCSCompleteCare/ 1-602-417-4000
Arizona Poison Control System	The Arizona Poison Control System is a 24/7 hotline providing accessible poison and medication related emergency treatment advice, referral assistance and comprehensive information on poisons and toxins, poison prevention and safe and proper use of medications.	Statewide	azpoison.com/ 1-800-222-1222
Arizona Self Help	Arizona Self Help is a free and easy resource that can help individuals identify up to 40 different health and human services programs and their eligibility guidelines. Try this website to see if your family might qualify for helpful benefits.	Statewide	arizonaselfhelp.org/ Web-based

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General Resources (continued)

Organization	Organization Description	Region	Website & Phone Number
Arizona Smokers' Helpline (ASH)	The Arizona Smokers' Helpline offers free telephone and Web-based services to help people quit tobacco. Whether you are thinking about quitting, you're ready to quit, or just working to stay quit, we can help. A "coach" will be assigned to you and provide you with education and support through weekly telephone calls throughout the quit process. The Arizona Smokers' Helpline (ASHLine) provides free services in both English and Spanish.	Statewide	https://www.azdhs.gov/ashline/ 1-800-QUIT-NOW (1-800-784-8669) For Spanish speakers: 1-855-DEJELO-YA (1-855-335-3569)
City of Phoenix, Family Services Centers	City of Phoenix, Family Services Centers provide human services programs to meet the emergency, short and long-term needs of eligible low-income Phoenix residents. Caseworkers at three multi-purpose family services centers provide a broad range of assistance including information and referral to an appropriate agency or program, eviction prevention, utility assistance, nutrition resources, transportation resources and home repair referrals. This resource is available for residents of Phoenix only.	Central	www.phoenix.gov/humanservices/programs/emergency 1-602-534-2433
Find Help Phoenix	Find Help Phoenix gives Maricopa County residents an easy way to find health and social service resources. All resources are free or low-cost and regularly checked for accuracy. Resource listings include medical services, legal assistance, affordable housing, senior services, transportation, education, and more. It's Spanish partner is https://findhelpphx.org/es	Central	findhelpphx.org/ Web-based only
Health-e-Arizona Plus	Health-e-Arizona Plus is an online system created by Arizona Department of Economic Security (DES) and Arizona Health Care Cost Containment System (AHCCCS) that allows individuals to apply for AHCCCS health insurance, Kids Care, nutrition assistance, and cash assistance.	Statewide	www.healtharizonaplus.gov 1-855-432-7587



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General Resources (continued)

Organization	Organization Description	Region	Website & Phone Number
Emergency Checklist	Disasters can happen anywhere and at anytime. By taking the time to create an emergency supplies kit, your family will be prepared in the event of a disaster. The kit also helps children feel more secure knowing it is there in case of an emergency.	Statewide	www.ready.gov 1-800-621-3362
Area Agency on Aging, Region One	The Area Agency on Aging is the central resource and information center for finding services and assistance for older adults aged 65 and older. Programs and services include 24 hour senior help line, family caregiver support, elder resource guide, legal assistance, home delivered meals and more. This resource is available for residents of Maricopa County.	Central	www.aaaphx.org/ 1-602-264-HELP (4357) 1-888-264-2258
Area Agency on Aging, Region Three	The Northern Arizona Council of Governments serves as the Area Agency on Aging for Coconino, Yavapai and non-reservation residents in Apache and Navajo counties. They offer a variety of programs and services to allow seniors to safely age in their home and/or communities. Services include congregate meals, home delivered meals, adult day care and family caregiver support.	Northern	nacog.org 1-928-774-1895
Pinal-Gila Council for Senior Citizens	The Pinal-Gila Council for Senior Citizens serves as the Area Agency on Aging for Pinal and Gila county. They offer a variety of programs and services to increase the ability of older adults to remain healthy, active and living independently in their communities. Programs and services include health care centers, transportation, caregiver support and senior centers.	Central	www.pgcsc.org/ 1-800-293-9393 1-520-836-2758
Arizona Center for Disability Law	The Arizona Center for Disability Law (ACDL) is a not for profit public interest law firm, dedicated to protecting the rights of individuals with physical, mental, psychiatric, sensory and cognitive disabilities. They focus primarily on those cases in which individuals have nowhere else to go for legal support. They provide information, outreach and training on legal rights and self-advocacy, represent individuals in negotiations, administrative proceedings and court, and investigate abuse and neglect.	Statewide	www.azdisabilitylaw.org/ 1-520-327-9547 1-800-927-2260



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General Resources (continued)

Organization	Organization Description	Region	Website & Phone Number
Children's Action Alliance (CAA)	Children's Action Alliance (CAA) is an independent voice for Arizona children at the state capitol and in the community. CAA works to improve children's health, education, and security through information and action.	Statewide	azchildren.org 1-602-266-0707
Mental Health America of Arizona	Mental Health America of Arizona (MHA AZ) is Arizona's oldest organization dedicated to all aspects of mental health, mental illness and behavioral health disorders. Their work includes reducing the stigma associated with mental illness by helping people learn about all facets of mental health. Educational and advocacy work includes informing and guiding public officials and providers on mental health issues, and publishing up-to-date information about issues and topics impacting our community.	Statewide	www.mhaarizona.org/ 1-602-576-4828
The National Alliance on Mental Illness (NAMI)	The National Alliance on Mental Illness (NAMI), is the nation's largest grassroots mental health organization dedicated to building better lives for the millions of Americans affected by mental illness. They offer educational programs, support advocacy efforts benefiting individuals with a mental illness and their families and operate a free help line for information and referral services.	Statewide	www.nami.org/home 1-888-999-6264
Prevent Child Abuse Arizona (PCA)	Prevent Child Abuse Arizona (PCA) provides training, parenting education and prevention services to families, foster parents, child welfare professionals, social service providers, law enforcement, court personnel and the public. Prevent Child Abuse Arizona is one of 50 state chapters of Prevent Child Abuse America.	Statewide	pcaaz.org/ 1-928-445-5038



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Advocacy Organizations

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Area Agency on Aging, Region Three	The Northern Arizona Council of Governments serves as the Area Agency on Aging for Coconino, Yavapai and non-reservation residents in Apache and Navajo counties. They offer a variety of programs and services to allow seniors to safely age in their home and/or communities. Services include congregate meals, home delivered meals, adult day care and family caregiver support.	Northern	nacog.org 1-928-774-1895
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Arizona Center for Disability Law	The Arizona Center for Disability Law (ACDL) is a not for profit public interest law firm, dedicated to protecting the rights of individuals with physical, mental, psychiatric, sensory and cognitive disabilities. They focus primarily on those cases in which individuals have nowhere else to go for legal support. They provide information, outreach and training on legal rights and self-advocacy, represent individuals in negotiations, administrative proceedings and court, and investigate abuse and neglect.	Statewide	www.azdisabilitylaw.org/ 1-520-327-9547 1-800-927-2260



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Advocacy Organizations (continued)

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Behavioral Health

Organization	Organization Description	Region	Website & Phone Number
Arizona Opioid Assistance and Referral Line	Arizona Opioid Assistance and Referral Line is a free confidential hotline staffed by local medical experts that offer patients, providers, and family members opioid information, resources and referral 24/7. Translation services available.	Statewide	www.azdhs.gov/oarline/ 1-888-688-4222
Arizona Smokers' Helpline (ASH)	The Arizona Smokers' Helpline offers free telephone and Web-based services to help people quit tobacco. Whether you are thinking about quitting, you're ready to quit, or just working to stay quit, we can help. A "coach" will be assigned to you and provide you with education and support through weekly telephone calls throughout the quit process. The Arizona Smokers' Helpline (ASHLine) provides free services in both English and Spanish.	Statewide	https://www.azdhs.gov/ashline/ 1-800-QUIT-NOW (1-800-784-8669) For Spanish speakers: 1-855-DEJELO-YA (1-855-335-3569)
Dump the Drugs AZ	Dump the Drugs AZ provides a step-by-step guide on where to find drop box locations to dispose of unused or unwanted prescription drugs.	Statewide	www.azdhs.gov/gis/dump-the-drugs-az/ Web-based
GriefShare - Grief Recovery Support Groups	GriefShare is a friendly, caring group of people who will walk alongside you through one of life's most difficult experiences. You don't have to go through the grieving process alone. Find a GriefShare support or event near you.	Statewide	https://griefshare.org 1-800-395-5755
Substance Abuse and Mental Health Services Administration (SAMHSA), National Helpline	SAMHSA's National Helpline is a free, confidential, 24/7, 365-day-a-year treatment referral and information service (in English and Spanish) for individuals and families facing mental and/or substance use disorders.	Statewide	www.samhsa.gov/find-help/national-helpline 1-800-662-4357

Children's Health & Wellness

Organization	Organization Description	Region	Website & Phone Number
Ability 360	Ability 360 provides programs and services to support independent living for individuals with disabilities. Services include an independent living skills program, peer supports, home modifications, home care services, youth recreation, employment, and resource and referral.	Central	ability360.org 1-602-296-0536
Arizona Department of Education, Exceptional Student Services (ESS)	Exceptional Student Services (ESS) monitors schools for compliance with the Individuals with Disabilities Education Act (IDEA), and provides professional training and education to schools to support children with disabilities. Parents can find school identification guides, assistive technology resources and resource and referral guide organized by category.	Statewide	www.azed.gov/specialeducation/ 1-602-542-5393
Arizona Department of Health Services, Pregnancy and Breastfeeding Hotline	The Arizona Department of Health Services, Pregnancy and Breastfeeding Hotline provides 24/7 support and answers to breastfeeding questions by trained experts. In addition to the hotline, individuals can visit the website to learn more about breastfeeding including breastfeeding support supplies offered through insurance companies, workplace accommodations for nursing mothers and more.	Statewide	https://www.azdhs.gov/prevention/nutrition-physical-activity/breastfeeding/index.php#24-hr-bf-hotline 1-800-833-4642
Arizona Early Intervention Program (AzEIP)	The Arizona Early Intervention Program (AzEIP) is Arizona's statewide interagency system of services and supports for families of infants and toddlers, birth to three years of age, with disabilities or delays. Services include home visitation programs, Early Head Start, and a resource and referral guide.	Statewide	https://des.az.gov/azeip 1-602-532-9960
Arizona Supplemental Nutrition Program for Women, Infants and Children (WIC)	The Arizona Supplemental Nutrition Program for Women, Infants and Children (WIC) provides nutrition education and breastfeeding support services, supplemental nutritious foods and referrals to health and social services. WIC serves pregnant, breastfeeding, and postpartum women; infants; and children under age 5.	Statewide	www.azdhs.gov/prevention/azwic/index.php/ 1-800-252-5942



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Children's Health & Wellness (continued)

Organization	Organization Description	Region	Website & Phone Number
Birth to Five Helpline	The Birth to Five Helpline is a free service open to all Arizona families with young children looking for the latest child development information from experts in the field. Professionals may also take advantage of this service. Call the Helpline to speak with one of our bilingual (English/Spanish) early childhood specialists, on duty Monday through Friday from 8:00 a.m. to 8:00 p.m. You can also leave a voicemail, complete our online contact form, or text the Helpline 24 hours a day, seven days a week.	Statewide	www.swhd.org/programs/health-and-development/birth-to-five-helpline/ 1-877-705-KIDS (5437)
Head Start	Head Start provides comprehensive education, health, nutrition and family services to low income families and their children. Programs are available throughout Arizona and can be found on the Head Start website.	Statewide	azheadstart.org/index.php
Raising Special Kids	Raising Special Kids exists to improve the lives of children with the full range of disabilities, from birth to age 26. Services include The Parent Training and Information Center (PTI), to educate parents about resources available through Individuals with Disability Education Act (IDEA), youth transition supports and positive behavior support therapy.	Statewide	raisingspecialkids.org 1-602-242-4366 1-800-237-3007
Strong Families AZ Safe Care Program	Strong Families AZ Safe Care program uses a nationally-recognized weekly home visitation model that supports parents in learning skills from core focus areas including parent-child interaction, health and home safety. All services are offered for free. Must have a child birth to 5 years old to participate.	Statewide	strongfamiliesaz.com/program/safecare/ Web-based



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Employment

Organization	Organization Description	Region	Website & Phone Number
Arizona@Work	Arizona@Work is the statewide workforce development network, focused on expanding our state's workforce by matching employers with job seekers. Arizona@Work has various programs and services to assist job seekers including job search resources, resumé writing, computer classes, vocational rehabilitation programs and apprenticeships.	Statewide	arizonaatwork.com/ 1-602-861-0208 North 1-623-245-6200 West 1-602-771-0630 South
Goodwill	Goodwill organizations assist people who need jobs, need better jobs and are seeking new skills to launch careers with supports and resources to achieve their employment goals. Services include career planning, resumé writing, interview skills and job related resources (transportation, childcare, and professional clothing).	Statewide	North and Central Arizona: goodwillaz.org 1-602-535-4000
St. Joseph the Worker	St. Joseph the Worker assists homeless, low-income and other disadvantaged individuals in their efforts to become self-sufficient through quality employment. Services offered include one-on-one employment coaching, transportation assistance, uniform assistance, food handler cards, safety and select certification fees and interview preparation.	Central	sjwjobs.org/ 1-602-755-JOBS (1-602-755-5627)
Mesa Community Action Network (Mesa CAN)	Mesa CAN helps low-income households with a number of services including job search help, resumé building and interview preparation.	Central	https://www.turnanewleaf.org/services/financial-empowerment/mesacan/#employment-assistance 1-480-969-6955



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Food Resources

Organization	Organization Description	Region	Website & Phone Number
Arizona Food Bank Network	The Arizona Food Bank Network, formerly known as the Arizona Association of Food Banks, is a private non-profit organization that assists five regional food banks and nearly 1,200 food pantries in coordinating the rescue, transportation and distribution of food. Their user-friendly website provides information and resources to help individuals with food insecurity. Resources include a tool to direct individuals to the nearest food bank/pantry by zip code, information about Supplemental Nutrition Assistance Program (SNAP) benefits and a listing of local/national food assistance programs.	Statewide	azfoodbanks.org/ 1-602-528-3434
Hope for Hunger Food Bank	Hope for Hunger is an outreach of Phoenix Rescue Mission dedicated to addressing both hunger and poverty. Services include emergency food boxes and rental assistance.	Central	phoenixrescuemission.org/ hope-for-hunger/ 1-602-773-4344
Nourish Phoenix	Nourish Phoenix (formerly known as ICM Food and Clothing Bank) has provided services to working poor individuals and families since the 1980's. Programs and services are available for residents of Maricopa County and include emergency food, clothing, application assistance for state and federal programs, and educational classes (financial literacy, healthy eating, and preparing for job interviews).	Central	nourishphx.org/ 1-602-254-7450
Arizona Association for Foster and Adoptive Parents	The Arizona Association for Foster and Adoptive Parents was founded in 2003 to serve the foster, adoptive and kinship families who care for Arizona's most vulnerable children. They are all volunteers, foster and adoptive parents. They work in partnership with child welfare professionals and the community to support, educate, empower and provide a unified voice for Arizona's foster and adoptive families. The website includes membership information, resources and a list of events.	Statewide	www.azafap.org/ 1-602-884-1801



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Foster Care / Adoption

Organization	Organization Description	Region	Website & Phone Number
Arizona's Children Association	Arizona's Children Association is the largest foster care provider in the state; providing training and support to foster care families. The organization assists foster families in navigating the behavioral health and child welfare systems. Additionally, they collaborate with adoption placement agencies and provide a variety of adoption related services.	Statewide	www.arizonaschildren.org/ 1-800-944-7611
Arizona Department of Child Safety - Adoption	The Arizona Department of Child Safety Adoption website provides an overview of a child's journey to adoption, requirements to adopt, how to initiate the adoption process and how an adoptive home is selected.	Statewide	dcs.az.gov/adoption 1-602-255-2500
Arizona Department of Child Safety, Steps for Becoming a Foster Parent	Arizona Department of Child Safety, Steps for Becoming a Foster Parent website is a comprehensive guide to becoming a foster parent in Arizona. The website includes an orientation video, foster care information session events and resources.	Statewide	dcs.az.gov/foster 1-877-543-7633
Arizona Friends of Foster Children Foundation	Arizona Friends of Foster Children Foundation offers tuition waivers to children who are 16-years-old and currently in care; were adopted from foster care after they were 16-years-old; or are currently in foster care and are 16-years-old or older. Children must be Arizona residents to apply. Additional services include funding for summer camps, swim lessons, baseball, music classes and more fun activities.	Statewide	www.affcf.org/scholarships/ 1-602-252-9445
Fostering Advocates Arizona	Fostering Advocates Arizona provides information, resources and support for youth transitioning out of the foster care system. The website includes an extensive resource library and a guide to obtaining health insurance coverage.	Statewide	fosteringadvocatesarizona.org/who-we-are/ 1-602-266-0707
Foster Ed	A partnership with a team of state and local partners, students, and parents to create a future in which the vast majority of foster youth graduate high school with the widest array of possibilities for their future.	Statewide	https://foster-ed.org/ Web-based



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Housing

Organization	Organization Description	Region	Website & Phone Number
Coalition for Compassion and Justice (CCJ)	The Coalition for Compassion and Justice provides affordable housing with a stair-step approach according to cost. This model allows clients to make incremental growth toward fair market housing. In addition to affordable housing units the organization also operates a community emergency shelter, home repair program and a thrift store.	Northern	yavapaiccj.org/ 1-928-445-8382
Community Resource Referral Center (CRRC)	CRRCs provide Veterans who are homeless and at risk of homelessness with one-stop access to community-based, multi-agency services to promote permanent housing, health and mental health care, career development and access to VA and non-VA benefits.	Central	http://www.va.gov/homeless/crrc.asp 1-800-698-2411
Family Housing Hub	The Family Housing Hub connects families, with minor dependent children who are experiencing homelessness, to homeless services.	Central	fhhub.org 1-602-595-8700
Flagstaff Shelter Services	Flagstaff Shelter Services is the largest emergency shelter in Northern Arizona. They provide shelter and critical services to the most vulnerable members of our community regardless of faith, sobriety, or mental health and assist them in finding permanent housing.	Northern	flagshelter.org/ 1-928-225-2533
Human Services Campus	The Human Services Campus is a collaborative of 16 partner organizations with the shared outcome of ending homelessness. The campus has multiple services that include healthcare, legal assistance, ID & postal services, employment, emergency shelter, daily meals and permanent housing.	Central	hsc-az.org/ 1-602-229-5155
A New Leaf's East Valley Men's Center	A New Leaf's East Valley Men's Center (EVMC) provides shelter and support services to single men, the largest homeless population in Arizona, and the population that struggles most to find assistance. EVMC assists men as they re-integrate into the community with safe and stable housing, and provides the tools to maintain self-sufficiency. EVMC works with residents to build a personalized plan to foster physical and mental health, financial independence, and social responsibility. The program provides comprehensive services and customized strategies for each resident.	Central	www.turnanewleaf.org/ 1-480-969-4024



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Individuals with Autism Spectrum Disorder (ASD)

Organization	Organization Description	Region	Website & Phone Number
Arizona Autism Coalition	<p>The Arizona Autism Coalition improves the lives of individuals with Autism Spectrum Disorder and their families in Arizona by sharing resources and affecting autism systems reform through statewide collaboration and advocacy.</p> <p>The Coalition goals and objectives are designed to provide and support an inclusive membership organization for all service providers and families affected by autism in Arizona. The Coalition has selected priorities, which include:</p> <ul style="list-style-type: none"> • Advocating jointly for better services and improved quality of life for persons with ASDs at the city, state, and federal levels. • Educating professionals who interface with affected children. • Identifying gaps in reaching those who would utilize training. 	Statewide	www.azautism.org/ Web-based
The Arc's Autism NOW Center	<p>The Autism NOW Center provides high quality resources and information in core areas across the lifespan to individuals with Autism Spectrum Disorders (ASD) and other developmental disabilities, their families, caregivers, and professional in the field. Focus areas include early detection, early intervention, and early education; transition from high school into early adulthood; community based employment; advocacy for families and self-advocates; and networking in local, state, and national arenas.</p>	National	autismnow.org/ 1-855-828-8476
Arizona Technology Access Program	<p>The Arizona Technology Access Program assists individuals with disabilities to obtain assistive technology. Services include short term lending program of assistive technology devices, financial assistance to purchase assistive technology devices, consultation to assist in device selection, assistive technology device training, education, and technical assistance.</p>	Statewide	aztap.org/ 1-602-728-9534 1-800-477-9921

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Individuals with Autism Spectrum Disorder (ASD) (continued)

Organization	Organization Description	Region	Website & Phone Number
Autism Society of Greater Phoenix	The Autism Society of Greater Phoenix works to increase public awareness about the day-to-day issues of people across the autism spectrum. The Autism Society provides a resource and referral guide for family supports, social groups, therapy providers, education, and crisis services.	Central	phxautism.org/ 1-480-779-0899
Autism Speaks	Autism Speaks is dedicated to promoting solutions for the needs of individuals with autism and their families through advocacy and support, increased understanding and acceptance and research into causes and better interventions for Autism Spectrum Disorder (ASD).	Statewide	www.autismspeaks.org/ Web-based
Arizona Soccer Association - TOPSoccer	TOPSoccer (The Outreach Program for Soccer) is a community based program for children and young adults with physical and/or intellectual disabilities. The program is designed for ages 5 and older and is geared toward player development and participation.	Statewide	www.azsoccerassociation.org/programs/topsoccer/ 1-602-433-9202
PAL Experiences	Online resource that includes digital guides and on-site resources that assist individuals with autism and related non-visible intellectual experience to prepare for community outings. Resources are based in behavioral therapy and reduce anxiety and communication barriers for those with sensory sensitivities. Organizations can also participate in training to become PAL Places. A listing of PAL Places is available on the website.	Statewide	www.palexperiences.org/ Web-based
Raising Special Kids	Raising Special Kids exists to improve the lives of children with the full range of disabilities, from birth to age 26, by providing support, training, information and individual assistance so families can become effective advocates for their children.	Statewide	raisingspecialkids.org/ 1-602-242-4366 1-800-237-3007



Community Resource Guide

Developmental Disabilities

Organization	Organization Description	Region	Website & Phone Number
Arizona Department of Economic Security Division of Developmental Disabilities	The Arizona Department of Economic Security (DES), Division of Developmental Disabilities (DDD) is a state agency that provides support and services that help enable individuals with opportunities to exercise their rights and responsibilities of independent decision-making and engagement in the community.	Statewide	des.az.gov/ddd 1-844-770-9500
Arizona Long Term Care System (ALTCs)	ALTCS is an Arizona Medicaid program that is designed to help fixed income seniors and other disabled individuals afford the care that they need.	Statewide	https://www.azahcccs.gov/Members/GetCovered/Categories/nursinghome.html
AZ Links	AZ Links is a resource and referral website specializing in issues of aging and disability. The website is maintained by Arizona Department of Economic Security, Division of Aging and Adult Services.	Statewide	azdaars.getcare.com/consumer/ Web-based
Raising Special Kids	Raising Special Kids exists to improve the lives of children with the full range of disabilities, from birth to age 26, by providing support, training, information and individual assistance so families can become effective advocates for their children.	Statewide	raisingspecialkids.org/ 1-602-242-4366 1-800-237-3007

LGBTQIA+

Organization	Organization Description	Region	Website & Phone Number
GLSEN	GLSEN works to ensure that every K-12 LGBTQ student is able to learn and grow in a school environment free from bullying and harassment. GLSEN provides various tools including education and assistance to develop supportive educators, comprehensive policies and inclusive curriculum.	Statewide	www.glsen.org/ Web-based



Community Resource Guide

LGBTQIA+ (continued)

Organization	Organization Description	Region	Website & Phone Number
MedlinePlus	Find information about health issues that are specific to the LGBTQ+ community. MedlinePlus is an online health information resource for patients and their families and friends. Find reliable, up-to-date information about diseases, conditions, and wellness topics. This trusted resource is available anytime, anywhere, on any device.	Statewide	https://medlineplus.gov/lgbtqiahealth.html Web-based
One N Ten	One N Ten is a non-profit organization dedicated to serving and assisting lesbian, gay, bisexual, transgender and questioning (LGBTQ) youth ages 14 to 24. Services include weekly discussion groups, social networking events, life skills training and assistance in obtaining a high school diploma.	Statewide	oneten.org/ 1-602-400-2601
Phoenix Children's Hospital Gender Support Program	Phoenix Children's Hospital Gender Support Program provides outpatient services that support the physical, mental and social health of gender expansive children and youth, and their families as they progress through gender identity development. Programs and services include medical consultations, readiness evaluations and referrals to experienced mental health providers.	Statewide	https://www.phoenixchildrens.org/gendersupport 1-602-933-0659

Internet

Organization	Organization Description	Region	Website & Phone Number
Arizona Commerce Authority	The Arizona Commerce Authority has resource information on tools to access broadband at home to include, but not limited to: locating service providers, carrier special offers, eligibility for a low-cost plan, locate public wireless internet hotspots and instructions on using a cellphone WiFi hotspot.	Statewide	https://www.azcommerce.com/broadband/ Web-based
Arizona Together	A newly created website from the Governor's Office to ensure Arizonans have access to the resources they need as we work to get our state through the COVID-19 outbreak. Resource information includes low-cost internet service.	Statewide	arizonatogether.org/ Web-based



Community Resource Guide

Internet

Organization	Organization Description	Region	Website & Phone Number
Connect Arizona	Connect Arizona provides an interactive map of locations where individuals can use free WiFi. The locations on this map represent free public WiFi hotspots at public libraries, schools, businesses, and other sites. Some sites may offer indoor public access during business hours, others provide access in the parking lot only. Each hotspot will have its own security protocol. Some networks may have Children's Internet Protection Act (CIPA) safe security installed.	Statewide	https://connect-arizona.com 1-602-529-1519

Low-Cost Dental

Organization	Organization Description	Region	Website & Phone Number
A.T. Still University	A.T. Still is Arizona's first university-affiliated dental clinic. They offer compassionate, personal care with affordable fees. Services include general treatments, pediatric dentistry, orthodontics, periodontal treatment and a special needs dental clinic.	Central	www.atsu.edu/arizona-school-of-dentistry-and-oral-health/dental-clinics 1-480-219-6000
Arizona Boys and Girls Club of the Valley Bob and Renee Parsons Dental Clinic	The Bob and Renee Parsons Dental Clinic is a full service facility that provides dental services for children aged 5-18 who lack dental insurance and do not qualify for state assistance. The clinic also serves children living in foster care, group homes, detention centers and homeless shelters. Services include comprehensive oral examinations, x-rays, cleanings, extractions and emergency treatment.	Central	www.bgcaz.org/parsons-dental-clinic/ 1-602-271-9961
Carrington College Dental Clinic	Carrington College offers a free dental clinic at their Mesa, AZ location. Services are provided by supervised students enrolled in the dental hygiene program. Services include x-rays and cleanings.	Central	carrington.edu/mesa-dental-hygiene/ 1-480-717-3510
Mountain Park Health Center	Mountain Park Health Centers provide dental services on a sliding fee scale. Dental services include cleanings, fillings, extractions and dental x-rays. Dental services are available at the Baseline, Maryvale and Christown clinics.	Central	mountainparkhealth.org/services/ 1-602-243-7277



Community Resource Guide

Low-Cost Dental (continued)

Organization	Organization Description	Region	Website & Phone Number
NOAH Dental Clinics	NOAH Dental Clinics provide comprehensive, emergency, and preventive dental care on a sliding fee scale. Services include dental exams, x-rays, fluoride varnish, sealants, extractions, root canals, crowns and bridges.	Central	noahhelps.org/services/dental/ 1-480-882-4545
North Country HealthCare Dental Care	North Country HealthCare offers dental services that provide preventive and restorative care on a sliding-fee scale discount program. Services include Bridges, Comprehensive Exam, Crowns, Dentures, Digital X-rays, Fillings, Fluoride Treatment, Oral Cancer Screening and Teeth Cleaning. Dental clinic locations are in Flagstaff, Show Low, Williams and Winslow.	Northern	northcountryhealthcare.org/services/dental/ 1-928-522-9400
Northern Arizona University Dental Hygiene Clinic	NAU Dental Hygiene Clinic provides preventative dental services for all ages. Services include dental exams, evaluations for gum disease, x-rays, sealants, periodontal therapy and maintenance, and oral cancer screenings.	Northern	nau.edu/dental-hygiene/Clinic/ 1-928-523-3500
The Society of St. Vincent de Paul Virginia G. Piper Dental Clinic	The Society of St. Vincent de Paul runs a comprehensive free dental clinic that provides treatment and preventive care to children and adults without insurance and inspires thousands to healthier hygiene every year.	Central and Northern	www.stvincentdepaul.net/programs/virginia-g-piper-dental-clinic 1-602-266-4673
Valleywise Health, Dental Clinic	Valleywise Health dental clinics are located in Family Health Centers around the valley and specialize in dental care for the entire family. Services include routine exams and cleanings, oral hygiene instruction for patients and parents, x-rays, fluoride treatments and emergency (pain relief) treatment.	Central	valleywisehealth.org/services/dental/ 1-833-855-9973

Low-Cost Medical Clinics

Organization	Organization Description	Region	Website & Phone Number
Sliding Fee Schedule Clinics	The Arizona Department of Health Services website features an interactive tool to help individuals locate Sliding Fee Schedule (SFS) Clinics throughout Arizona that provide free or low-cost primary care, mental and dental health services to individuals without health insurance.	Statewide	www.azdhs.gov/prevention/health-systems-development/sliding-fee-schedule/index.php#clinic-locations Web-based

Community Resource Guide

Men's Health & Wellness

Organization	Organization Description	Region	Website & Phone Number
Arizona Department of Health Services	Every man can take small steps to live a safer and healthier life. Many of these steps take little time and do not cost a thing. If you want to improve your health, you can start by protecting yourself from injury and illness. Being knowledgeable about men's health issues will impact the quality of your life. Paying attention to health concerns like heart disease, accident prevention and men's cancers, will help you live a longer, healthier life.	Statewide	azdhs.gov/audiences/index.php#men-home Web-based
Arizona Prostate Cancer Coalition	The Arizona Prostate Cancer Coalition is an inclusive statewide organization promoting awareness, education, early detection, effective treatment, and support for prostate cancer patients, their families and caregivers.	Statewide	azprostatecancercoalition.org/about Web-based
Men's Health Resource Center	Men's Health Resource Center goals are to show men how health issues are interrelated. How being obese can affect your cardiovascular system. How successfully managing your diabetes can lead to a healthier life. How parenting and fatherhood can encourage you to live a more fulfilling lifestyle, not just for you but for your family.	Statewide	www.menshealthresourcecenter.com/ Web-based
Pacific Postpartum Support Society	Postpartum depression and anxiety (PPD/A) isn't just for moms. About 10% of all new dads will experience PPD/A, and for those who have a partner coping with it as well, that number is as high as 25–50%. The depression can begin while the partner is still pregnant, but usually happens 3–6 months after birth. If you find yourself struggling after the birth of your baby, we are here to help.	Statewide	https://postpartum.org/2015/06/dads-youre-not-alone/ 1-604-255-7999 and Toll Free 1-855-255-7999

Seniors

Organization	Organization Description	Region	Website & Phone Number
Adult Protective Services (APS)	Adult Protective Services (APS) is a program within the Division of Aging and Adult Services responsible for investigating allegations of abuse, exploitation and neglect of vulnerable adults. Reports of vulnerable adult abuse can be reported to APS at 1-877-767-2385 .	Statewide	des.az.gov/services/basic-needs/adult-protective-services 1-877-SOS-ADULT (1-877-767-2385)



Community Resource Guide

Seniors (continued)

Organization	Organization Description	Region	Website & Phone Number
Alzheimer's Association	The Alzheimer's Association was founded by a group of family caregivers and individuals who recognized the need for an organization that would unite caregivers, provide supports to those facing Alzheimer's and advance research into the disease. Services include a 24/7 helpline, (1-800-272-3900) , resources to identify dementia and caregiver support groups.	Statewide	www.alz.org/ 1-800-272-3900
Area Agency on Aging, Region One	The Area Agency on Aging is the central resource and information center for finding services and assistance for older adults aged 65 and older. Programs and services include 24 hour senior help line, family caregiver support, elder resource guide, legal assistance, home delivered meals and more. This resource is available for residents of Maricopa County.	Central	www.aaaphx.org/ 1-602-264-HELP (4357) 1-888-264-2258
Area Agency on Aging, Region Three	The Northern Arizona Council of Governments serves as the Area Agency on Aging for Coconino, Yavapai and non-reservation residents in Apache and Navajo counties. They offer a variety of programs and services to allow seniors to safely age in their home and/or communities. Services include congregate meals, home delivered meals, adult day care and family caregiver support.	Northern	nacog.org 1-928-774-1895
Pinal-Gila Council for Senior Citizens	The Pinal-Gila Council for Senior Citizens serves the Area Agency on Aging for Pinal and Gila county. They offer a variety of programs and services to increase the ability of older adults to remain healthy, active and living independently in their communities. Programs and services include health care centers, transportation, caregiver support and senior centers.	Central	www.pgcsc.org/ 1-800-293-9393 1-520-836-2758
AZ Links	AZ Links is a resource and referral website specializing in issues of aging and disability. The website is maintained by Arizona Department of Economic Security, Division of Aging and Adult Services.	Statewide	azdaars.getcare.com/ consumer/ Web-based



Community Resource Guide

Seniors (continued)

Organization	Organization Description	Region	Website & Phone Number
Benevilla	Benevilla offers free essential home services for older adults who may need extra help including: grocery shopping, assisted transportation to essential medical appointments, phone pals wellness checks, and emergency errands. Your loved one will be invited to participate in physical, social and cognitive activities by our professional and compassionate staff. Instead of sitting home watching TV or sleeping, your loved one, will be encouraged to join in social and group activities.	Central	https://benevilla.org/ 1-623-584-4999 TTY: 711
Duet Partners in Health & Aging	Since 1981, Duet has worked diligently to improve the quality of life for older adults across the Valley through its free-of-charge services to homebound adults, family caregivers, faith communities, and grand families. They are committed to giving individualized attention, respect, understanding and compassionate support.	Central	https://duetaz.org/ 1-602-274-5022
NAU Senior Companion Program	The Senior Companion Program (SCP), part of AmeriCorps Seniors, is a service initiative for people age 55 or older to provide assistance and friendship to elderly, homebound individuals. Senior Companions provide the services that the elderly need to live independently.	Statewide	in.nau.edu/center-for-service-and-volunteerism/senior-companion-2/ 1-866-856-3017
TCAA In-Home Care for Tempe Seniors	TCAA provides a spectrum of services designed to assist Tempe seniors in need of help to remain at home for as long as possible. Homecare is personal support that is provided at home. It is designed to prevent or delay an unnecessary move to a higher level of care. TCAA's cadre of Neighbors Helping Neighbors (our volunteer corps) help seniors with a range of activities that have become more difficult as they age; especially for those who have limited or no support systems to meet these needs. We connect residents in need with those who care. The program would not be possible without the ongoing involvement of volunteers.	Central	tempeaction.org/get-help/health-well-being 1-480-422-8922



Community Resource Guide

Sexual & Domestic Violence Support

Organization	Organization Description	Region	Website & Phone Number
Arizona Coalition to End Sexual and Domestic Violence	Arizona Coalition to End Sexual and Domestic Violence provides direct services to victims and survivors of sexual and domestic violence. Programs and services are offered to increase public awareness about the issues of sexual and domestic violence, enhance the safety of and services for sexual and domestic violence victims and survivors, and end sexual and domestic violence in Arizona communities.	Statewide	www.acesdv.org/ 1-602-279-2980 1-800-799-7233
Rape, Abuse & Incest National Network (RAINN)	RAINN (Rape, Abuse & Incest National Network) is the nation's largest anti-sexual violence organization. RAINN created and operates the National Sexual Assault Hotline (1-800-656-HOPE) in partnership with more than 1,000 local sexual assault service providers across the country. RAINN also carries out programs to prevent sexual violence, help survivors and ensure that perpetrators are brought to justice.	Statewide	www.rainn.org/ 1-800-656-4673
StrongHearts Native Helpline	The StrongHearts Native Helpline 1-844-7NATIVE (762-8483) is a safe domestic violence and dating violence helpline for American Indians and Alaska Natives, offering culturally-appropriate support and advocacy daily from 7 a.m. to 10 p.m. CT. Anonymous and confidential. Callers reaching out after hours may connect with the National Domestic Violence Hotline by selecting option 1.	Statewide	strongheartshelpline.org/ 1-844-762-8483

Suicide Prevention

Organization	Organization Description	Region	Website & Phone Number
Arizona Suicide Prevention Coalition	The Arizona Suicide Prevention Coalition provides resource information for those interested in the issues surrounding suicide. Coalition meetings are held on the second Tuesday of every month.	Statewide	www.azspc.org/ Web-based
National Suicide Prevention Lifeline	The National Suicide Prevention Lifeline (Dial 9-8-8) is a national network of local crisis centers that provide free and confidential emotional support to people in suicidal crisis or emotional distress 24/7.	Statewide	https://988lifeline.org/ Dial 9-8-8 or 1-800-273-8255



Community Resource Guide

Suicide Prevention (continued)

Organization	Organization Description	Region	Website & Phone Number
Teen Lifeline	Teen Lifeline is a free helpline staffed by teens providing an opportunity to speak with their peers about daily struggles. The hotline is supervised by a Master's level clinician. Call 24/7/365 Text weekdays 12-9 p.m. and weekends 3-9 p.m. Peer Counseling 3-9 p.m. daily.	Statewide	teenlifeline.org/ 1-602-248-8336 1-800-248-8336 (Outside Maricopa County)
Man Therapy®	Man Therapy® was created by a multidisciplinary team of suicidologists, mental health experts, marketing strategists, and creatives to make mental health approachable by using humor to break stigma and help men take action with tools and resources. The results for a 4-year, \$1.2 million study, funded by the CDC, shows that Man Therapy® not only helps reduce depression, suicide risk, and poor mental health days, it also improves help-seeking behavior in working-aged men. Citation: Frey JJ, Osteen PJ, Sharpe TL, Mosby AO, Joiner T, Ahmedani B, Iwamoto D, Nam B, Spencer-Thomas S, Ko J, Ware OD, Imboden R, Cornette MM, Gilgoff J. Effectiveness of man therapy to reduce suicidal ideation and depression among working-age men: A randomized controlled trial. <i>Suicide Life Threat Behav.</i> 2023 Feb;53(1):137-153. doi: 10.1111/sltb.12932. Epub 2022 Nov 14. PMID: 36373571; PMCID: PMC10100179	National	mantherapy.org
Women's Suicide Prevention Resource Center	The Suicide Prevention Resource Center (SPRC) is the only federally supported resource center devoted to advancing the implementation of the National Strategy for Suicide Prevention https://store.samhsa.gov/product/National-Strategy-for-Suicide-Prevention-2012-Goals-and-Objectives-for-Action/PEP12-NSSPGOALS . SPRC is funded by the U.S. Department of Health and Human Services' Substance Abuse and Mental Health Services Administration (SAMHSA).	National	www.sprc.org/populations/women



Community Resource Guide

Tribal Members

Organization	Organization Description	Region	Website & Phone Number
Arizona@Work Nineteen Tribal Nations	Resource and information for everyone interested in Tribal workforce issues.	Statewide	azntn.org/
First Things First	First Things First provides grant funds, education and resources to community organizations that promote healthy development and learning of children birth to five. Strategies funded in tribal communities include family support, early language, and literacy development (including native languages), nutrition education, and health screenings.	Statewide	www.firstthingsfirst.org/ Web-based
Inter Tribal Council of Arizona (ITCA)	Inter Tribal Council of Arizona (ITCA) organizes and conducts seminars, workshops, conferences and public hearings to facilitate participation of tribal leaders in the formulation of public policy at all levels. The goal of ITCA is to ensure the self-determination of Indian tribal governments through their participation in the development of the policies and programs which affect their lives.	Statewide	itcaonline.com/ 1-602-258-4822
Native American Connections	Native American Connections provides culturally appropriate medical, behavioral health and housing programs. Services include general mental health and substance use treatment, residential substance use treatment and recovery program, family support and recovery coaching, native traditional healing practices and permanent supportive housing.	Central	www.nativeconnections.org/ 1-602-254-3247
Native Americans for Community Action (NACA)	Native Americans for Community Action (NACA) provides preventive wellness strategies and advocacy for Native peoples. Services include individual and group therapy, substance abuse counseling, traditional and western counseling, medication evaluation and management, and fitness and nutrition resources at the NACA Wellness Center.	Northern	www.nacainc.org/ 1-928-526-2968
Native Health	Native Health provides holistic, patient-centered, culturally sensitive health and wellness programs. Services include primary medical care, pediatrics, prenatal, general dentistry and behavioral health.	Central	www.nativehealthphoenix.org/ 1-602-279-5262



Community Resource Guide

Tribal Members (continued)

Organization	Organization Description	Region	Website & Phone Number
Native Seeds/SEARCH (NS/S)	Native Seeds/SEARCH (NS/S) is a nonprofit seed conservation organization based in Tucson, Arizona. Their mission is to conserve and promote traditional Native seeds from the Southwest and to make seeds available to Native households in support of sustainable farming and food security.	Southern	www.nativeseeds.org 1-866-622-5561 ext.113
Phoenix Indian Center	Phoenix Indian Center serves the American Indian community with culturally relevant youth services, language and cultural revitalization programs, education, and workforce development.	Central	www.phxindcenter.org/ 1-602-264-6768
Three Precious Miracles	Three Precious Miracles provides support and resources to foster families, kinship families, and licensing agencies to promote continued cultural and natural linkages to Native American foster youth. Services include care packages, mentorship, and support groups.	Statewide	www.threepreciousmiracles.com/ 1-480-292-3040

Veterans & Military Families

Organization	Organization Description	Region	Website & Phone Number
Arizona Coalition for Military Families	The Arizona Coalition for Military Families provides resource and referral services for veterans and their families. Services include an online resource guide, training and education, and resource navigators to identify appropriate services.	Statewide	arizonacoalition.org/ 1-602-753-8802
Arizona Department of Veterans' Services	The Arizona Department of Veterans' Services (ADVS) assists veterans and their families in securing state and federal benefits. Services include benefits counseling, training and education programs, housing, and memorial and burial assistance.	Statewide	dvs.az.gov/ 1-602-535-1215
Be Connected	The Be Connected program is a statewide initiative providing access to support and resources for service members, veterans and their families. Services include 24/7 crisis support service line, personalized resource matching and navigation, training, and education.	Statewide	www.beconnectedaz.org/ 1-866-429-8387



Community Resource Guide

Veterans & Military Families (continued)

Organization	Organization Description	Region	Website & Phone Number
Give an Hour	Give an Hour provides free and confidential mental health care to military veterans and their families. Services are provided by licensed mental health care providers.	Statewide	giveanhour.org/ Web-based Lifeline Dial 9-8-8 or 1-800-273-8255
National Center for PTSD	PTSD is a mental health problem that some people develop after experiencing or witnessing a life-threatening event, like combat, a natural disaster, a car accident, or sexual assault. It's normal to have upsetting memories, feel on edge, or have trouble sleeping after this type of event. If symptoms last more than a few months, it may be PTSD. The good news is that there are effective treatments.	Statewide	www.ptsd.va.gov/PTSD/ gethelp/index.asp Dial 9-8-8 or 1-800-273-8255 Get Help for PTSD
National Resource Directory	The National Resource Directory (NRD) is a resource website that connects wounded warriors, service members, veterans, their families, and caregivers to programs and support services. Services include resource listings for benefits and compensation, employment, education and training, family caregiver support, homeless assistance, housing, and healthcare.	Statewide	nrd.gov/ 1-800-827-1000
Operation Shockwave	Operation Shockwave provides suicide prevention services to military veterans. Services include peer support, crisis intervention, and Emotional Freedom Technique (EFT) training.	Statewide	operationshockwave.org/ 1-520-333-5150
VA Caregiver Support Line	The VA Caregiver Support Line is staffed by licensed professionals able to connect veterans and caregivers with needed services and resources.	Statewide	www.caregiver.va.gov/Care_Caregivers.asp 1-855-260-3274 or 1-800-698-2411
Veterans Crisis Line	The Veterans Crisis Line connects veterans and their families with qualified responders through a confidential toll-free hotline, online chat or text messaging.	Statewide	www.veteranscrisisline.net/ Dial 9-8-8 or 1-800-273-8255 or 911

Community Resource Guide

Veterans & Military Families (continued)

Organization	Organization Description	Region	Website & Phone Number
Community Resource Referral Center (CRRC)	CRRCs provide Veterans who are homeless and at risk of homelessness with one-stop access to community-based, multi-agency services to promote permanent housing, health and mental health care, career development and access to VA and non-VA benefits.	Central	http://www.va.gov/homeless/crrc.asp 1-800-698-2411
211 Arizona (Veteran and Military Family Resources)	211 Arizona links individuals and families to vital community services throughout Arizona. Resource listings include food pantries, clothing closets, utility assistance, housing, medical care, dental care, veteran and military services, disability related services, employment, and more.	Statewide	https://211arizona.org/help/veterans-military/
Arizona Department of Veteran Services Veterans Court	Collaborative process to rehabilitate and restore veterans as active, contributing members of their community, focusing on veterans who are already involved in or entering the criminal justice system.	Statewide	https://dvs.az.gov/information/veteran-courts
Arizona Disability Benefits 101 (DB101)	Arizona Disability Benefits 101 (DB101) is a free online resource that provides information on balancing disability benefits and work. Educational resources explain how income, benefits and health coverage may be affected if you go to work.	Statewide	az.db101.org 1-800-772-1213 TTY: 1-800-325-0778
Arizona Health Care Cost Containment System (AHCCCS)	Arizona Health Care Cost Containment System (AHCCCS) is Arizona's Medicaid agency that offers health care programs to serve Arizona residents. Individuals must meet certain income and other requirements to obtain services. AHCCCS Complete Care (ACC) began on October 1, 2018. This new integrated system will join physical and behavioral health services to treat all aspects of our members' health care needs under a chosen health plan.	Statewide	https://www.azahcccs.gov/AHCCCS/Initiatives/AHCCCSCompleteCare/ 1-602-417-4000
Nation's Finest	Veteran programs and services.	National	https://nationsfinest.org/our-services/
Arizona Vet Center Locations	Find a VA location or in-network community care provider.	Statewide	https://www.va.gov/directory/guide/state.asp?state=AZ



Community Resource Guide

Veterans & Military Families (continued)

Organization	Organization Description	Region	Website & Phone Number
Health-e-Arizona Plus	Health-e-Arizona Plus is an online system created by Arizona Department of Economic Security (DES) and Arizona Health Care Cost Containment System (AHCCCS) that allows individuals to apply for AHCCCS health insurance, Kids Care, nutrition assistance, and cash assistance.	Statewide	www.healthearizonaplus.gov 1-855-432-7587
Phoenix VA Health Care System	At VA Phoenix Health Care System, our health care teams are deeply experienced and guided by the needs of Veterans, their families, and caregivers. Find a health facility near you and manage your health online. Sign up for community events and updates.	Statewide	www.va.gov/phoenix-health-care/
Supportive Services for Veteran Families (SSVF Program)	Connecting veterans with the Social Security Administration.	National	www.va.gov/homeless/ssvf/index.html
The Veterans Directory	Organization created by veterans, for veterans and supporters to provide a comprehensive directory of services.	Statewide	https://veteransfirstltd.org/the-veterans-directory/
U.S. Department of Veterans Affairs	The U.S. Department of Veterans Affairs offers rehabilitation services and education opportunities which include, but not limited to, connection to benefits-compensation payments for disabilities or death related to military service, burials, home loan guaranties, pensions, mental-physical health care (nursing homes, integrated medical centers).	Statewide	www.mentalhealth.va.gov
U.S. Department of Veteran Affairs	VA Form 10-0137 Form, VA Advance Directive, and Durable Power of Attorney for Health Care and Living Will.	Statewide	www.va.gov/find-forms/about-form-10-0137
U.S. Vets	The nation's largest, non-profit provider of comprehensive services to homeless and at-risk veterans.	National	https://usvets.org/
U.S. Department of Veteran Affairs, My Health-e-Vet	Tips and tools to help partner with your health care team to better manage your health.	National	www.myhealth.va.gov
Veteran Resource Guide	The Northeastern Arizona Veterans' Resource Guide.	Northeastern, Arizona	www.cewd.org/documents/giecp-community/documents/VeteransResourceGuide2015.pdf



Community Resource Guide

Women's Health & Wellness

Organization	Organization Description	Region	Website & Phone Number
Arizona Supplemental Nutrition Program for Women, Infants and Children (WIC)	The Arizona Supplemental Nutrition Program for Women, Infants and Children (WIC) provides nutrition education and breastfeeding support services, supplemental nutritious foods and referrals to health and social services. WIC serves pregnant, breastfeeding, and post partum women; infants; and children under age 5.	Statewide	www.azdhs.gov/prevention/azwic/index.php/ 1-800-252-5942
National Maternal Health Hotline	Those who contact the hotline can receive a range of support, including brief interventions from trained counselors who are culturally and trauma-informed, as well as referrals to both community-based and telehealth providers as needed. Callers also will receive evidence-based information and referrals to support groups and other community resources.	National	mchb.hrsa.gov/national-maternal-mental-health-hotline Phone/Text: 1-833-TLC-MAMA (1-833-852-6262) TTY: users can use a preferred relay service or dial 711 and then 1-833-852-6262
Postpartum Support International (PSI)	Postpartum Support International (PSI) provides support through education and local resource information. They also have a bilingual (English and Spanish) helpline to rapidly refer callers to appropriate local resources including emergency services.	Statewide	www.postpartum.net/ 1-800-944-4773
Power Me A2Z	Power Me A2Z provides free vitamins that are important to women's health. This program is offered through the Arizona Department of Health Services.	Statewide	www.powermea2z.org/ Web-based



Discrimination is Against the Law

Care1st Health Plan Arizona (Care1st) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Care1st does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Care1st:

- Provides aids and services, at no cost, to people with disabilities to communicate effectively with us, such as: qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides language services, at no cost, to people whose primary language is not English, such as: qualified interpreters and information written in other languages

If you need these services, contact Member Services at:

Care1st: **1-866-560-4042** (TTY/TDD **711**), Monday — Friday, 8 a.m. to 5 p.m.

If you believe that Care1st failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with the plan. You can file a grievance in person, by mail, fax, or email. Your grievance must be in writing and must be submitted within 180 days of the date that the person filing the grievance becomes aware of what is believed to be discrimination.

Submit your grievance to:

Care1st Health Plan

Attn: Grievance Coordinator

1850 W Rio Salado Parkway, Suite 211, Tempe, AZ 85281

Email via: <https://care1staz.com/az/aboutus/contact.asp>

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail at U.S. Department of Health and Human Services; 200 Independence Avenue, SW; Room 509F, HHH Building; Washington, D.C. 20201; or by phone: **1-800-368-1019**, **1-800-537-7697** (TTY).

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.



La Discriminación es un Delito

Care1st Health Plan Arizona (Care1st) cumple con las leyes federales vigentes sobre derechos civiles y no discrimina por raza, color, nacionalidad, origen, edad, discapacidad o sexo. Care1st no excluye a las personas ni las trata de manera diferente debido a su raza, color, nacionalidad, origen, edad, discapacidad o sexo.

Care1st:

- Proporciona asistencia y servicios gratuitos a personas con discapacidades para que se comuniquen de manera eficaz con nosotros, como los siguientes: intérpretes calificados de lengua de señas
- Información escrita en otros formatos (letra grande, audio, formatos electrónicos accesibles, otros formatos)
- Proporciona servicios lingüísticos gratuitos a personas cuyo idioma principal no es el inglés, tales como intérpretes calificados e información escrita en otros idiomas

Si necesita estos servicios, llame a Servicios para Miembros al siguiente número:

Care1st: **1-866-560-4042** (TTY/TDD **711**), de lunes a viernes de 8 a.m. a 5 p.m.

Si considera que Care1st no le ha brindado estos servicios o lo ha discriminado de otra manera por motivos de raza, color, nacionalidad, origen, edad, discapacidad o sexo, puede presentar una queja ante el plan. Puede presentar una queja en persona, por correo, fax o correo electrónico. Su queja se debe realizar por escrito y se debe enviar en un plazo de 180 días a partir de la fecha en que la persona que presenta la queja toma conocimiento de lo que se considera como discriminación.

Envíe su queja a la siguiente dirección:

Care1st Health Plan

Attn: Grievance Coordinator

1850 W Rio Salado Parkway, Suite 211, Tempe, AZ 85281

Correo electrónico: <https://care1staz.com/az/aboutus/contact.asp>

También puede presentar una queja con respecto a los derechos civiles ante la Oficina de Derechos Civiles del Departamento de Salud y Servicios Humanos de EE. UU. de manera electrónica a través del Portal de Quejas de la Oficina de Derechos Civiles, disponible en <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf> o por correo postal a: U.S. Department of Health and Human Services; 200 Independence Avenue, SW; Room 509F, HHH Building; Washington D. C. 20201. Asimismo, puede presentar dicha queja por teléfono llamando al **1-800-368-1019**, **1-800-537-7697** (TTY).

Los formularios de queja están disponibles en <http://www.hhs.gov/ocr/office/file/index.html>.



Attention: If you speak a language other than English, oral interpretation and written translation are available to you, at no cost, to understand the information provided. Call **1-866-560-4042** (TTY/TDD **711**).

Spanish	Si habla español, contamos con servicios de interpretación oral y traducción escrita, disponibles para usted de manera gratuita, para que pueda comprender la información. Llame al 1-866-560-4042 (TTY/TDD 711).
Navajo	Dine k'ehji yanilti go ata' hane' ná hólo doo naaltsoos t'aa Dine k'ehji bee bik'e'ashchiigo nich'' adoolniilgo bee haz'a aldo ako dii t'a at'e t'aajik'e kot'eegol nich'' sa'até. Koji holne 1-866-560-4042 (TTY/TDD 711).
Chinese (Mandarin)	若您讲中文，我们会免费为您提供口译和笔译服务。请致电 1-866-560-4042 (TTY/TDD 711)。
Chinese (Cantonese)	我們為中文使用者免費提供口譯和筆譯。請致電 1-866-560-4042 (TTY/TDD 711)。
Vietnamese	Nếu quý vị nói tiếng Việt, quý vị được cung cấp dịch vụ phiên dịch và biên dịch, miễn phí, để quý vị hiểu được thông tin. Hãy gọi 1-866-560-4042 (TTY/TDD 711).
Arabic	إذا كنت تتحدث لغة غير الإنكليزية، تتوفر لك ترجمة شفوية وترجمة كتابية مجاناً لكي تفهم المعلومات الموقرة. اتصل على الرقم 1-866-560-4042 (TTY/TDD 711).
Tagalog	Kung ikaw ay nagsasalita ng Tagalog, may oral na interpretasyon at nakasulat na pagsasalín na maaari mong gamitin nang wala kang babayaran para maunawaan ang impormasyong ibinigay. Tumawag sa 1-866-560-4042 (TTY/TDD 711).
Korean	한국어를 하실 경우, 제공된 정보의 이해를 위한 구두 통역 및 서면 번역 서비스를 무료로 제공해드릴 수 있습니다. 1-866-560-4042 (TTY/TDD 711) 번으로 전화하십시오.
French	Si vous parlez français, vous disposez, sans frais, d'une interprétation orale et d'une traduction écrite pour pouvoir comprendre les informations fournies. Appelez le 1-866-560-4042 (TTY/TDD 711).
German	Für alle, die Deutsch sprechen, stehen kostenlose Dolmetscher- und Übersetzungsservices zur Verfügung. Telefon: 1-866-560-4042 (TTY/TDD 711).
Russian	Если вы говорите по-русски, вам бесплатно доступны услуги устного и письменного перевода предоставляемой информации. Звоните по телефону 1-866-560-4042 (TTY/TDD 711).
Japanese	日本語を話される方は、提供された情報を理解するための通訳（口頭）および翻訳（筆記）を無料でご利用いただけます。電話番号 1-866-560-4042 (TTY/TDD 711)。
Persian (Farsi)	اگر به زبان انگلیسی صحبت نمیکنید، ترجمه شفاهی و کتبی به صورت رایگان برای شما در دسترس است تا بتوانید اطلاعات ارائه شده را متوجه شوید. با شماره 1-866-560-4042 (TTY/TDD 711) تماس بگیرید.
Syriac	ܟܝܢ ܚܒܝܒܐܠܗܐ ܡܥܬܪܐ ܕܩܘܪܕܐܢܐ ܕܬܪܓܡܐ ܫܦܗܝܐ ܘܬܪܓܡܐ ܕܟܬܒܐܢܐ ܡܨܪܝܐ ܕܬܦܗܡܐ ܕܡܥܬܪܐ ܕܡܥܬܪܐ ܕܡܥܬܪܐ. 1-866-560-4042 (TTY/TDD 711).
Serbo-Croatian	Ako govorite srpski ili hrvatski, usmeno i pismeno prevođenje vam je dostupno besplatno. Nazovite 1-866-560-4042 (TTY/TDD 711).
Thai	หากคุณพูดภาษาไทย เรามีบริการล่ามและแปลเอกสาร โดยไม่ โทศัพท 1-866-560-4042 (TTY/TDD 711).

care1staz.com



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