



# PHOENIX METRO **CAREGIVER** RESOURCE GUIDE

**AARP**® Real Possibilities in  
**Arizona**

# PHOENIX METRO CAREGIVER RESOURCE GUIDE



Caregiving may be one of the most important roles you will ever take on in your life. You may have become a caregiver suddenly or perhaps your role has evolved over time. No matter where you are in the continuum of caregiving—starting to plan, helping to coordinate a big move, or taking care of a family member in your home—having resources at your fingertips will make the process easier.

With many organizations offering different types of help and services, it can be a challenge to sort out the specific type of help or services best suited for your needs. AARP developed this resource guide with you—the caregiver—in mind as a starting point to help you find the services and supports you need throughout your caregiving journey.

We hope this resource guide can assist you in the following ways:

- > **Help you get the type of assistance you need.** This directory lists many government and nonprofit resources, which you can access both in-person and online.
- > **Help you connect with others.** You'll discover, if you have not already, that you're a part of a community of caregivers and caregiver supporters. You are truly not alone.
- > **Help take care of yourself.** This is vitally important but something that many caregivers often overlook. The act of caregiving can take a physical and mental toll on the caregiver. So, it's important that you make self-care a top priority.

# Tips to Find Services and Supports

Here are a few pointers to keep in mind as you begin to look for resources and support.

## **Ask for help.**

Friends and family will often ask you if there is anything that they can do to help. Use your network and ask others to help you look for resources and information in your area.

## **If possible, use the Internet.**

The Internet is an easy and quick way to get information. Because information can vary, it is important not to rely on one site alone. Also, make sure the sponsoring organization is a reputable and reliable source of information.

## **Talk to a real person.**

Many phone numbers will lead to voicemail. It's important to leave a message, but don't wait for someone to call you back. Keep in mind that some services have backlogs of calls to return. Keep calling back until you connect with someone who can help you. Usually a second request receives prompt attention.

## **Write down your questions in advance.**

Before you call, write down specific questions and try to be as concrete and detailed as possible.

## **Keep track of your conversations.**

Keep a notebook of who you talked to. Write down names, phone numbers, and notes from each call. You never know when you will need the information down the road.

## **No one person or organization has all the answers.**

The person you get on the phone or the website you visit may have expertise in certain areas, but not in others. It is always smart to be prepared with other resources and organizations that can help.

## **Use your creativity.**

Create your own personal resource network. This could include contacting community-based agencies to find out what kinds of support services are available in your area. Consider asking friends or other caregivers what resources they found to be useful.

## **Many services are local.**

Services can vary widely from state to state and region to region. Make sure you look for resources that provide services where you live.

*"I am my parents' caregiver 100% of the time. I am their medicine dispenser, cook, driver, entertainment and constant companion. It is a financial hardship."*

—L. of Phoenix

## MARICOPA COUNTY RESOURCES

Following are local resources that can help to make caregiving easier. Some provide helpful information and others offer direct services such as help in the home, adult day care, social services and support groups.

### Area Agency on Aging, Region One

Provides services and assistance for older adults, adults aged 18+ with HIV/AIDS, adults aged 18+ with disabilities and long-term care needs, and family caregivers. Services for older adults include a 24-hour senior help line, resource guide, Adult Protective Services, congregate or home delivered meals, respite care, and legal assistance.

1366 E. Thomas Road, Suite 108  
Phoenix, AZ 85014 | 602-274-5022  
[www.duetaz.org](http://www.duetaz.org) | @DuetAZ  
[facebook.com/DuetAZ/timeline](https://www.facebook.com/DuetAZ/timeline)

### Arbor Rose Senior Care

Offers short term stays and respite care as well as adult day care services. Seniors are able to engage in activities such as language classes, exercise programs, and games. Entertainment, meals, outings, medication administration, and supervision is also provided.]

6033 E. Arbor Avenue  
Mesa, AZ 85206  
480-359-2658  
[www.arborroseseniorecare.com](http://www.arborroseseniorecare.com)

### Arizona Caregiver Coalition

Provides support to caregivers and their families through information and referral via a caregiver resource line, online respite care locator, and a respite voucher program. The respite voucher program provides free temporary breaks for caregivers

who qualify, by allowing them to access respite care for their loved one within the home or within a facility.

P.O. Box 21623 | Phoenix, AZ 85036  
1-888-737-7494  
[www.azcaregiver.org](http://www.azcaregiver.org)  
[facebook.com/azcaregiver](https://www.facebook.com/azcaregiver)

### Benevilla

Provides support services and assistance to older adults, adults with disabilities, children, and the families who provide these individuals with care. These services include community resource information and referral as well as a variety of programs. Programs include specialized adult day programs geared towards physical, mental, and emotional health; programs to assist parents in preparing their children to succeed in school; art education and engagement programs, and pet therapy. The organization also runs a community garden. Several locations are available.

16752 N. Greasewood Street  
Surprise, AZ 85374 | 623-584-4999  
[www.benevilla.org](http://www.benevilla.org) | @BenevillaAZ  
[facebook.com/Benevilla.org](https://www.facebook.com/Benevilla.org)

### Desert Mission Adult Day Health Care Center

Provides off-site and on-site activities for seniors so caregivers can take a temporary break. Activities include arts and crafts, discussions, stretching, and outings to museums. Meals and transportation are included. All seniors are monitored by registered nurses and assisted with personal care, if necessary. Social services and counseling are also available to caregivers.

303 E. Eva St. | Phoenix, AZ 85020  
602-870-6374  
[www.desertmission.com/programs/adult-day-health-care](http://www.desertmission.com/programs/adult-day-health-care)  
[@HonorHealth](https://www.facebook.com/HonorHealth) | [www.facebook.com/honorhealthcares](http://www.facebook.com/honorhealthcares)

### East Valley Senior Services Assistance for Independent Living

Provides in home services to promote health and wellness. Services provided include light housekeeping, meal preparation, assistance with grocery shopping/errands, transportation, and respite care for caregivers. The organization also helps seniors with laundry, personal care (bathing, grooming, etc.), toileting, remembering to take medications, and reading documents.

247 N. MacDonald | Mesa, AZ 85201  
1-888-737-7494  
[www.azcaregiver.org](http://www.azcaregiver.org)  
[facebook.com/azcaregiver](https://www.facebook.com/azcaregiver)

### Foothill Caring Corps

Provides in-home and transportation services to seniors. In-home services include meal delivery, "friendly visiting" in person or by telephone, temporary breaks for caregivers, assistance with bills and computers, minor home repairs, service referrals, and provision of personal safety devices. Transportation services assist seniors in going grocery shopping and attending medical appointments as well as providing access to social activities such as bingo, the library, lunch dates, etc.

7275 E. Easy St. | Suites B103/104  
Carefree, AZ 85377  
Mailing Address:  
PO Box 831, Carefree, AZ, 85377  
480-488-1105  
[www.foothillscaringcorps.com](http://www.foothillscaringcorps.com)

### Foundation for Senior Living

Offers services such as adult day health programs, training and education for caregivers and individuals who manage their care independently, emergency services (assistance with food, utilities, etc.), in-home services (housekeeping, personal care, transportation, etc.), and home repairs and improvements.

1201 E. Thomas Road  
Phoenix, AZ 85014  
602-285-1800 | [www.fsl.org](http://www.fsl.org)

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### Neighbors Who Care

Provides support services to the elderly to assist them in remaining in their homes. Services include transportation, assistance with shopping/errands, minor repairs, and welfare visits. The agency also provides short term respite care to caregivers for up to 4 hours a week.

10450 E. Riggs Road, Suite 113  
Sun Lakes, AZ 85248  
480-895-7133

[www.neighborswhocare.com](http://www.neighborswhocare.com)  
[www.facebook.com/Neighbors-Who-Care-160003424021512](https://www.facebook.com/Neighbors-Who-Care-160003424021512)

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### Oakwood Creative Care

Offers support and education to caregivers through training and support groups. Also provides an adult day care that provides activities and programs such as those focused on improving cognitive performance engagement in arts and crafts, volunteerism, gardening, and exercise.

7550 E. Adobe Street  
Mesa, AZ 85207  
or 247 N. MacDonald  
Mesa, AZ 85201  
1-480-464-1061

[www.oakwoodcreativecare.org](http://www.oakwoodcreativecare.org)  
[www.facebook.com/OakwoodCCAZ](https://www.facebook.com/OakwoodCCAZ)

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### R&R Respite Adult Day Center

Provides temporary breaks to caregivers. Meals and therapeutic activities such as arts and crafts are available to clients within the center. Transportation to and from the center is also provided by the organization.

246 N. Washington Street  
Wickenburg, AZ 85390  
1-928-684-3480  
<http://wickenburgrespite.com>  
[www.facebook.com/WickenburgRespite/](https://www.facebook.com/WickenburgRespite/)  
[info/?ref=page\\_internal](http://info/?ref=page_internal)

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### Sherriff's Posse Sun City West

Provides individuals with the R.U.O.K. (Are you okay?) telephone service. The R.U.O.K. service calls individuals on a daily basis to check on their well-being. The system also calls designated emergency contacts (friends, family, and/or neighbors.) or emergency services to provide welfare checks or medical assistance, if needed. The WAY (Where Are You) is another service that is provided. The WAY program allows spouses and/or caregivers as well as the agency to locate individuals with Alzheimer's or Dementia who have wandered off through a provided GPS tracking device.)

20450 N. Stardust Boulevard  
Sun City West, AZ 85375  
623-584-5808  
<https://scwposse.com>  
[@scwposse](https://www.instagram.com/scwposse)

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### Sunflower Adult Day Care Center

Provides supervision, nursing services, activities, and transportation to seniors while allowing caregivers temporary breaks.

2814 W. Bell Road, Suite 1415  
Phoenix, AZ 85053  
602-843-8711

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### Suntree Center Adult Day Health Care

Assists caregivers by providing supervision, health monitoring, and assistance with personal care such as showering, washing hair, etc. Seniors are also engaged in socialization and activities such as music therapy, exercises, and games. Meals and referrals to services are also provided.

4120 N. 20th Street  
Phoenix, AZ 85016  
602-441-4900  
[www.suntreecenter.com](http://www.suntreecenter.com)

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### VerdeCares Inc.

Assists caregivers and their loved ones through the provision of support and education groups as well as social activities. Services such as care management, home repair, transportation, and medication management are also provided.

18934 Avenida Del Ray, Ste. 106  
Rio Verde, AZ 85263  
480-471-8944 | [www.verdecares.org](http://www.verdecares.org)

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## ARIZONA RESOURCES

Many of the organizations in your state can help provide you with the big picture of what is going on in the community. State organizations can refer you to local organizations that provide resources and services in your local community.

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### Adult Protective Services

Provides education about and investigates allegations of elder abuse and neglect. Forms of abuse include physical, sexual abuse, financial exploitation and emotional and verbal abuse.

1789 W. Jefferson Street  
Phoenix, AZ 85007  
1-877-767-2385  
TDD: 1-877-815-8390  
[www.azdes.gov/daas/aps](http://www.azdes.gov/daas/aps)  
[@ArizonaDES](https://www.facebook.com/ArizonaDES)  
[www.facebook.com/OfficialArizonaDES](https://www.facebook.com/OfficialArizonaDES)

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### Department of Economic Security (Division of Aging and Adult Services)

Designs and manages resources for older adults and persons with disabilities and caregivers. This state agency can provide an overview of aging and caregiver services in the state.

1789 W. Jefferson Street  
Phoenix, AZ 85007  
602-542-4446  
[www.azdes.gov/daas/aps](http://www.azdes.gov/daas/aps)  
[@ArizonaDES](https://www.facebook.com/ArizonaDES) | [www.facebook.com/OfficialArizonaDES](https://www.facebook.com/OfficialArizonaDES)

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## Health Insurance Marketplace

The health insurance marketplace helps guide Americans as they shop and compare health plans available in the state.

1-800-318-2596  
TTY: 1-855-899-4325  
[www.healthcare.gov](http://www.healthcare.gov)  
[@HealthCareGov](https://www.facebook.com/Healthcare.gov)  
[www.facebook.com/Healthcare.gov](https://www.facebook.com/Healthcare.gov)

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## Legal Services Assistance/ Legal Assistance Program

Offers free or low-cost legal services for older adults. Provides legal advice, information and assistance with non-criminal problems.

1789 W. Jefferson Street  
Phoenix, AZ 85007 | 602-542-4446  
<https://des.az.gov/arizona-long-term-care-ombudsman-resources-and-publications> | [@ArizonaDES](https://www.facebook.com/OfficialArizonaDES)  
[www.facebook.com/OfficialArizonaDES](https://www.facebook.com/OfficialArizonaDES)

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## Long-Term Care Ombudsman

Long-term care ombudsmen are advocates for residents of nursing homes, board and care homes and assisted living facilities. Ombudsmen provide information about how to find a facility and what to do to get quality care. They are trained to resolve problems and can assist you with complaints.

1789 W. Jefferson Street  
Phoenix, AZ 85007 | 602-542-4446  
<https://des.az.gov/services/aging-and-adult/aging-and-disability-services/legal-services-assistance>  
[@ArizonaDES](https://www.facebook.com/OfficialArizonaDES) | [www.facebook.com/OfficialArizonaDES](https://www.facebook.com/OfficialArizonaDES)

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## Low Income Home Energy Assistance Program

Provides financial assistance for residents who are unable to pay utility bills. Weatherization resources also may be available.

1789 W. Jefferson Street  
Phoenix, AZ 85007  
1-602-542-4446

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## Prescription Assistance Program (Arizona Rx Card/Copper Card)

This program helps low-income elders and disabled residents pay for their prescription medications. This may include help paying drug plan premiums and/or other drug costs.

1-888-227-8315  
<http://azgovernor.gov/governor/copper-card> | [@ArizonaRxCard](https://www.facebook.com/ArizonaRxCard)  
[www.facebook.com/ArizonaRxCard](https://www.facebook.com/ArizonaRxCard)

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## Senior Housing

There are many types of housing for seniors; some are quite costly and others are based on the senior's income. Senior home modification and repair programs also are available.

1 N. Central Avenue, Suite 600  
Phoenix, AZ 85004 | 602-379-7100  
<http://portal.hud.gov/hudportal/HUD?src=/states/arizona/homeownership/seniors>  
[@HUDgov](https://www.facebook.com/HUDgov)  
[www.facebook.com/HUD](https://www.facebook.com/HUD)

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## State Health Insurance Program (SHIP)

Provides one-on-one counseling and assistance to people with Medicare and their families. The agency can help with obtaining benefits, filing claims and understanding health care options.

1789 W. Jefferson Street  
Phoenix, AZ 85007  
1-602-542-4446  
<https://des.az.gov/services/aging-and-adult/state-health-insurance-assistance-program-ship>  
[@ArizonaDES](https://www.facebook.com/OfficialArizonaDES)  
[www.facebook.com/OfficialArizonaDES](https://www.facebook.com/OfficialArizonaDES)

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## State Medicaid Office (Arizona Health Care Cost Containment System)

Medicaid is a joint federal and state health care program for people with low income and limited resources insufficient to pay for health care. Through the Medicaid Waiver program, older adults who are eligible for nursing home payments can receive medical and support services that enable them to continue living at home. Waiver services prevent or delay nursing home admission.

801 E. Jefferson Street, MD 3800  
Phoenix, AZ 85034  
602-417-5010 (in-state)  
Toll Free: 1-800-528-0142 (Outside Maricopa County)  
Out-of-State Toll Free:  
1-800-523-0231 | [www.azahcccs.gov](http://www.azahcccs.gov)  
[www.azahcccs.gov/shared/AHCCCScontacts.html](http://www.azahcccs.gov/shared/AHCCCScontacts.html)

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## Supplemental Nutrition Assistance Program (SNAP)

SNAP, formerly known as Food Stamps, provides monthly nutritional assistance to people who have low income and limited assets to pay for food. SNAP also provides nutritional education.

(1789 W. Jefferson Street  
Phoenix, AZ 85007 | 602-542-4446  
[www.azdes.gov/nutrition\\_assistance](http://www.azdes.gov/nutrition_assistance) | [@ArizonaDES](https://www.facebook.com/OfficialArizonaDES)  
[www.facebook.com/OfficialArizonaDES](https://www.facebook.com/OfficialArizonaDES)

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## NATIONAL RESOURCES

The national resources below provide valuable information and can connect you to programs and services in your state and local community.

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## Alzheimer's Association

Information and support for people with Alzheimer's disease and their caregivers. Operates a 24/7 helpline and care navigator tools.

[www.alz.org](http://www.alz.org) | 1-800-272-3900

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## Alzheimers.gov

A free federal information resource about Alzheimer's disease and related dementias.

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

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## ARCH Respite Network

The ARCH National Respite Network includes the National Respite Locator, a service to help caregivers and professionals locate respite services in their community.

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

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## Caregiver Action Network

Information, educational materials, and support for family caregivers.

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

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## Eldercare Locator

A public service of the U.S. Administration on Aging that connects caregivers to local services and resources for older adults.

[www.eldercare.gov](http://www.eldercare.gov)  
1-800-677-1116

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## Family Caregiver Alliance

Tools and resources for family caregivers, including the Family Care Navigator, a state-by-state list of services and assistance.

[www.caregiver.org](http://www.caregiver.org)  
1-800-445-8106

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## Medicare

Provides information about the Medicare program and how to find Medicare plans and providers. Caregivers will also find a tool on the website to compare home health care agencies and nursing homes.

[www.medicare.gov](http://www.medicare.gov)  
1-800-633-4227

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## National Academy of Elder Law Attorneys

A professional association of attorneys who specialize in legal services for older adults and people with special needs. Find a database of elder law attorneys by state.

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

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## The National Clearinghouse for Long-Term Care Information

Information and tools to help plan for future long-term care needs.

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

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## Social Security Administration

Information on retirement and disability benefits, including how to sign up for Social Security.

[www.ssa.gov](http://www.ssa.gov) | 1-800-772-1213

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## Veterans Administration

Provides supports and services for families caring for veterans. Connects caregivers with local caregiver supports programs for veterans.

[www.caregiver.va.gov](http://www.caregiver.va.gov)  
855-260-3274

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# AARP RESOURCES FOR CAREGIVERS

## AARP Caregiving Resource Center

One-stop shop for tips, tools and resources to use while caring for a loved one.

[www.aarp.org/caregiving](http://www.aarp.org/caregiving)  
For Spanish visit  
[www.aarp.org/cuidar](http://www.aarp.org/cuidar)

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## AARP Caregiving Support Line

Connects you directly with an information specialist who can talk with you about services and support available in your community.

1-877-333-5885

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For Spanish call 1-888-971-2013  
Monday-Friday,  
7:00 a.m.–11:00 p.m., EST

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## Advance Directive Forms

Free, downloadable state-specific advance directive forms and instructions.

[www.aarp.org/advancedirectives](http://www.aarp.org/advancedirectives)

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## AARP Caregiving App

Helps you manage your to-do list, calendar of appointments and support scheduling.

You can download it at  
[www.aarp.org/caregivingapp](http://www.aarp.org/caregivingapp)

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## AARP Rx App

Helps you manage your loved one's medications. You can also use it to help manage your own medications.

You can download it at  
[www.aarp.org/rxapp](http://www.aarp.org/rxapp)

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## I Heart Caregivers

An initiative to recognize family caregivers by providing them a place to share their stories and learn how they can help improve caregiver support in their state.

[www.aarp.org/iheartcaregivers](http://www.aarp.org/iheartcaregivers)

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## Living Longer, Living Smarter

An educational series that helps caregivers and older adults create a plan for their future.

[www.aarp.org/decide](http://www.aarp.org/decide)

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## AARP Benefits Quick Link

Find public benefits that can help you pay for food, medicine, health care, utilities and more by using AARP Foundation's Benefits QuickLINK tools.

[www.aarp.org/quicklink](http://www.aarp.org/quicklink)

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 **AARP** Real Possibilities in

# Arizona

16165 N. 83rd Avenue, Suite 201  
Peoria, AZ 85382  
1-866-448-3616  
[aarp.org/az](http://aarp.org/az)

 [facebook.com/aarparizona](https://facebook.com/aarparizona)

 [twitter.com/az\\_aarp](https://twitter.com/az_aarp)