

Jewish Family and Children's Service COVID-19 (Coronavirus) Outbreak Response Resource Guide



This resource guide has been compiled to connect JFCS patients, clients, and staff with vital services that can relieve some pressure from the COVID-19 (Coronavirus) Outbreak. JFCS advises its patients, clients, and staff to consult websites and/or to call these services to ensure that they are capable of helping them at that time. JFCS will not be held responsible for any change in availability or resources at these locations.

Recommended Websites

These websites are regularly updated by government agencies and other approved agencies with information and news concerning the COVID-19 (Coronavirus) outbreak.

CDC Coronavirus Screening

The Center for Disease Control (CDC) has created an online screening process that the public can take to self-assess their symptoms. The “Self-Checker” serves as a guide to help you make decisions and prepare for next steps based on your current symptoms.

<https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/index.html>

Arizona Together

Arizona Together offers Arizonans access to the resources they need as a result of the COVID-19 outbreak. <https://arizonatogether.org/>

2-1-1

For more information about COVID-19 in English or Spanish, dial 2-1-1. If you need public assistance, email publicassistance@az.gov

<https://211arizona.org/covid-19/>

Find Help Phoenix

This website will point you to free and almost-free services through Phoenix and is managed by the Maricopa County Department of Public Health.

<https://www.findhelpphx.org/>

Arizona Food Bank Network

This is the largest database of emergency food options (food banks, pantries, soup kitchen, shelters, and others that distribute emergency food) in Arizona. Additionally, the website provides updated information about the food banks.

<http://www.azfoodbanks.org/>

Mesa CARES

The City of Mesa has created Mesa CARES, a citywide initiative to assess community needs resulting from COVID-19. These outreach efforts will also aid in providing needed

support and resources. As part of initiative, the Mesa CARES Community Resources Call Center, hosted by the Mesa Public Library, will be a phone line open seven days a week from 8 a.m. to 5 p.m. The calls will be answered by librarians, including staff members who are bilingual. The call center will be a reliable source of Mesa-based information for residents and businesses who can refer community members to available services.

<http://mesanow.org/news/public/article/2491>

Mission AZ

This tool is provided at no cost by a coalition of non-profit organizations from Gilbert, AZ and surrounding areas. Resources are offered for those who needs help and opportunities are provided for those who want to help.

<https://missionaz.org/help>

Response of Cell Phone Providers

This website provides a detailed breakdown of how providers, large and small, are working to ensure people are able to stay connected. Many are taking part in the Keep Americans Connected Pledge initiative, which is to ensure people don't lose their cell and internet access as a result of COVID-19 challenges.

As part of this:

For a period of at least 60 days (from March 13), participating broadband and mobile companies have pledged to:

- Waive all late payment fees.
- Continue providing wireless service to all customers, regardless of their ability to pay.
- Make their public WiFi hotspots available and free to any American who needs them.

<https://www.letstalk.com/cellphones/news/carrier-response-covid-19-pandemic/>

Local County and Human Services Websites

These websites contain important information about the availability of programs and services in each specific county. They can direct you to the correct departments for utility assistance, food assistance, and employment services available where you live. It is advised to visit these websites frequently for up-to-date news on how the COVID-19 outbreak is being handled in your county.

Apache/Navajo/Yavapai County - [Northern AZ Council of Governments](#)

Cochise/Graham/Greenlee/Santa Cruz County - [South Eastern Arizona Community Action Program](#)

Coconino County - [Coconino County Community Services Department](#)

Gila County - [Gila County Community Action Program](#)

La Paz/Mohave/Yuma County - [Western Arizona Council of Governments](#)
Maricopa County - [Maricopa County Human Services](#)
Maricopa County, City of Glendale - [City of Glendale Community Action Programs](#)
Maricopa County, City of Phoenix - [City of Phoenix Human Services](#)
Maricopa County, City of Mesa - [Mesa Community Action Network](#)
Pima County - [Pima County Community Service Department](#)
Pinal County - [Community Action Human Resources Agency](#)

Insurance Specific Information

Below are resources that are available to members of specific insurance plans. If you plan to contact these numbers, then we would advise you to have your insurance card and/or number ready for verification purposes.

24/7 Nurse Lines by Insurance

Arizona Complete Health (ACC & RBHA) - 1-866-534-5963
Banner (ACC & LTC) - 1-888-747-7990
Care1st - 1-800-746-3163
Magellan - 1-800-424-5891
Mercy Care (ACC & LTC) - 1-800-624-3879
Mercy Care (RBHA) - 1-800-564-5465
UnitedHealthcare (ACC & LTC) - 1-877-440-0255
Health Choice Arizona (ACC & RBHA) - 1-855-458-0622
Comprehensive Medical and Dental Program (CMDP) - 1-800-201-1795
Division of Developmental Disabilities American Indian Health Plan (DDD AIHP) - 1-844-770-9500

Fee for Service Members, including those enrolled in the American Indian Health Program (AIHP), Tribal ALTCS, or a TRBHA, should contact their doctor, the nearest American Indian Medical Home (AIMH), or the nearest IHS/638 facility.

American Indian Medical Home (AIMH) Facility and 24-Hour Nurse Call Line

Chinle Comprehensive Health Care Facility - 1-800-242-9271
Fort Yuma Indian Health Center - 1-866-896-1585
Phoenix Indian Medical Center - 1-602-285-3888
San Carlos Apache Healthcare Corporation - 1-833-361-9550
Whiteriver Indian Hospital - 1-928-338-4911

Jewish Family and Children's Services

Jewish Family and Children's Services ("JFCS") remains dedicated to serving its clients and patients as thoroughly as possible while adhering to applicable state and federal regulations. Below are the following primary care, behavioral health, employment, and senior services that are available at this time.

JFCS Services

Clinics and Healthcare Centers

JFCS East Valley Healthcare Center (offers primary care services)
880 N Colorado St, Gilbert, AZ 85233
Phone: (480) 820-0825

JFCS Glendale Healthcare Center (offers primary care services)
5701 W Talavi Blvd #180, Glendale, AZ 85306
Phone: (623) 486-8202

JFCS Michael R. Zent Healthcare Center (offers primary care services)
3001 N 33rd Ave, Phoenix, AZ 85017
Phone: (602) 353-0703

JFCS West Valley Clinic
1840 N 95th Ave #146, Phoenix, AZ 85037
Phone: (623) 234-9811

Seniors

Senior Concierge

The Senior Concierge can assist seniors with information on, transportation, services for seniors, home care providers, legal services, recreational activities, Jewish education programs, and anything else you'd like to know about local senior services.

(480) 599-7198

SeniorConciergeServices@jfcsaz.org

Financial Assistance

Helping Hands Emergency Financial Assistance

Helping Hands is an emergency assistance fund that provides specific, short-term financial assistance to Jewish individuals or families in Maricopa County who are otherwise unable to meet their basic needs. Through generous grants and donations, we assist those who may have lost their job, endured illness, suffered a loss, or had other unexpected financial hardship. **Must meet criteria to qualify.**

(602) 452-4627

Employment

Jewish Career Services

Jewish Family & Children's Service aids Jewish community members who are unemployed or underemployed to fine tune their job search skills. Through the creation of a professional resume, coaching on the nuances of critical job search skills such as networking and interviewing, we help each program participant become savvy in today's competitive job market.

(602) 452-4627

Real World Job Development

This program was started in 2006, and over the last 10 years we have helped countless teens between the ages of 16 and 24 learn how to apply their knowledge and skills to find gainful employment. Participants in this program have gone on to find work in schools, hospitals, veterinary clinics, small businesses, and more. Many foster care youth enrolled in this program manage to achieve their educational and/or employment goals.

(602) 279-0084

Domestic Violence

Shelter Without Walls

JFCS' domestic violence program addresses the unmet needs of Maricopa County survivors of domestic violence and their children, female or male, who are residing outside of a shelter setting, and are struggling to attain and/or maintain safety and independence, whether or not still living with their abuser. During this time of at-home isolation, if you or someone you know is in a

dangerous situation, then please contact us. **All cases are handled in the strictest confidence**

(602) 452-4640 (English)

(602) 534-3087 (Spanish)

Child and Family Care/Services

Meals for Kids Affected by School Closures

Many schools are serving free grab and go meals during the COVID-19 outbreak. Children and teens ages 18 and younger can each receive one free meal. You can get meals from any site, find one close to you by searching the following website. It is advised that you visit your specific school district's website to confirm times, dates, and locations.

<https://www.azhealthzone.org/summerfood/>

Child Crisis AZ

Child Crisis Arizona provides children and youth in Arizona with a safe environment, free from abuse and neglect, through thoughtfully designed prevention, intervention and education programs. Currently, Family Education classes are being offered online. Early Education Services are suspended, but current participants will still be able to pick up meals curbside Monday through Friday at 10:30 a.m. Please contact your Family Support Specialist for more information.

<https://childcrisisaz.org/>

Corporate Headquarters and Early Education
817 N. Country Club Drive Mesa, AZ 85201
Phone: (480) 834-9424

Phoenix Office and Preschool
2334 E. Polk St. Phoenix, AZ 85006
Phone: (602) 273-7363

Whiteman's Safe Haven for Children
604 W. 9th St. Mesa, AZ 85201
Phone: (480) 969-2308

Year Up

Year Up's mission is to close the Opportunity Divide by ensuring that young adults (18-24) gain the skills, experiences, and support that will empower them to reach

their potential through careers and higher education. At this time, Year Up is offering virtual information sessions and weekly professional development workshops.

<https://www.yearup.org/>

Info Sessions-<http://bit.ly/YUAZVirtual>

Workshops-<https://tinyurl.com/YUAZVirtualWorkshop>

Boys and Girls Club

In response to the closings of a number of Valley school districts, Boys & Girls Clubs of the Valley is opening local Clubs impacted areas during school hours to serve our members and the greater community.

Clubs are available to current members and open to new members with priority being given to healthcare and essential employees. Space is limited based on each location's capacity. They are open to serve families that are not able to telecommute for their work and children that rely on the school systems for daily meals. Clubs open during the day will provide 2 meals for the day and a snack.

Locations Open as of 4/21

West Valley

Swift Kids Branch - Glendale
6420 W Maryland Ave, Glendale, AZ
85301 (623) 939-6952 **Open: 8 a.m. to 6 p.m.**

Tri-City Branch/Thornwood - Avondale
301 E. Western Ave., Avondale, AZ
85323 (623) 932-1154 **Open: 8 a.m. to 6 p.m.**

Central Valley

Bob & Renee Parsons Branch - Phoenix
4309 E Belleview St. Bldg 14, Phoenix, AZ
85008 (602) 343-1270 **Open: 8 a.m. to 6 p.m.**

Ed Robson Branch - Phoenix
15815 N 29th St, Phoenix, AZ
85032 (602) 449-2850 **Open: 8 a.m. to 6 p.m.**

Jerry Colangelo Branch - Phoenix

1755 N. 34th Ave., Phoenix, AZ
85009 (602) 424-0410 **Open: 8 a.m.
to 6 p.m.**

MLB All-Star Diamondbacks Branch - Phoenix
548 W Southern Ave, Phoenix, AZ
85041 (602) 268-3486 **Open: 8 a.m. to 6
p.m.**

Thunderbirds Branch - Guadalupe
9225 S Avenida del Yaqui, Guadalupe, AZ
85283 (480) 897-6247 **Open: 7 a.m. to 6 p.m.**

East Valley

Chandler Compadres Branch
300 E. Chandler Blvd., Chandler, AZ
85244 (480) 899-8302 **Open: 7 a.m. to 6
p.m.**

Superstition Mountain Branch - Apache Junction
1755 N Idaho Rd, Apache Junction, AZ
85119 (480) 982-6381 **Open: 7 a.m. to 6 p.m.**

New Life Pregnancy Centers

New Life Pregnancy Centers are distributing diapers, wipes, formula and clothing while supplies last.

<https://newlifepregnancy.com/>

Locations

New Life Pregnancy Center, Phoenix (South)
1431 E. Southern Ave., Phoenix, AZ 85040
(602) 243-1614

New Life Pregnancy Center, Tempe
1001 E. Southern Ave., Tempe, AZ 85282
(480) 838-9071

New Life Pregnancy Center, Phoenix
2632 W. Augusta Ave., Phoenix, AZ 85051
(602) 346-2300

Domestic Violence

Arizona Coalition to End Sexual and Domestic Violence

The Arizona Coalition to End Sexual and Domestic Violence Helpline is still open and operating the regular hours of 8:30 am - 5:00 pm, Monday - Friday with Victim Services Specialists available to assist in Spanish and English, by phone 602-279-2980 or online through chat. While the staff is primarily working remotely from the safety of their homes, ACEDV has measures in place to maintain full confidentiality and are continuing operations and support to survivors and the community.

602-279-2980

www.acesdv.org/

Community Alliance Against Family Abuse

Community Alliance Against Family Abuse (CAFA)'s mission is to empower individuals, families, and communities to be free from abuse through collaboration, prevention, awareness, and support. CAFA's Crisis Line is still open 24/7 with assistance available in English, Spanish, and other languages with help from interpreters. CAFA's Crisis Shelter remains open and is adhering to federal and state regulations concerning COVID-19.

480-982-0196 (Crisis Line)

480-982-0205

<https://www.caafaaz.org/>

879 N Plaza Drive #101D, Apache Junction, AZ 85120 Monday
– Friday between 8am – 5pm

Employment

Arizona @ Work

Employment Service is a network of public employment offices providing placement services for job seekers and labor force recruitment services for employers. The Employment Service focuses on providing a variety of employment-related labor exchange services including, but not limited to, job search assistance, job referral, and placement assistance for jobseekers, re-employment services to Unemployment Insurance claimants, and recruitment services for employers with job openings.

arizonaatwork.com

Arizona @ Work Employment Opportunities

Arizona@Work has compiled a list of current and immediate job postings. The list is updated frequently, so it is advised that this page is checked often for accurate information.

<https://arizonaatwork.com/newsroom/all/arizona-employers-immediate-openings>

PIPELINE AZ Virtual Hiring Project

Now through May 22nd, multiple Greater Phoenix companies are coming together for the #C19AZ Retail and Logistics Virtual Hiring Event designed to connect job seekers impacted by the COVID-19 crisis! Featuring both part- and full-time positions, participating companies will be on-line to hire now!

How It Works

Job Seekers can be matched up with top Phoenix area employers based on your skills and experience. This virtual hiring event will allow job-seekers to be selected for online interviews that happen same-week or even same day. You can also get paired with a Pipeline AZ Career Coach to help you navigate your search.

- Job Seekers can register for the event by going to <https://azatwork.pipelineaz.com/>
- Once registered, fill out your "Job Match Profile" including past work experience, additional skills, and either "publish" or upload your own resume.
- Once your skills and resume are published, employers can begin reaching out to schedule a virtual interview.

Unemployment Insurance

Those who have been furloughed or laid-off due to COVID-19 are encouraged to apply for Unemployment Insurance benefits through the Department of Economic Security (DES). On March 20, 2020, Gov. Doug Ducey issued an executive order and administrative action aimed at providing certainty and economic relief for those facing financial hardship because of COVID-19, increasing access to unemployment benefits. These resources are applied retroactively to hardships experienced after March 11, 2020. Applications will be accepted beginning March 23, 2020. DES does not have Unemployment Insurance offices. You must apply online. 602-542-2460 des.az.gov/services/employment/unemployment-individual

Financial Assistance

Short-Term Crisis Services

STCS provides temporary assistance to low-income families experiencing an emergency need that cannot be met immediately by their own income and resources to help stabilize an immediate financial crisis. **A dependent child must live in the home .**

A crisis is:

- 1) A separation from the family that resulted from domestic violence where the applicant is unable to return home.

- 2) Loss of income
- 3) An unforeseen event that makes it difficult to meet one's expenses
- 4) A situation that endangers the health and safety of the family
- 5) Applicants must be able to explain and provide proof of emergency need for assistance.

To apply, contact the local Community Action Agency (CAA) in your area.

Community Action Agencies by County

Maricopa County

Maricopa County Human Services
234 N. Central Ave., Suite 3000, Phoenix, AZ 85009
602-506-5911

Maricopa County, City of Glendale

City of Glendale Community Action Programs
5850 W. Glendale Ave., Suite B-51, Glendale, AZ 85301
623-930-2854

Maricopa County, City of Phoenix

City of Phoenix Human Services
200 W. Washington St., 17th Floor, Phoenix, AZ 85003
602-262-4520 - Main
602-262-6631 - Senior Services intake line

Maricopa County, City of Mesa

Mesa Community Action Network
635 E. Broadway Rd., Mesa, AZ 85204
480-833-9200

A New Leaf's MesaCAN (Must be a Mesa resident)

MesaCAN provides financial and case management services to individuals and families who are facing an emergency situation impacting their housing, utilities, health, and safety. Services: Air Conditioners, Case/Care Management, Drinking Water Donation Programs, Electric Service Payment Assistance, Fans, Gas Service Payment Assistance, Heating Fuel Payment Assistance, Individual Development Accounts, Mortgage Payment Assistance, Personal Financial Counseling, Rent Payment Assistance, Water Service Payment Assistance

635 E Broadway Rd, Mesa, AZ 85204

(480) 833-9200

<https://www.turnanewleaf.org/services/financial-empowerment/mesacan.html>

Food Distribution and Support

call ahead to ensure that the location is operating and stocked

West Valley

St. Mary's Food Bank

call 602-242-3663 to ensure the center is open and stocked

Beginning Monday, April 13, the below distribution centers will be open Monday through Friday from 8:30 a.m. to 1:30 p.m.

Phoenix Food Box Distribution
3131 W. Thomas Rd., Phoenix, AZ 85017

Surprise Office and Food Box Distribution
13050 W. Elm St., Surprise, AZ 85378

Harvest Compassion Center

Phoenix
4744 E. Thunderbird Road, Suite 9, Phoenix, AZ 85032
602-788-2444

Maryvale
4002 N. 67th Ave., Phoenix, AZ 85033
623-247-0039

Desert Mission Fourth Street Market

The Market provides fresh produce and food with the purchase of a meat or pantry basket. Presently, the Market will be open Monday through Friday from 9 a.m. to 3 p.m.

9229 N. Fourth St., Phoenix, AZ 85020
602-870-6062

East Valley

Paz De Cristo

Paz De Cristo is offering Grab n' Go Dinners at 5:30 pm. Grab 'n Go dinners are an alternative to evening meal service which has been suspended temporarily. The mission of Paz de Cristo is to Feed, Clothe and Empower people in the Phoenix East Valley. The organization provides more than 50,000 meals each month and strives to relieve suffering while helping those in need improve their quality of life.

424 W. Broadway Rd., Mesa, AZ 85210
480-464-2370

AZCEND

If you are in need of food, then assistance is available in the form of Emergency Food Boxes or Supplemental Food Boxes. Seniors can receive meals from the Chandler and Gilbert Senior Centers through drive-up and curbside service with prior notice. Phone meetings and giving rent/mortgage assistance appointments the option to fax their documents in. Utility assistance can be accomplished with limited contact. Home visits for case management are now being conducted over the phone.

345 S. California St., Chandler, AZ 85225 480-963-1423.

Emergency Food Boxes

If you are in need of food assistance, emergency Food Boxes tailored to family size and special dietary needs, including infants, children, and homeless individuals are distributed

Monday 12:00 pm – 3:00 pm

Tuesday 3:00 pm – 6:00 pm

Wednesday 9:00 am – 12:00 pm

Thursday 9:00 am – 12:00 pm

Supplemental Food Boxes

Supplemental Food Boxes containing fresh perishable food are distributed every Friday from 9:00 am while food supplies last. Food tickets are distributed beginning at 7:30 AM.

Borderlands Produce Rescue

For a \$12 contribution, families and individuals can receive up to 70 lbs of produce. The Borderlands P.O.W.W.O.W. program operates during the produce season, typically November through August. Every week, usually on Saturdays, P.O.W.W.O.W. host sites are held in cities a round Arizona. These sites are hosted by community organizations (churches, civic organizations, schools and universities.)

Since locations and times are subject to change, especially due to the COVID-19 outbreak, please consult this calendar for updated times and locations: <http://www.borderlandsproducerescue.org/produce-calendar/>

Arizona Baptist Children's Services

ABCS is distributing food boxes, as well as fresh meat and vegetables in select Resource Center locations. Clothing is temporarily unavailable.

Rio Vista Center
1431 E. Southern Ave., Phoenix, AZ 85040
(480) 707-9906
Tues - Thur.: 9am–12pm

Casa de Amor
819 S. MacDonald, Mesa, AZ 85210
(480) 707-9906
Mon. - Wed.: 9am–12pm

United Food Bank

Friday Food Distributions have temporarily moved to the Mesa Convention Center and will be serving people using a drive-thru system. Distributions will occur every Friday from 8 a.m. to noon, at the **Mesa Convention Center, 263 N. Center St.** Currently, all food is available at no charge. If you or someone you know needs food support, this resource is available. Please note, this is for those with an **immediate** need for food assistance.

DRIVERS

NEW: Enter from University heading east, and turn right at Centennial Way.

Review the map and pay attention to volunteers directing traffic.

Remember to empty out your trunks prior to arriving so we can safely and quickly load your food.

WALK-INS

For those without a motor vehicle, we will have a new check-in area outside the convention center, marked on the map in blue.

<https://unitedfoodbank.org/get-help/find-food/>

St Mark's Episcopal Church

Website: We currently do not have a website for St Mark's Episcopal Church

Address: 322 N. Horne Mesa, AZ - 85203

Phone: 480-964-5820

Giving out Food Boxes: 10-11:30am on the second and fourth Tuesday of each month

Red Mountain United Methodist Church

Website: <http://www.rmumc.com>

Address: 2936 N. Power Road Mesa, AZ - 85215

Phone: (480) 981-3833

Giving out food boxes: Monday – Thursday 10:00 - 3:00pm

Lutheran Social Service of Southwest

Website: <http://www.lss-sw.org>

Address: 5946 E. University Dr. Mesa, AZ - 85205

Phone: (480) 654-4539

Giving out food boxes: LSS-SW has two food pantry locations in Mesa. All that is needed is a photo ID.

First Evangelical Lutheran Church Food Pantry

142 N. Date, Mesa, AZ 85201

Tuesdays and Thursdays, 9:00-11:15 am

(except the 2nd Tuesday of the month)

Victory Lutheran Church Food Pantry

5946 E. University Drive

Mesa, AZ 85205

Mondays and Wednesdays, 9:00-11:30 am

Salvation Army - Mesa

Website: <https://mesa.salvationarmy.org>

Address: 241 E. 6th Street Mesa, AZ - 85201

Phone: (480) 962-9103

Giving out food boxes: Monday - Thursday 8:00am - 12:00pm

Holy Cross - Society of St Vincent de Paul

Website: <http://www.holycrossmesa.org/svdp>

Address: 1244 S. Power Rd. Mesa, AZ - 85206

Phone: (480) 985-4259

Giving out food boxes: The St. Vincent de Paul Society provides food, clothing, and other assistance to the poor and needy. Located at the north end of the grounds, the hours are Monday through Thursday from 9:00-11:00am

Gateway Bible Church

Website: <http://www.gatewaybiblechurchonline.com/>

Address: 1621 N. Pasadena Mesa, AZ - 85201

Phone: 480-834-9091

Giving out food boxes: The 2nd Thursday of every month from 3pm to 5pm

Christ the King Roman Catholic Church - HOPE Outreach Ministry

Website: <http://ctk-catholic.org/ministries/h-o-p-e-outreach-ministry>

Address: 1551 E Dana Ave. Mesa, AZ - 85204

Phone: 480-964-1719

Giving out food boxes: Tuesday 10:30am - 12:00pm; Thursday 4:45pm - 6:15pm

□ Potential clients enter through the eastern entrance to the building. Individuals seeking service should bring identification (e.g. driver's license, passport, national identification card) and proof of an address within the parish boundaries (Horne on the West, Val Vista on the East, Brown on the North, and Baseline to the South). Proof of an address can be a lease or rental agreement or a utility bill that contains the client's name and address.

□ Once clients are registered, they may return on a regular basis every two weeks with proof of current address until such time as the need no longer exists.

Housing Assistance

Covid-19 Rental Eviction Prevention Assistance

Renters may qualify for rental payment assistance under the Arizona COVID Relief Program. This program is for Arizona residents only who meet other qualifying criteria. The online applications will be open beginning on March 30, 2020. If you are unable to apply online, call the local Community Action Agency serving your area and they can help you complete an application via the telephone.

<https://housing.az.gov/general-public/eviction-prevention-assistance>

Hygiene and Hygiene Products

Paz de Cristo

Paz de Cristo will be offering diapers and hygiene products from 10 am – 3 pm, Monday-Friday.

424 W. Broadway Rd., Mesa, AZ 85210
480-464-2370

Hope Women's Center

HWC is open from 11am-1pm, Monday-Thursday and clients can get diapers, wipes, and formula (if they have it in stock). They will have to fill out very brief paperwork as HWC has to submit information to the diaper bank, but then they will be able to obtain resources and can come back weekly to get more as needed.

Phoenix (Headquarters)
1640 E. McDowell Rd., Phoenix, AZ 85006
(602) 715-0999

Apache Junction
252 N. Ironwood Dr., Apache Junction, AZ 85120
(480) 983-4673

Coolidge
850 N. California St., Coolidge, AZ 85128
(520) 723-8888

West Valley
12101 NW Grand Ave., El Mirage, AZ 85335
(602) 715-0999

One Small Step

One Small Step helps children, families, and individuals living in poverty to attain a more productive life by providing quality clothes, shoes, and other support services. Currently, OSS is providing mail, lockers, and shower services to homeless clients on a limited schedule. As of this date, OSS will be open on Tuesday, April 7th and Wednesday, April 8th from 9 a.m. - 12 p.m. Please refer to the website for updated information.

<https://onesmallstepaz.org/>

710 N Cooper Rd, Gilbert, AZ 85233
(480) 285-4111

Legal Services

Arizona Coalition for Military Families: Be Connected
1-866-4AZ-VETS (429-8387)

Community Legal Services
602- 258- 3434

Senior Citizens

Area Agency on Aging

The Area Agency on Aging connects seniors with helpful services like in-home care, meals, legal assistance, and healthy living resources. For more information on congregate meals sites and home-delivered meals, please contact your local Area Agency on Aging (AAA).

The 24-Hour Senior Help Line is the 24-hour information and assistance resource and central intake of the Area Agency on Aging. The Help Line staff can assist in answering your questions about transportation, housing, long-term care, home delivered meals, home care, and other numerous services.

24 Hour Senior Help Line
602-264-HELP (4357)
Toll Free at 888-783-7500

AAA County-Specific Contacts

Maricopa County
602-264-2255

Pima County
520-790-0504

Yavapai, Coconino, Navajo, and Apache Counties
877-521-3500

Mohave, La Paz, and Yuma Counties
928-753-7038 (Mohave County)
928-217-7114 (La Paz, Yuma Counties)

Pinal and Gila Counties
1-800-293-9393

Cochise, Graham, Greenlee, and Santa Cruz Counties
520-432-2528

Navajo County
928-871-6869

Utilities

Arizona Public Service (APS)

A Temporary Customer Support Fund has been established for APS residential customers by providing a \$100 credit for residents experiencing a financial hardship due to the COVID-19 pandemic. Income or crisis verification documentation will not be required.

For assistance, please contact APS Customer Care Center at: Phoenix
Metro Area: 602-371-7171

Cities & Communities Outside Phoenix: 800-253-9405

<https://www.aps.com/en/residential/home>

Salt River Project (SRP)

SRP encourages customers who are experiencing difficulty paying their electric bill for any reason to call. The customers can reach SRP 24/7.

602-236-8888 <https://www.srpnet.com/>

Southwest Gas (SWG)

SWG has indefinitely suspended all service disconnections. Customer service representatives can be reached Mon. - Fri., 7 a.m. - 6 p.m. PST.

877-860-6020 <https://www.swgas.com/>