



**Maricopa County  
Legal Remedies and Victim  
Resource Guide for Elder Abuse**

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## SPECIAL THANKS TO THESE CONTRIBUTORS:

- Arizona Department of Economic Security (DES)
- Arizona DES Adult Protective Services (APS)
- Area Agency on Aging, Region One
- Arizona Coalition to End Sexual and Domestic Violence (ACESDV)
- Arizona Corporation Commission
- Arizona Prosecuting Attorneys' Advisory Council (APAAC)
- Arizona Faith Network
- AZCEND of Chandler and Gilbert
- Chicanos Por La Causa
- City of Mesa Family Advocacy Center
- City of Phoenix Fire Department
- City of Phoenix Police Department
- City of Phoenix Family Advocacy Center
- Committee on Impact of DV and the Courts (CIDVC)
- Gila River Indian Community Crisis Response
- Maricopa County Sheriff's Office
- Maricopa Association of Governments (MAG)
- Maricopa County Attorney's Office
- Task Force Against Senior Abuse (TASA)

## REFERENCES:

The content in this resource guide is a combination of information specific to **Elder Abuse Resources** in Maricopa County that can be easily accessed by Law Enforcement in the field.

### **Maricopa Association of Governments (MAG) Vulnerable Adult Protocol:**

[https://azmag.gov/Portals/0/Documents/MagContent/RDVC\\_2021-08-19\\_item-05\\_Vulnerable-Adult-Protocol-Update-and-Approval.pdf](https://azmag.gov/Portals/0/Documents/MagContent/RDVC_2021-08-19_item-05_Vulnerable-Adult-Protocol-Update-and-Approval.pdf)

### **Area Agency on Aging, Region One Elder Resource Guide:**

[www.aaaphx.org/home/elder-resource-guide/](http://www.aaaphx.org/home/elder-resource-guide/)

### **Adult Protective Services Resource Guide:**

[https://docs.google.com/document/d/17yVReAiWhDx8bUwYauV71m1htd\\_c\\_\\_O2/edit#](https://docs.google.com/document/d/17yVReAiWhDx8bUwYauV71m1htd_c__O2/edit#)

### **Arizona Attorney General's Office Senior Toolkit:**

[https://www.azag.gov/sites/default/files/docs/seniors/Senior\\_Toolkit.pdf](https://www.azag.gov/sites/default/files/docs/seniors/Senior_Toolkit.pdf)

## PURPOSE

The purpose of the Arizona Abuse in Later Life Project Resource Guide is to provide a legal remedies and victim resource guide related to Elder Abuse in Maricopa County. This resource guide provides information to community stakeholders to allow them to effectively intervene in cases involving crimes against *older adults in Arizona, age 50 and older*. The goal is to treat these victims with dignity and respect and to reduce the number of crimes committed. The Resource Guide will fully address the exploitation and abuse of older adults, provide guidelines and serve as a reference source for interagency cooperation in the investigation, prosecution, and management of abuse and exploitation cases involving older adults. This Resource guide will help our stakeholders identify, investigate such cases and hold offenders accountable through prosecution.

## KEY SECTIONS IN THE RESOURCE GUIDE INCLUDE:

[Mandatory Reporting Requirements](#)

[Background on Elder Abuse](#)

[List of Crimes and Offenses](#)

[Civil Legal Remedies](#)

[Resources for Law Enforcement and Prosecutors & Investigation Considerations](#)

[Arizona Revised Statutes & Terms on Elder Abuse](#)

[Community Resources: Advocacy, Civil Legal Remedies, Counseling, Domestic Violence, Elder Abuse, Employment, Food Banks, Guardianships and Fiduciary, Housing, Mental Health, and Other Resources](#)

## MANDATORY REPORTING REQUIREMENTS

APS has the authority to investigate when the adult is determined to be a vulnerable or incapacitated person by law. If the victim is age 50 or older and not deemed a vulnerable adult, mandatory reporting is not required.

*“Vulnerable adult” is defined as an individual who is 18 years of age or older and who is unable to protect himself from abuse, neglect, or exploitation by others because of a physical or mental impairment. Vulnerable adult includes an incapacitated person. “Incapacitated person” is defined as any person who is impaired by reason of mental illness, mental deficiency, mental disorder, physical illness or disability, chronic use of drugs, chronic intoxication or other cause, except minority, to the extent that he lacks sufficient understanding or capacity to make or communicate responsible decisions concerning his person.*

Those who are in contact with vulnerable adults have the responsibility to become aware of the signs of abuse and to report any signs of abuse, including financial exploitation, emotional abuse, and self-neglect to the proper authorities. Arizona law mandates that certain professionals report abuse, neglect, or exploitation if they have a basis to believe it has occurred.

Failing to report is also a crime. A person who violates this section is guilty of a Class 1 Misdemeanor, except if the failure to report involves an offense listed in Title 13, Chapter 14, the person is guilty of a Class 6 Felony, if abuse is suspected, contact **Adult Protective Services at 1-877-767-2385**. There is a Law Enforcement option to reduce wait time when calling.

Report online: <https://des.az.gov/services/basic-needs/adult-protective-services/report-adult-abuse>

For more information on Mandated Reporter Training offered by APS: <https://des.az.gov/services/basic-needs/adult-protective-services-aps/training-education-and-outreach>

## BACKGROUND ON ELDER ABUSE

“Elder abuse includes physical, sexual or psychological abuse, as well as neglect, abandonment, and financial exploitation of an older person by another person or entity, that occurs in any setting, either in a relationship where there is an expectation of trust and/or when an older person is targeted based on age or disability.” Elder Justice Roadmap (2014)

While sexual assault, domestic violence, dating violence, or stalking can affect victims in any age group, individuals who are 50 years of age or older who experience abuse, neglect, and exploitation can face unique barriers to receiving assistance. Age or disability may increase isolation for victims with limited social resources, and professionals may mistakenly perceive age or disability, rather than abuse, as the reason for a victim’s injuries. Victims may depend on their abusers for care, transportation or housing while the abusers may intimidate them; using threats of being sent to a nursing home to keep them quiet. It is particularly critical for criminal justice professionals and victim service providers to recognize the subtle indicators that an older individual is being abused.

For additional information, please go to the **Office of the Attorney General’s Task Force Against Senior Abuse (TASA)** website: <https://www.azag.gov/seniors> or call **602-542-2124**.

For more information: <https://www.azag.gov/seniors/senior-abuse/training-guide>

## LIST OF CRIMES AND OFFENSES

The victim must demonstrate traits of vulnerability and/or incapacitation. (A.R.S. §46-451 and/or A.R.S §13-3623). If these circumstances are not present, continue the investigation as suspected assault or fraud.

**NOTE: It is important to realize the age alone does not qualify an individual as a vulnerable adult.** An alert, functioning 80-year old may not be a vulnerable adult, while a 19-year-old with a mental or physical impairment might qualify under the statute. Thus, it is critical to be sure an assessment of the victim's functioning is included in the police report.

It may be difficult to tell whether abuse or neglect is occurring. In general, look for changes in the person's overall behavior or habits. Take into consideration how and what the person is communicating, what their economic conditions are, signs of their emotional health, their physical limitations, their personal appearance and the condition of their home and surroundings.

More information: <https://www.azag.gov/seniors/senior-abuse/training-guide>

**Abuse** – Physical abuse includes the intentional infliction of physical harm, injury caused by a negligent act or omission, unreasonable confinement and sexual abuse or assault. It may be evidenced by skin bruising, pressure sores, bleeding, fracture of any bone, subdural hematoma, soft tissue swelling, injury to any internal organ, or any physical condition that imperils health or welfare.

**Emotional Abuse** – A pattern of ridiculing, intimidating or demeaning a vulnerable adult in any setting in which health care, health-related services or assistance with one or more of the activities of daily living is provided. Making derogatory, verbally harassing remarks or threatening physical or financial harm are also included. If you suspect abuse, neglect, or exploitation, contact Adult Protective Services. In emotional abuse cases, a pattern must exist of ridiculing or demeaning the vulnerable adult.

**Neglect** – “Neglect” means the deprivation of food, water, medication, medical services, shelter, supervision, cooling, heating or other services necessary to maintain a vulnerable adult's minimum physical or mental health. Acts are the neglect of or failure to provide necessary services and care. Check for bed sores, unkempt body and/or toenails, malnourishment, and inappropriate clothing for the weather.

*See Elder Abuse Resources in chart below for more information*

**Domestic Violence** – *“Domestic violence does not respect age. Domestic violence in later life occurs when older individuals are physically, sexually or emotionally abused, exploited, or neglected by someone with whom they have an ongoing relationship. Abusers' tactics are remarkably similar regardless of age. Abusers frequently look for someone they can dominate, those believed to be weak, unlikely or unable to retaliate. With respect specifically to abuse in later life, the aggressors may include a spouse or former spouse, partners, adult children, extended family, and in some cases caregivers. Under Arizona law, people are guilty of elder abuse if they, under certain circumstances, do any of the following: cause a vulnerable adult*

*to suffer physical injury, allow a vulnerable adult to be injured, or allow a vulnerable adult to be placed in a situation that endangers the person's health or well-being. Abusers intentionally use coercive tactics, such as isolation, threats, intimidation, manipulation, and violence to gain and maintain control over the victim."*

— National Clearinghouse on Abuse in Later Life.

Since family members commit a vast majority of the vulnerable adult abuse and exploitation crimes, the domestic violence statutes may also apply. Domestic violence in later life occurs when older individuals are physically, sexually or emotionally abused, or neglected by someone with whom they have an ongoing relationship.

*See Domestic Violence Resources in chart below for more information*

**Sexual Violence** – Sexual violence occurs whenever a person is forced, coerced, and/or manipulated into any unwanted sexual activity, including when a vulnerable adult is unable to consent due to age, illness, disability, or the influence of alcohol or other drugs. Sexual violence of older adults is rarely talked about. Ageism contributes to the mistaken notion that older people are “asexual,” which fosters the dangerous assumption that they cannot be targets of sexual violence. Older adults may be reliant on their perpetrators to provide their care, which makes victims especially vulnerable to continued violence. Some indicators of sexual violence are bruising, ligature marks, welts, burns, or unexplained STDs.

More information on Arizona sex crimes: [https://www.acesdv.org/wp-content/uploads/2018/06/Arizona-Sex-Crimes-Sex-Crimes\\_2018.pdf](https://www.acesdv.org/wp-content/uploads/2018/06/Arizona-Sex-Crimes-Sex-Crimes_2018.pdf)

For more information, go to <https://www.acesdv.org/about-sexual-domestic-violence/>

**Exploitation** – “Exploitation” means the illegal or improper use of a vulnerable adult or the vulnerable adult’s resources for another’s profit or advantage.

Investigation of exploitation differs from investigation of abuse or neglect. Investigators with extensive background, training and experience in document-related crimes should be involved in exploitation investigations. A perpetrator who will exploit a vulnerable adult will often put themselves in a position of caregiver to the victim and may abuse them, as well. Coordination between the abuse investigator and the exploitation investigator is critical to the case preparation.

**Financial Exploitation** – The wrongful or unauthorized taking, withholding, appropriating or use of money, assets or property of a vulnerable adult OR any act or omission taken by a person, including through the use of a power of attorney, guardianship or conservatorship of vulnerable adult, to either obtain control through deception, intimidation or undue influence over the vulnerable adult’s money, assets or property to deprive the eligible adult of the ownership, use, benefit or possession of the eligible adult’s money, assets or property.

For more information on Financial Exploitation: [https://www.azag.gov/sites/default/files/docs/seniors/Senior\\_Toolkit.pdf](https://www.azag.gov/sites/default/files/docs/seniors/Senior_Toolkit.pdf)

<https://www.azag.gov/sites/default/files/publications/2018-06/FinancialExploitationoftheElderly.pdf>

For more information on financial exploitation statutes: <https://www.azleg.gov/viewdocument/?docName=https://www.azleg.gov/ars/46/00471.htm>

See Resources from APS in chart below on how to report financial exploitation

## CIVIL LEGAL REMEDIES

**Protective Orders.** A victim has a legal right to seek relief from the courts by getting a protective order. In the State of Arizona, domestic violence includes a variety of abusive acts. Victims must be able to show the court that the person from whom they want protection has committed or may commit an act of domestic violence. *A person does not have to be physically injured or hurt to be a victim of domestic violence.* The offender/abuser only needs to threaten harm or abuse for the act to be considered domestic violence. Other acts of disorderly conduct and crimes, such as stalking and disobeying a court order, are also considered domestic violence.

**Order of Protection** – A person who believes her/his safety is in danger because of domestic violence or harassment can ask the court for an Order of Protection (OP) or an Injunction Against Harassment (IAH). An OP is a legal restraint used to prohibit a person from committing acts of domestic violence or from contacting people protected by the order. It also provides several kinds of protective relief, such as removing firearms from the home, adding other people to the protective order, and exclusive use of the home. To fill out a petition for an Order of Protection or an Injunction Against Harassment online: <https://azpoint.azcourts.gov/>. Then follow the instructions for contacting a court to file the petition.

**Emergency Order of Protection** – An Emergency Order of Protection (EOP) is also a legal restraint to prevent domestic violence. During the hours that courts are closed, a judicial officer, in writing, verbally, or by telephone, can authorize a law enforcement officer to issue an EOP for the protection of a person in “imminent and present danger of domestic violence.” Unless continued by the court, an EOP is valid for 72 hours or until the close of the next judicial business, whichever is longer.

For more information: [https://www.azlawhelp.org/articles\\_info.cfm?mc=8&sc=85&articleid=72](https://www.azlawhelp.org/articles_info.cfm?mc=8&sc=85&articleid=72)

See Resources for Civil Legal Remedies in chart below

**Services Provided by Advocates** – Depending on their role in the criminal justice system and the specific needs and abilities of the victim, the advocate may:

- Provide crisis intervention, crisis stabilization, and emotional support to the victim, the victim’s lawful representative, or both, from the initial investigation process through post-conviction.
- Provide emergency support to the victim, the victim’s lawful representative, or both, by completing a safety and needs assessment. The advocate will discuss safety planning and how to request or assist with filing a petition for an Order of Protection or an Injunction Against Harassment. When appropriate, the advocate will advocate for victim/witness relocation.

See Resources for Victim Advocates in chart below

**Power of Attorney** – A power of attorney is a legal document that allows a principal to appoint an agent to act for them should they become incapacitated. The agent is expected

to place the principal's interests ahead of his or her own, which is why it is important for the principal to pick a trusted individual. There are multiple types of decisions that the agent can be given the power to make, including the power to:

- Make financial decisions
- Make gifts of money
- Make healthcare decisions, including the ability to consent to giving, withholding, or stopping medical treatments, services, or diagnostic procedures. (Note: A principal's designee can also make a separate "health care power of attorney" to give only this power to another individual.)
- Recommend a guardian

Age Lab outlines very well the four types of power of attorney, each with its unique purpose:

- *General Power of Attorney* – In this situation, the agent can perform almost any act as the principal, such as opening financial accounts and managing personal finances. A general power of attorney arrangement is terminated when the principal becomes incapacitated, revokes the power of attorney, or passes away.
- *Durable Power of Attorney* – This arrangement designates another person to act on the principal's behalf and includes a durable clause that maintains the power of attorney after the principal becomes incapacitated.
- *Special or Limited Power of Attorney* – In this instance, the agent has specific powers limited to a certain area. An example is a power of attorney that grants the agent authority to sell a home or other piece of real estate.
- *Springing Durable Power of Attorney* – In some states, a "springing" power of attorney is available and becomes effective when a specified event occurs, such as when the principal becomes incapacitated.

*See Resources for Power of Attorney information in chart below*

**Guardianship/Conservatorship** – The difference between a guardian and a conservator is that a guardian is responsible for the care of an incapacitated person's health, personal care, and living arrangements. A conservator is responsible for the person's money and property. The appointment of a guardian may be suggested if an adult is found to be unable to make or communicate decisions regarding their welfare. It is the conservator's responsibility to manage the estate in their ward's best interest.

If an individual's mental or physical capacity is in question, Adult Protective Services may have the adult evaluated by a neuro-psych professional who will decide if the adult is competent to make their own decisions. The process to "declare" someone incapacitated requires court action. If the evaluation says the adult can no longer make decisions and manage on their own, the case will be referred for the petitioning of a guardian/conservator. The judge will use the physician's evaluation to make their decision and may appoint the public/private fiduciary or other persons able and willing to serve. However, if the physician's decision indicates that the adult is competent to make their own decisions, the adult cannot be declared incompetent at that time.

*See Resources for Guardianship and Fiduciaries in chart below*



## RESOURCES FOR LAW ENFORCEMENT AND PROSECUTORS & INVESTIGATION CONSIDERATIONS

The patrol officer should conduct recorded interviews in the natural language of the person being interviewed. Record interviews should be conducted with an interpreter.

Arizona's elder abuse law applies to "**vulnerable adults**." A vulnerable adult means an individual who is 18 years of age or older and who is unable to protect himself from abuse, neglect, or exploitation by others because of mental impairment or physical impairment (for example, an incapacitated adult). ***It is important to realize that age alone does not qualify an individual as a vulnerable adult.***

For a list of physical or mental functioning, abuse, neglect, or financial exploitation status indicators please go to MAG'S Vulnerable Adult Protocol: [https://azmag.gov/Portals/0/Documents/MagContent/RDVC\\_2021-08-19\\_item-05\\_Vulnerable-Adult-Protocol-Update-and-Approval.pdf](https://azmag.gov/Portals/0/Documents/MagContent/RDVC_2021-08-19_item-05_Vulnerable-Adult-Protocol-Update-and-Approval.pdf)

### Investigative Tips

- Secure scene
- Must be able to prove impairment/vulnerability
- Prove or establish the suspect is in a position of Trust & Confidence
- Prove elements of the crime (eg. theft, abuse)
- Provide mandated victims' rights information pursuant to A.R.S § 13-4405/ § 8-386

When Responding to Financial Abuse/exploitation Call:

- Obtain all information on victim, including PII, contact, NOK, Medical (doctor(s), prescriptions, diagnosis)
- Obtain all banking information (Bank Names, Account Number(s))
- If guardianship is present, document dates when established
- Impound copies of ALL evidence (Bank records, court orders, medical records (if available))

When Responding to In-Home Vulnerable Adult/Elder Abuse Call:

- Interviews: Who is the complainant to the victim? What is the vulnerable adult diagnosed with/what makes them vulnerable per A.R.S. §13-3623? Who was in the house at the time of your response? (Interview all present.) Is there a POA or Guardian? Determine if anyone else comes into the home to provide care, and list those individuals. Document doctor's information.
- Take photos of injuries with a color chart. Also photograph and collect any instrument used or allegedly used to abuse the victim. After it is photographed, collect as evidence.
- Take photos of the home to document the environment where the abuse occurred. Include photos of medical supplies, food, etc.

- Determine if any caregiver receives compensation for their services (eg. free rent, free food, or money).
- Document any security cameras.
- Request the fire department to check on the victim and follow-up at the hospital if transported.
- Call Adult Protective Services to report the incident.

When Responding to Group Home, Facility Vulnerable Adult/Elder Abuse Call:

- Document who was providing care when the abuse/neglect occurred.
- Obtain names, birth dates, phone numbers of staff that had contact with the victim during the timeframe of the abuse/neglect. Document if they are on admin leave.
- Obtain the victim's face sheet and impound as evidence.
- Obtain a copy of care notes and any incident reports and impound as evidence.
- Check for security cameras and view them if possible. Document observations and obtain a copy if possible.
- If the victim is transported to the hospital, conduct follow-up at the hospital.
- Call Adult Protective Services to report the incident.

## ARIZONA REVISED STATUTES & TERMS ON ELDER ABUSE

The Arizona Revised Statutes are available at public libraries and online in Arizona Revised Statutes Title 13 at [Arizona Revised Statutes \(azleg.gov\)](http://azleg.gov).

For more information go to APS: <https://des.az.gov/services/aging-and-adult/adult-protective-services/arizona-adult-protective-services-statutes>.

### **Vulnerable Adult Abuse**

A.R.S. §13-3623 – This is the Arizona statute that defines the crime of elder abuse. People commit this offense if, under certain circumstances, they cause an elderly person or vulnerable adult to suffer a physical injury, allow such a person to be injured, or allow such a person to be placed in a situation that endangers the person's health or well-being. A violation of this law can be up to a Class 2 felony charge punishable from 6 months-12.5 years in prison.

In addition to the criminal statutes dealing with physical contact/injury (assault, aggravated assault, attempted murder, etc.), there are other statutes relating specifically to vulnerable or incapacitated adults. The prosecutor should consider statutes both in and outside Title 13 (Arizona's criminal code) to effectively address vulnerable adult abuse. The following statutes may be applicable:

A.R.S. § 46-451(A)(11) – “Vulnerable adult” means an individual who is eighteen years of age or older and who is unable to protect himself from abuse, neglect or exploitation by others because of a physical or mental impairment. Vulnerable adult includes an incapacitated person as defined in section 14-5101. ***It is important to realize that age alone does not qualify an individual as a vulnerable adult. An alert, functioning 80-year-old may not be a vulnerable adult, while a 19-year-old with a mental or physical impairment might qualify under the statute. Thus, it is critical to be sure an assessment of the victim’s functioning is included in the police report.*** For a list of physical functioning, mental functioning, neglect, abuse, or financial exploitation status indicators, please go to the Vulnerable Adult Protocol created by the Maricopa Association of Governments (MAG).

[https://azmag.gov/Portals/0/Documents/MagContent/RDVC\\_2021-08-19\\_item-05\\_Vulnerable-Adult-Protocol-Update-and-Approval.pdf](https://azmag.gov/Portals/0/Documents/MagContent/RDVC_2021-08-19_item-05_Vulnerable-Adult-Protocol-Update-and-Approval.pdf)

A.R.S. § 36-3295 – Allows healthcare providers and first responders to access advance directives and other vital healthcare information through an existing registry established by the Secretary of State, during an emergency.

### **Dementia**

Dementia is a general term for loss of memory and other mental abilities severe enough to interfere with daily life. It is caused by physical changes in the brain. Alzheimer’s is the most common type of dementia, but there are 9 common types of dementia to be aware of when handling elder abuse cases.

<https://www.alz.org/alzheimers-dementia/what-is-dementia/types-of-dementia>

### **Domestic Violence**

A.R.S. §13-3601 – Domestic violence in later life occurs when older individuals are physically, sexually or emotionally abused, or neglected by someone with whom they have an ongoing relationship. Refer to 13-3601 (A) (1-6) for a list of relationships that apply to vulnerable adults.

### **Emotional Abuse**

A.R.S. § 13-3623 (F) (3) – Emotional abuse is a pattern of ridiculing or demeaning a vulnerable adult who is a patient in any setting in which health care, health-related services or assistance with one or more of the activities of daily living is provided. Making derogatory remarks, verbally harassing or threatening to inflict physical or emotional harm are also included. A violation of this law (A.R.S. § 13-3623 D) is a Class 6 felony charge.

Currently APS does not have the authority to investigate allegations of emotional abuse. Since emotional abuse falls under the criminal statute (A.R.S. § 13-3623), APS staff are required to cross-report allegations of emotional abuse to law enforcement.

## **Exploitation/Financial Exploitation**

A.R.S. § 46-451(A)(5) – “Exploitation” means the illegal or improper use of a vulnerable adult or the vulnerable adult’s resources for another’s profit or advantage for another’s profit or advantage.

A.R.S. §44-1271 et seq. – These are the added provisions to Arizona’s Telephone Solicitation Statute that require sellers of business opportunities to provide potential customers with disclosure documents BEFORE any monies can be accepted from the consumer. This law helps to protect people from being defrauded by business opportunity scams and applies no matter what method the seller uses to solicit the purchase; telephone, internet, mail, or door-to-door sales.

A.R.S. §13-1802 – Theft; classification; definitions:

- B. A person commits theft if, without lawful authority, the person knowingly takes control, title, use or management of a vulnerable adult’s property while acting in a position of trust and confidence and with the intent to deprive the vulnerable adult of the property. Proof that a person took control, title, use or management of a vulnerable adult’s property without adequate consideration to the vulnerable adult may give rise to an inference that the person intended to deprive the vulnerable adult of the property.
- C. It is an affirmative defense to any prosecution under subsection B of this section that either:
  - 1. The property was given as a gift consistent with a pattern of gift giving to the person that existed before the adult became vulnerable.
  - 2. The property was given as a gift consistent with a pattern of gift giving to a class of individuals that existed before the adult became vulnerable.
  - 3. The superior court approved the transaction before the transaction occurred.

A.R.S. §13-1815 – Unlawful use of power of attorney; classification:

- A. An agent who holds a principal’s power of attorney pursuant to title 14, chapter 5, article 5 and who uses or manages the principal’s assets or property with the intent to unlawfully deprive that person of the asset or property is guilty of theft.
- B. A violation of this section carries the same classification as theft pursuant to section 13-1802.

See A.R.S. § 13-1802 and A.R.S. §13-1815 for the range of class.

A.R.S. §13-2310 – Fraudulent schemes and artifices; classification; definition:

- A. Any person who, pursuant to a scheme or artifice to defraud, knowingly obtains any benefit by means of false or fraudulent pretenses, representations, promises or material omissions is guilty of a class 2 felony.
- B. Reliance on the part of any person shall not be a necessary element of the offense described in subsection A of this section.

## **Fiduciary**

A fiduciary is someone who accepts the responsibility for taking care of the needs or property of another person for the benefit of that person. The fiduciary serves in a role of trust. The person served by a fiduciary places trust in the fiduciary to manage his or her affairs solely for his or her benefit and not for the fiduciary's benefit. The element of trust becomes crucial when the person receiving services is frail, vulnerable and incapacitated. "Fiduciary" is a term which covers a variety of roles in which individuals serve in positions of trust. Fiduciaries serve by court-appointment as guardians, conservators or personal representatives of estates. They also serve by agreement as trustees, representative payees for Social Security income or other income benefit plans, or as agents under powers of attorney.

## **Guardianship/Conservatorship**

The difference between a guardian and conservator is that a guardian is responsible for the care of an incapacitated person's health, personal care, and living arrangements. A conservator is responsible for the person's money and property. Conservatorship is a legal status to which a court appoints a person to manage the financial and personal affairs of a minor or incapacitated person. A conservator may also serve as a guardian who is responsible for establishing and monitoring the physical care of the individual and managing their living arrangements. For more information or to make a referral, please call The Area Agency on Aging, Region One at 602-264-2255.

## **Incapacitated person**

A.R.S. §14-5101(3) – "Incapacitated person" means any person who is impaired by reason of mental illness, mental deficiency, mental disorder, physical illness or disability, chronic use of drugs, chronic intoxication or other cause, except minority, to the extent that he lacks sufficient understanding or capacity to make or communicate responsible decisions concerning his person. In cases of limited guardianship only, a person is not deemed an incapacitated person for purposes of voting if the person files a petition and has a hearing and the judge determines by clear and convincing evidence that the person retains sufficient understanding to exercise the right to vote pursuant to section 14-5304.02.

## **Informed Consent**

- A written expression by the person that the person fully understands the potential risks and benefits of the withdrawal of food, water, medication, medical services, shelter, cooling, heating or other services necessary to maintain minimum physical or mental health and that the person desires that the services be withdrawn. A written expression is valid only if the person is of sound mind and if the consent is witnessed by at least two individuals who do not benefit by the withdrawal of services.
- Consent to withdraw food, water, medication, medical services, shelter, cooling, heating or other services necessary to maintain minimum physical or mental health as permitted by an order of a court of competent jurisdiction.
- A declaration made pursuant to AZ statute, Title 36, Chapter 32.
- Consent by another person under a durable power of attorney relating to health care services to withdraw food, water, medication, medical services, shelter, cooling, heating or other services necessary to maintain minimum physical or mental health.

## **Mandatory Reporting Requirements**

A.R.S § 46-454 – Duty to report abuse, neglect and exploitation of vulnerable adults.

(A) A health professional, emergency medical technician, home health provider, hospital intern or resident, speech, physical or occupational therapist, long-term care provider, social worker, peace officer, medical examiner, guardian, conservator, fire protection personnel, developmental disabilities provider, employee of the department of economic security or other person who has responsibility for the care of a vulnerable adult and who has a reasonable basis to believe that abuse, neglect or exploitation of the adult has occurred shall immediately report or cause reports to be made of such reasonable basis to a peace officer or to the adult protective services central intake unit. The guardian or conservator of a vulnerable adult shall immediately report or cause reports to be made of such reasonable basis to the superior court and the adult protective services central intake unit.

(G) If reports pursuant to this section are received by a peace officer, the peace officer shall notify APS central intake unit as soon as possible and make that information available to them.

All of the above reports shall be made immediately by telephone or online. If abuse is suspected, contact **Adult Protective Services at 1-877-767-2385**. There is a Law Enforcement option to reduce wait time when calling. Report online:

<https://des.az.gov/services/basic-needs/adult-protective-services/report-adult-abuse>

A.R.S §46-454 – Failure to report is a crime. There is a duty to report abuse, neglect and exploitation of vulnerable adults; duty to make medical records available; violation; classification

## **Neglect**

A.R.S. § 46-451(A)(8) – “Neglect” means the deprivation of food, water, medication, medical services, shelter, supervision, cooling, heating or other services necessary to maintain a vulnerable adult’s minimum physical or mental health. “Neglect” means a pattern of conduct without the person’s informed consent resulting in deprivation of food, water, medication, medical services, shelter, cooling, heating or other services necessary to maintain minimum physical or mental health. A violation of this law can be up to a Class 2 felony charge punishable from 6 months-12.5 years in prison.

## **Power of Attorney**

A.R.S. §14-5506 – A power of attorney gives one or more persons the power to act on your behalf as your agent. There are several different types of powers of attorney including medical and financial. The power may be limited to a particular activity, such as closing the sale of your home, or be general in its application. The power may give temporary or permanent authority to act on your behalf. See resources below on how to obtain medical or financial power of attorney.

A.R.S. §13-1815 – Unlawful Use of Power of Attorney

(A) An agent who holds a principal’s power of attorney pursuant to title 14, chapter 5, article 5 and who manages the principal’s assets or property with the intent to unlawfully deprive that person of the asset or property is guilty of theft.

(B) A violation of this section carries the same penalty as theft pursuant to A.R.S. §13-1802.

## **Sexual abuse**

A.R.S. §13-1404 – A person commits sexual abuse by intentionally or knowingly engaging in sexual contact or oral sexual contact with any person without consent of that person. A violation of this law (A.R.S. § 13-1406) is a Class 2 felony.

A.R.S. §46-454 (F) – Medical records from this incident with a vulnerable adult victim must be released to law enforcement and/or APS, per state law which grants the authority to peace officers and APS specialists to obtain medical records upon written request. The release of medical records should also be expeditious, as police and APS specialists will need the records for the investigation.

## **Sexual Assault**

A.R.S. §13-1406 – Sexual violence occurs whenever a person is forced, coerced, and/or manipulated into any unwanted sexual activity, including when the person is unable to consent due to age, illness, disability, or the influence of alcohol or other drugs. Sexual violence against older adults is rarely talked about. Ageism contributes to the mistaken notion that older people are “asexual”, which fosters the dangerous assumption that they cannot be targets of sexual violence. Older adults may be reliant on their perpetrators to provide their care, which makes victims especially vulnerable to continued violence.

A violation of this law (A.R.S. § 13-3623, 13-1406) is a Class 2 felony.

## **Violent Sexual Assault**

A.R.S. § 13-1423 – A person is guilty of violent sexual assault if in the course of committing an offense under section 13-1404, 13-1405, 13-1406 or 13-1410 the offense involved the discharge, use or threatening exhibition of a deadly weapon or dangerous instrument or involved the intentional or knowing infliction of serious physical injury and the person has a historical prior felony conviction for a sexual offense under this chapter or any offense committed outside this state that if committed in this state would constitute a sexual offense under this chapter.

Per A.R.S. §13-1423B, a person who is guilty of a violent sexual assault shall be sentenced to life imprisonment and the court shall order that the person not be released on any basis for the remainder of the person's natural life.

## **Victim's Rights**

Title 13, Chapter 40 – Victim's Rights For Adult Criminal Offenses and also the Victim's Bill Of Rights: Arizona Constitution, Article 2, Section 2.1.

A.R.S. § 13-4401 – 13-4443 – Title 13, Chapter 40 – Victims' Rights for Adult Criminal Offenses

A.R.S. § 8-381 – 8-422 – Title 8, Chapter 3, Article 7 – Victims' Rights for Juvenile Offenses

## COMMUNITY RESOURCES Maricopa County for Elder Abuse

ADVOCACY RESOURCES	Phone Number	Hours	Services
<b>The 2-1-1 Arizona App</b> <a href="https://211arizona.org/">https://211arizona.org/</a> <a href="https://211arizona.org/get-help/search-by-category/maricopa/">https://211arizona.org/get-help/search-by-category/maricopa/</a>	211 877-211-8661	24/7 services available	Community resources for the elderly, transportation, community support, legal support, crisis hotlines, disability services, health care and mental health, food, housing and shelter, and income/expenses. The 211 resource is an app and a website with a list of resources.
<b>Arizona Coalition to End Sexual and Domestic Violence Victim Advocate (ACESDV)</b> <a href="https://www.acesdv.org/">https://www.acesdv.org/</a> <a href="https://www.acesdv.org/helpline/">https://www.acesdv.org/helpline/</a>	The ACESDV Helpline 602-279-2980 SMS text 520-720-3383 AZ Relay Service 7-1-1	M-F, 8:30am- 5pm & Tuesday, 8:30am- 7pm	The Sexual and Domestic Violence Helpline and Chat provides support, information, and referrals about sexual and domestic violence, assistance navigating the legal system as well as financial assistance.
<b>Attorney General's Office of Victim Services</b> <a href="https://www.azag.gov/criminal/victim-services">https://www.azag.gov/criminal/victim-services</a>	602- 542-4911	M-F 8am-5pm	The Arizona Attorney General's Office is dedicated to a system of justice that is inclusive of crime victims and will remain vigilant in striving to provide the most efficient and effective service to the people of Arizona.
<b>AZCEND</b> <a href="https://azcend.org/seniors/">https://azcend.org/seniors/</a>	Chandler Senior Center 480-782-2721 Gilbert Senior Center 480-503-6061	Call for updated hours due to COVID	Founded in 1966, AZCEND changes lives by nourishing minds and bodies to create a connected, thriving community. Last fiscal year (2017/2018), AZCEND served 16,989 unique individuals from 5,794 households.
<b>Banner Olive Branch Senior Center Sun City</b> 11250 N. 107 <sup>th</sup> Ave. Sun City, AZ 85351 <a href="https://www.bannerhealth.com/locations/sun-city/banner-olive-branch-senior-center-107th">https://www.bannerhealth.com/locations/sun-city/banner-olive-branch-senior-center-107th</a>	623-465-6004	M-F 8am-3pm	The Banner Olive Branch Senior Center offers a variety of social and educational activities as well as delicious and nutritious meals cooked in our kitchen. For individuals who are 60 years of age or older, their spouses and handicapped persons of all ages, we offer benefits check-ups, blood pressure checks, classes including exercise and nutrition programs, counseling, health and educational events, health screenings, legal assistance, Meal programs and trips and entertainment.



ADVOCACY RESOURCES	Phone Number	Hours	Services
<b>Glendale Family Advocacy Center</b> <a href="https://www.acfan.net/centers/glendale.htm">https://www.acfan.net/centers/glendale.htm</a>	623-930-3720	M-F 8am-5pm	The Glendale Family Advocacy Center's function is to assist victims of sexual and domestic violence crimes. The center provides services for victims of sexual assault, domestic violence, and vulnerable adult abuse. This includes investigation, medical, victim assistance and therapy.
<b>Justa Center</b> 1001 W. Jefferson St. Phoenix, AZ 85007 Email: <a href="mailto:Info@justaCenter.org">Info@justaCenter.org</a> 5533 W. Glendale Ave. Glendale, AZ 85301 Email: <a href="mailto:GRC@JustaCenter.org">GRC@JustaCenter.org</a> <a href="https://www.justacenter.org/">https://www.justacenter.org/</a>	Phoenix 602-254-6524 Glendale 602-345-8912	Phoenix: Member Services Daily 7am-3pm Donations Accepted Daily 8am-2pm Glendale: M-F 10am-6pm Saturday 9am-1pm Donations Accepted Weekdays 2pm-5pm	This is a resource and day center exclusively for seniors experiencing homelessness. Services include: assessments, legal support, nurse clinic, meals, IDs and Post Office, Shelter, Housing, Employment, and can support with questions on services, resources, medicare, SSI, tax help, and more.
<b>Mesa Center Against Family Violence</b> <a href="http://www.acfan.net/centers/mesa-center.htm">www.acfan.net/centers/mesa-center.htm</a>	480-644-4075	M-F 8am-5pm	The Mesa Center Against Family Violence (CAFV) represents a strong collaboration among eight agencies dedicated to protection, prosecution, prevention, and intervention for victims of domestic violence, as well as adult and child sexual/physical abuse cases.
<b>Phoenix Family Advocacy Center</b> <a href="https://www.phoenix.gov/humanservices/programs/victims/fac">https://www.phoenix.gov/humanservices/programs/victims/fac</a> <a href="https://www.phoenix.gov/humanservices/victimcontact">https://www.phoenix.gov/humanservices/victimcontact</a>	602-534-2120 or toll free at 888-246-0303	M-F 8am-5pm	The City of Phoenix Family Advocacy Center (FAC) serves adult victims of domestic and sexual assault/abuse, homicide, and other violent crimes. Through partnerships with community-based organizations and other City departments, the FAC provides comprehensive victim advocacy, counseling, case management, support groups, forensic medical examinations, and investigative interviews. These services are available to all, regardless of whether or not they choose to file an official police report.

ADVOCACY RESOURCES	Phone Number	Hours	Services
<p><b>Scottsdale Family Advocacy Center</b></p> <p><a href="https://www.scottsdaleaz.gov/human-services/advocacy-center">https://www.scottsdaleaz.gov/human-services/advocacy-center</a></p>	480-312-6309	M-F 8am-5pm	The Scottsdale FAC serves victims of violent crimes. They provide a one-stop triage type location for victims of violent crimes. They also provide a comfortable environment for victims where they are able to receive services from multiple disciplines to address criminal, emotional, and physical needs.
<p><b>Southwest Family Advocacy Center</b></p> <p><a href="https://www.swfac.org/about">https://www.swfac.org/about</a></p>	623-333-7740	M-F 8am-5pm	The Southwest FAC is a multidisciplinary facility developed and funded by the police departments of Avondale, Buckeye, and Goodyear and the Maricopa County Sheriff's Office. The purpose of the Center is to provide quality investigations of abuse in the most sensitive, appropriate manner to crime victims. The population served involves child and adult victims and witnesses in cases of domestic violence, sexual assault, child physical and sexual abuse, neglect, older adult abuse, homicide and drug endangerment.
<p><b>Tempe Family Advocacy Center</b></p> <p><a href="https://www.tempe.gov/government/human-services/tempe-advocacy-center">https://www.tempe.gov/government/human-services/tempe-advocacy-center</a></p>	Opening 2022	M-F 8am-5pm	The Tempe Advocacy Center seeks to ensure that victims of sexual assault, domestic violence and other related crimes have a centralized location to receive a wide range of trauma-informed services.
<p><b>Tempe Victim Assistance</b></p> <p><a href="https://www.tempe.gov/government/human-services/care-7/victim-assistance">https://www.tempe.gov/government/human-services/care-7/victim-assistance</a></p> <p>Email: <a href="mailto:care7victimadvocates@tempe.gov">care7victimadvocates@tempe.gov</a></p>	480-350-8004	M-F 8am-5pm	The Victim Advocates at CARE 7 are available on a daily basis to support victims of crime in the Tempe community. The advocates respond to questions the victim may have, anticipate the victim's needs, and provide support through the criminal justice system. These services are free of charge.

<b>CIVIL LEGAL REMEDIES RESOURCES</b>	<b>Phone Number</b>	<b>Hours</b>	<b>Services</b>
<b>Arizona Senior Citizens Law Project</b> 4146 N. 12 <sup>th</sup> St. Phoenix, AZ 85014 <a href="https://www.azlawhelp.org/">https://www.azlawhelp.org/</a>	602-252-6710 602-257-4434	M-F 8am-5pm	Offers information and legal assistance to seniors in Maricopa County. Volunteer lawyers and trained advocates can assist clients with any of the legal issues such as government benefits, consumer affairs, wills, probate and guardianship.
<b>City of Phoenix Senior Services</b> Phoenix City Hall 200 W. Washington St. Phoenix, AZ 85003 <a href="https://www.phoenix.gov/residents/seniors">https://www.phoenix.gov/residents/seniors</a>	602-262-6631 602-262-3111 or for TTY Call 7-1-1	M-F 8am-5pm	The city of Phoenix offers many programs for older residents including information about senior meals, housing, transportation and health and safety.
<b>Community Legal Services, Inc.</b> 305 S. 2 <sup>nd</sup> Ave. P.O. Box 21538 Phoenix, AZ 85036 <a href="https://clsaz.org/">https://clsaz.org/</a> <a href="https://www.lsc.gov/grants/our-grantees">https://www.lsc.gov/grants/our-grantees</a>	800-852-9075	M-F 8am-5pm	Community Legal Services (CLS) is dedicated to providing legal assistance, advice, or representation, self-help materials and legal education so people can know their rights. They focus on helping survivors of DV, assisting victims of consumer fraud and abuse, protecting tenants from unlawful/unfair practices by landlords, foreclosures, legal problems affecting agriculture workers, wage claims, and other employment matters, and federal and state programs affecting peoples' health and economic stability.
<b>Social Security Services of Arizona</b> P.O. Box 1466 Glendale, AZ 85301 <a href="http://www.reppayee.org">www.reppayee.org</a>	623-414-4425	M-F 8am-5pm	When managing personal finances becomes a burden, a professional fiduciary can be privately retained or appointed by the court to manage personal assets, and by the SSA to manage Social Security and Social Security Income benefits. The fiduciary is responsible to manage a person's income and assets for the benefit of that person.
<b>State Bar of Arizona</b> <a href="http://www.azbar.org">www.azbar.org</a> <a href="https://www.azbar.org/for-the-public/public-service-center/">https://www.azbar.org/for-the-public/public-service-center/</a>	602-252-4804	M-F 8am-5pm  Online resources available	The State Bar's Public Service Center offers legal clinics, phone banks, and consumer brochures that address questions about divorce, wills, landlord/tenant issues, and bankruptcy.

COUNSELING RESOURCES	Phone Number	Hours	Services
<p><b>Area Agency on Aging Region One</b> ElderVention® 2950 N. 7<sup>th</sup> St. Phoenix, AZ 85014 <a href="https://www.aaaphx.org/">https://www.aaaphx.org/</a> <a href="https://www.aaaphx.org/program-services/eldervation-program/">https://www.aaaphx.org/program-services/eldervation-program/</a></p>	<p>24-hour Senior HELP LINE: 602-264-4357 (HELP) or toll free 888-264-2258</p>	<p>24/7 services available</p>	<p>To assist older adults with their mental and emotional well-being, the Area Agency on Aging coordinates and administers the ElderVention program which is designed to help older adults achieve and maintain a healthy emotional life.</p>
<p><b>Fresh Start Domestic Violence Support Groups</b> 1130 E. McDowell Rd. Phoenix, AZ 85006-2611 <a href="http://www.freshstartwomen.org">http://www.freshstartwomen.org</a></p>	<p>602-252-8494</p>	<p>Mon-Thur 9am-7pm, Friday 9am-5pm, Saturday 9am-2pm</p>	<p>Offers support groups for women who have experienced domestic violence and/or sexual assault.</p>
<p><b>Quail Run Behavioral Health Inpatient Older Adult Program PHP &amp; IOP</b> 2545 W. Quail Ave. Phoenix, AZ 85027 <a href="https://quailrunbehavioral.com/">https://quailrunbehavioral.com/</a></p>	<p>602-455-5700 / 844-772-7771 (24 Hr) 602-455-5694</p>	<p>24/7 services available</p>	<p>Assistance and assessments available 24/7. Quail Run Behavioral Health offers psychiatric care to older adults including inpatient, outpatient, telehealth, and other resources.</p>
<p><b>Senior &amp; Adult Services</b> <a href="https://www.maricopa.gov/1180/Senior-Adult-Services">https://www.maricopa.gov/1180/Senior-Adult-Services</a></p>	<p>24-hour Senior HELP LINE: 602-264-4357 (HELP) or toll free 888-264-2258</p>	<p>M-F 8am-5pm</p>	<p>The Senior and Adult Services Division (SASD) provides quality case management services for individuals aged 60 and older and adults aged 18-59 with physical disabilities receiving or in the application process for SSI/Disability payments. Through a contract with the Area Agency on Aging, the Senior Adult Independent Living (SAIL) program receives referrals from those seeking assistance in the community. The goal of this program is to ensure individuals served are able to continue living independently in their homes in a safe and healthy environment for as long as possible. Call AAA, Region One 14 hour SENIOR HELP LINE for more information.</p>

<b>COUNSELING RESOURCES</b>	<b>Phone Number</b>	<b>Hours</b>	<b>Services</b>
<b>Senior Services Division</b> <a href="https://www.phoenix.gov/humanservices/programs/older/senior-centers">https://www.phoenix.gov/humanservices/programs/older/senior-centers</a>	602-262-7379		The Senior Services Division of the Human Services Department provides comprehensive service to older adults of the City of Phoenix. These services include congregate meals served in a senior center setting, home delivered meals, counseling services, crisis intervention and advocacy, transportation, and opportunities for volunteerism.
<b>DOMESTIC VIOLENCE RESOURCES</b>	<b>Phone Number</b>	<b>Hours</b>	<b>Services</b>
<b>Arizona Coalition to End Sexual and Domestic Violence (ACESDV)</b> <a href="https://www.acesdv.org/">https://www.acesdv.org/</a> <a href="https://www.acesdv.org/helpline/">https://www.acesdv.org/helpline/</a>	The ACESDV Helpline 602-279-2980  SMS text 520-720-3383  AZ Relay Service 7-1-1	M-F, 8:30am-5pm  & Tuesday, 8:30am-7pm	Domestic Abuse and Sexual Assault Hotline including legal support and advocacy.
<b>Gila River Indian Community on Eagles Wings (DV Shelter)</b>	520-562-2740 855-203-5849  After Hours Non-Emergency Number (to Gila River Police) 520-562-4511	24/7 services available	On Eagles Wings (DV Shelter) On Eagle's Wings is a 24/7 safe haven for victims of domestic violence. On Eagle's Wings is a sanctuary that provides its residents with support necessary to heal while providing for their basic needs. The shelter provides information and referral services, crisis intervention, needs assessment, court preparations, assistance with obtaining temporary restraining orders and advocacy.
<b>Gila River Indian Community Tribal Social Services</b>  P.O. Box 427 Sacaton, AZ 85147  Physical Location: 555 B St. Sacaton, AZ 85147	Phone 520-562-3396  Fax 520-562-3633	M-F 8am-5pm	Tribal Social Services Tribal Social Services (TSS) provides a variety of programs designed to care, serve and protect vulnerable children, adults and elders who are members of the Gila River Indian Community or live within the community. The following programs are under the Tribal Social Services Department: Adult Protective Services, Child Protective Services (CPS) Case Management Services, General Assistance and Burials, Indian Child Welfare Act (ICWA) Residential Programs for Youth (RPY), Crime Victim Services (CVS), and the Domestic Violence Shelter (On Eagle's Wings).

<b>DOMESTIC VIOLENCE RESOURCES</b>	<b>Phone Number</b>	<b>Hours</b>	<b>Services</b>
<p><b>Gila River Indian Community Elder Services Program</b></p> <p>P.O. Box 97 Sacaton, AZ 85147</p> <p>Physical Location: 431 E. Pima St. Sacaton, AZ 85147</p>	<p>520-562-5232 520-562-5095 Fax</p>	<p>M-F 8am-5pm</p>	<p>For Community Members who live on the Community. The Elderly Services Program is responsible for assisting the Community's elderly residents in providing personal and professional liaison services in conjunction with community, state, and federal agencies such as BIA, AHCCCS, Social Security Administration and Gila River Indian Community Social Services. Elderly Services also works closely with the Council of Elders.</p>
<p><b>National Domestic Violence Hotline</b></p> <p><a href="http://www.thehotline.org">www.thehotline.org</a></p> <p>Chat line available <a href="https://www.domesticshelters.org/">https://www.domesticshelters.org/</a></p>	<p>800-799-SAFE (7233) TTY 800-787-3324, or National Sexual Assault Hotline 800-656-4673</p>	<p>24/7 services available</p>	<p>24 hours a day, seven days a week, 365 days a year, the National Domestic Violence Hotline provides essential tools and support to help survivors of domestic violence so they can live their lives free of abuse. Contacts to The Hotline can expect highly-trained, expert advocates to offer free, confidential, and compassionate support, crisis intervention information, education, and referral services in over two hundred languages.</p>
<p><b>Salt River Pima-Maricopa Indian Community Department of HHS Senior Services Division</b></p> <p>10005 E. Osborn Rd., Bldg #63 Scottsdale, AZ 85256</p> <p><a href="https://www.nrcnaa.org/service-locator/center/15">https://www.nrcnaa.org/service-locator/center/15</a></p>	<p>480-362-6350</p>	<p>M-F 8am-5pm</p>	<p>The following services are offered by the Department of HHS Senior Services Division at the Salt River Pima-Maricopa Indian Community: Assisted Living, Caregiver Programs, Case Management, Congregate Meals, Elder Abuse Prevention Programs, Employment Services, Financial Assistance, Government Assisted Housing, Home Delivered Meals, Home Health Services, Home Modification &amp; Repair, Information and Referral/Assistance, Legal Assistance, Personal Care, Respite Care, Senior Center Programs, Telephone Reassurance, and Transportation.</p>

<b>ELDER ABUSE RESOURCES</b>	<b>Phone Number</b>	<b>Hours</b>	<b>Services</b>
<b>Area Agency on Aging, Region One Maricopa County</b> <a href="https://www.aaaphx.org/">https://www.aaaphx.org/</a>	24-hour Senior HELP LINE: 602-264-4357 (HELP) or toll free 888-264-2258	24/7 services available	The Area Agency on Aging is the designated Area Agency on Aging for Maricopa County providing over 50 programs and services, primarily to those age 60 and older, including a 24-hour Senior HELP LINE.  In-home services, Home delivered Meals, Transportation, Respite services, Counseling/Casework, Benefits Assistance Program, Senior Centers/Recreation/ Congregate meal sites, Dental and hearing Aids, Durable Medical Equipment, & Legal support.  Link to Resource Guide: <a href="https://aaaphx.org/wp-content/uploads/ResourceGuide_2019_SML.pdf">https://aaaphx.org/wp-content/uploads/ResourceGuide_2019_SML.pdf</a>
<b>Arizona Attorney General Task Force Against Senior Abuse (TASA)</b> 2005 N. Central Ave. Phoenix, AZ 85004 Email: <a href="mailto:seniorabuse@azag.gov">seniorabuse@azag.gov</a> <a href="http://www.azag.gov/seniors">www.azag.gov/seniors</a>	602-542-2124 602-542-7918 (Español)	M-F 8am-5pm	Protecting Arizona seniors from abuse and exploitation is an important priority for the Attorney General's Office. The office provides information on scams and consumer fraud, takes legal action against those who prey on seniors and supports legislation to protect seniors.
<b>Elder Abuse Adult Protective Services (APS)</b> <a href="http://www.azdes.gov">www.azdes.gov</a> <a href="https://des.az.gov/services/basic-needs/adult-protective-services">https://des.az.gov/services/basic-needs/adult-protective-services</a>	877-767-2385 TTY: 877-815-8390	M-F 7am-7pm, Saturday, Sunday, and state holidays 10am-6pm  Online service is 24/7.	Arizona Adult Protective Services (APS) is a program within the DES Division of Community Assistance and Development (DCAD) and is responsible for investigating allegations of abuse, exploitation and neglect of vulnerable adults.  Report online: <a href="https://des.az.gov/services/basic-needs/adult-protective-services/report-adult-abuse">https://des.az.gov/services/basic-needs/adult-protective-services/report-adult-abuse</a>
<b>EMPLOYMENT RESOURCES</b>	<b>Phone Number</b>	<b>Hours</b>	<b>Services</b>
<b>AARP Senior Community Service Employment Program (SCSEP)</b> 5119 N. 19 <sup>th</sup> Ave., Ste. A Phoenix, AZ 85015 <a href="http://www.aarpworksearch.org">www.aarpworksearch.org</a>	AARP Foundation Work Resources Hotline toll free 855-850-2525 or 602-841-0403	M-F 9am ET- 6pm ET	The Senior Community Service Employment Program (SCSEP) is the nation's oldest program to help low-income, unemployed individuals aged 55+ find work.

FOOD BANK RESOURCES	Phone Number	Hours	Services
<p><b>Arizona DES Commodity Senior Food Program (CSFP)</b> Nutrition, Cash, and Medical Assistance</p> <p><a href="https://des.az.gov/services/basic-needs/food-assistance/az-commodity-senior-food-program">https://des.az.gov/services/basic-needs/food-assistance/az-commodity-senior-food-program</a></p> <p><a href="https://www.healthearizona.com/plus.gov/APP/ADMIN_PUBLIC_USER_NOTIFICATION.ASPX">https://www.healthearizona.com/plus.gov/APP/ADMIN_PUBLIC_USER_NOTIFICATION.ASPX</a></p>	<p>855-432-7587 855-HEA-PLUS</p>	<p>M-F 7am-6pm</p>	<p>This food program accepts applications for nutrition, cash, or medical assistance through an interview process.</p>
<p><b>Covenant of Grace Ministries</b></p> <p>906 W. Peoria Ave. Phoenix, AZ 85029</p> <p><a href="https://azfoodbanks.org/maps/covenant-ofgrace-ministries/">https://azfoodbanks.org/maps/covenant-ofgrace-ministries/</a></p>	<p>602-678-0999</p>	<p>Saturday 9:30am-12:00pm Drive-thru</p>	<p>This ministry is part of the Arizona Food Bank network.</p>
<p><b>Cultural Cup Food Bank</b></p> <p>342 E. Thomas Rd. Phoenix, AZ 85012</p> <p><a href="http://www.culturalcup.com">www.culturalcup.com</a></p>	<p>602-266-8370</p>	<p>Tues, Wed, &amp; Thurs 10:30am-11:30am</p>	<p>This is an alternative food bank that meets the needs of persons with dietary restrictions.</p>
<p><b>Desert Mission Food Bank</b></p> <p>9229 N. 4<sup>th</sup> St. Phoenix, AZ 85020</p> <p><a href="http://www.desertmission.com/programs/food-bank">www.desertmission.com/programs/food-bank</a></p>	<p>602-870-6062</p>	<p>M-F 8am-5pm</p>	<p>Desert Mission offers several free and reduced cost food programs, nutrition education, and resource and referral services. Whether using Supplemental Nutrition Assistance Program/food stamp benefits to buy food or receiving a free federal emergency food box, countless clients rely on the food bank. Desert Mission clients shop at the food bank as they would in a regular grocery store. Clients make their grocery selections with the help of our customer-service volunteers who guide them through the market and provide carry-out service.</p>



<b>FOOD BANK RESOURCES</b>	<b>Phone Number</b>	<b>Hours</b>	<b>Services</b>
<b>Emergency Food Assistance AZCEND 3</b> 45 S. California St. Chandler, AZ 85225 <a href="https://azcend.org/food-bank/info@azcend.org">https://azcend.org/food-bank/info@azcend.org</a>	480-963-1423	Call for updated hours for drive-thru meals due to COVID	Each year AZCEND distributes over 17,000 food boxes with enough food to feed over 50,000 adults and children. If you are in need of food, assistance is available in the form of Emergency Food Boxes or 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.
<b>Gila River Indian Community Commodity Food Distribution Program</b> P.O. Box 1539 Sacaton, AZ 85147 Physical Location: 300 Ocotillo Rd. Sacaton, AZ 85147	Phone 520-562-9233 Fax 520-562-3573	M-F 8am-4pm Emergency Food Boxes Wednesday 10am-11am	The Food Distribution Program on Indian Reservations (FDPIR), commonly known as Commodity Food Distribution Program, is a Federal program that provides commodity foods to Native American low-income families or individuals living on the Gila River Indian Community or Ak-Chin Indian Community or surrounding service areas which include: City of Coolidge, Chandler Heights Area, Town of Florence, City of Maricopa, Ocotillo Area, City of Stanfield, City of Tolleson, and Queen Creek.
<b>Interfaith Cooperative Ministries (ICM)</b> 501 S. 9 <sup>th</sup> Ave. Phoenix, AZ 85007 <a href="http://www.icmaz.org">www.icmaz.org</a>	602-254-7450	M-F 8am-5pm	From the 1980s until present day, Nourish Phoenix, formerly ICM Food and Clothing Bank, has had a rich history in providing services for the working poor in Phoenix.
<b>Paradise Valley Emergency Food Bank</b> 10862 N. 32 <sup>nd</sup> St. Phoenix, AZ 85028 <a href="https://www.pvcommunityfoodbank.org/">https://www.pvcommunityfoodbank.org/</a>	602-867-9228	M-F 8am-5pm	PV Community Food Bank's mission is to provide food assistance to those individuals who are living in northeast Phoenix with food insecurity and hunger on a daily basis and who live in the 98 sq miles of the PV Unified School District.
<b>St. Mary's Food Bank Alliance</b> 3131 W. Thomas Rd. Phoenix, AZ 85017 13050 W. Elm St. Surprise, AZ 85378 <a href="http://www.firstfoodbank.org">www.firstfoodbank.org</a>	602-242-FOOD (3663)	M-F 8am-5pm	St. Mary's Food Bank is truly a community-based organization. Individual donors, corporate donors, and private grants help feed hungry individuals and families in our area. Serving 9 of Arizona's 15 counties, we are committed to volunteerism, building community relationships and improving the quality of life for Arizonans in need.

<b>FOOD BANK RESOURCES</b>	<b>Phone Number</b>	<b>Hours</b>	<b>Services</b>
<b>United Food Bank</b> 245 S. Nina Dr. Mesa, AZ 85210 <a href="http://www.unitedfoodbank.org">www.unitedfoodbank.org</a> <a href="mailto:info@unitedfoodbank.org">info@unitedfoodbank.org</a>	480-926-4897	M-F 8am-4pm	The Food Bank has grown to meet the increased need from people in our service area. Our service area of 19,608 square miles includes some of the most remote areas in the state. To serve the most people possible, United Food Bank collaborates with more than 145 partner agencies and programs helping feed families, children, and seniors.
<b>GUARDIANSHIP AND FIDUCIARY RESOURCES</b>	<b>Phone Number</b>	<b>Hours</b>	<b>Services</b>
<b>Arizona Fiduciaries Association</b> <i>(Info. regarding private fiduciary services)</i> 20325 N. 51 <sup>st</sup> Ave., Ste. 134 Glendale, AZ 85308 <a href="http://www.azfid.org">www.azfid.org</a>	623-322-2944	M-F 8am-5pm	The Arizona Fiduciaries Association is an Arizona non-profit 501(c)6 organization, representing Licensed Fiduciaries across the state. Our organization and this website are primarily designed to serve the needs of acting fiduciaries.
<b>Maricopa County Public Fiduciary</b> 222 N. Central Ave., Ste. 4100 Phoenix, AZ 85004 <a href="http://www.maricopa.gov/PubFid">www.maricopa.gov/PubFid</a> <a href="https://www.maricopa.gov/500/Public-Fiduciary">https://www.maricopa.gov/500/Public-Fiduciary</a>	602-506-5922 602-506-5801 After Hours: 602-506-5801 <i>(Emergencies only)</i>	M-F 8am-5pm	The Maricopa County Public Fiduciary provides guardianship and conservatorship services when no other person or corporation is qualified and willing/or to serve. Cases are referred by physicians, hospitals, nursing homes, attorneys, Adult Protective Services, community agencies, and the public.
<b>HOUSING RESOURCES</b>	<b>Phone Number</b>	<b>Hours</b>	<b>Services</b>
<b>Area Agency on Aging, Region One Maricopa County Elder Emergency Housing Program</b> <a href="https://www.aaaphx.org">https://www.aaaphx.org</a>	24-hour Senior HELP LINE: 602-264-4357 (HELP) or toll free 888-264-2258	24/7 services available	Men and women, aged 50 years and older, who are victims of domestic violence or vulnerable adult abuse can be placed in free, safe housing for up to two weeks while they receive emotional support and begin the healing process. The first step toward placement in the emergency housing program is for the victim to go to a hospital emergency room for assessment.
<b>Area Agency on Aging, Region One Doves Program</b> <a href="https://www.aaaphx.org/program-services/doves-program/">https://www.aaaphx.org/program-services/doves-program/</a>			Services for men and women aged 50 and older who are victims of domestic violence or elder abuse. Emergency housing, transitional housing, support groups, resources and housing can be provided.

<b>HOUSING RESOURCES</b>	<b>Phone Number</b>	<b>Hours</b>	<b>Services</b>
<b>DV Emergency Shelters</b> <a href="https://azmag.gov/Portals/0/Documents/MagContent/domestic-violence-safety-brochure.pdf?ver=2017-08-17-091020-783">https://azmag.gov/Portals/0/Documents/MagContent/domestic-violence-safety-brochure.pdf?ver=2017-08-17-091020-783</a>	Toll free at 800-799-7739 480-890-3039 Toll Free: 844-SAFEDVS (723-3387)	24/7 services available	The majority of domestic violence shelters in Maricopa County use the SAFE DVS program to place victims in shelter beds.
<b>DV Stop Hotel/Motel Program</b> <a href="https://safehousingpartnerships.org/sites/default/files/2020-05/Hotel-Guidance.pdf">https://safehousingpartnerships.org/sites/default/files/2020-05/Hotel-Guidance.pdf</a>	Toll free at 800-799-7739 480-890-3039 Toll Free: 844-SAFEDVS (723-3387)	24/7 services available	Domestic Violence Safe Temporary Overflow Program (DVSTOP) provides short-term emergency placement at a confidential location to victims when Maricopa County domestic violence shelters are full. The program provides a critical service, offering community resources, shelter placement, and expedited services for the highest risk.
<b>Maricopa County Housing Authority Main Office</b> 8910 N. 78 <sup>th</sup> Ave., Bldg. D Peoria, AZ 85345 <a href="http://www.maricopahousing.org">www.maricopahousing.org</a>	602-744-4500	M-F 8am-5pm	To improve the quality of life of families and strengthen communities by developing and sustaining affordable housing programs; and to become a leading housing authority by exemplifying best practices, offering innovative affordable housing programs.
<b>MENTAL HEALTH RESOURCES</b>	<b>Phone Number</b>	<b>Hours</b>	<b>Services</b>
<b>Dementia Resources Through the Alzheimer's Association</b> <a href="https://www.alz.org/help-support/resources">https://www.alz.org/help-support/resources</a> For tips for first responders: <a href="https://www.alz.org/professionals/first-responders">https://www.alz.org/professionals/first-responders</a> <a href="https://www.alz.org/help-support/caregiving/safety">https://www.alz.org/help-support/caregiving/safety</a>	800-272-3900 602-528-0545 24 hour hotline 800-272-3900	24/7 services available	The Alzheimer's Association leads the way to end Alzheimer's and all other dementia — by accelerating global research, driving risk reduction and early detection, and maximizing quality care and support Our 24/7 Helpline serves people with memory loss, caregivers, health care professionals and the public, providing reliable information and support to all those who need assistance. There are 9 different forms of dementia and click here for more information: <a href="https://www.alz.org/alzheimers-dementia/what-is-dementia/types-of-dementia">https://www.alz.org/alzheimers-dementia/what-is-dementia/types-of-dementia</a>
<b>Maricopa Crisis Line</b> <a href="https://ability360.org/directory/listing/maricopa-crisis-line-behavior-health-emerg">https://ability360.org/directory/listing/maricopa-crisis-line-behavior-health-emerg</a>	602-222-9444	24/7 services available	Crisis Response Network, Inc. is a non-profit organization dedicated to helping individuals by Inspiring Hope and empowering transformation from HOPE to HEALTH through crisis services.

<b>MENTAL HEALTH RESOURCES</b>	<b>Phone Number</b>	<b>Hours</b>	<b>Services</b>
<b>Maricopa Mental Health Resources in Arizona</b> <a href="https://mentalhealthresources.org/maricopa-county-arizona/">https://mentalhealthresources.org/maricopa-county-arizona/</a>		Online resource	This resource provides a database to assist in their journey through the Arizona mental health system. The goal is to develop a strong mental health community where anyone who needs mental health services.
<b>OTHER RESOURCES</b>	<b>Phone Number</b>	<b>Hours</b>	<b>Services</b>
<b>COVID-19 Resources</b> <a href="https://www.nationalallianceforsafehousing.org/covid-19-resources/">https://www.nationalallianceforsafehousing.org/covid-19-resources/</a> <a href="https://arizonalegalcenter.org/arizona-covid-19-resources/">https://arizonalegalcenter.org/arizona-covid-19-resources/</a> <a href="https://safehousingpartnerships.org/contact">https://safehousingpartnerships.org/contact</a>		24/7 services available online	<a href="https://safehousingpartnerships.org/">https://safehousingpartnerships.org/</a> <a href="https://www.nationalallianceforsafehousing.org/">https://www.nationalallianceforsafehousing.org/</a> National Network to End Domestic Violence: <a href="https://nnedv.org/">https://nnedv.org/</a> National Resource Center on Domestic Violence: <a href="https://nrcdv.org/">https://nrcdv.org/</a> National Sexual Violence Resource Center: <a href="https://www.nsvrc.org/">https://www.nsvrc.org/</a>
<b>Arizona Department of Health Services</b> 150 N. 18 <sup>th</sup> Ave. Phoenix, Arizona 85007 <a href="https://www.azdhs.gov/prevention/tobacco-chronic-disease/index.php">https://www.azdhs.gov/prevention/tobacco-chronic-disease/index.php</a>	602-542-1025	M-F 8am-5pm	There are specific health and safety issues to be aware of for every stage in life. There are many unique safety issues to this ever growing group of people and it is important to address them to ensure the wellness of our elderly population. The aging of our society is going to have a great influence on our way of life, affecting all aspects of society, especially healthcare systems, the economy and government programs.
<b>DES – Division of Community Assistance and Development (DCAD) Formerly known as the Division of Aging Adult Services (DAAS)</b> 1789 W. Jefferson St., Ste. 950A Phoenix, AZ 85007 <a href="https://des.az.gov/services/older-adults">https://des.az.gov/services/older-adults</a>	602-542-4446 Caregiver Resource: 888-737-7494	M-F 8am-5pm	This is a resource for anyone caring for a grandchild, an older relative, or someone with Alzheimer’s disease (or a related neurological disorder). DES offers an array of services that best meet your needs.
<b>Elder Care Locator</b> <a href="https://eldercare.acl.gov/Public/Index.aspx">https://eldercare.acl.gov/Public/Index.aspx</a>	800-677-1116	M-F 8am-5pm	This resource helps to locate elder care in your area.

OTHER RESOURCES	Phone Number	Hours	Services
<p><b>Find Help Phoenix</b>  <a href="http://findhelpphx.org">findhelpphx.org</a>            Spanish partner site:  <a href="http://encuentraayudaphx.org">encuentraayudaphx.org</a></p>	<p>602-264-2255            24-hour Senior HELP LINE:            602-264-4357 (HELP)            or toll free            888-264-2258</p>	<p>Assistance is available in English and Spanish, 24/7.</p>	<p>findhelpphx.org and its Spanish partner site <a href="http://encuentraayudaphx.org">encuentraayudaphx.org</a> was created to give Maricopa County residents an easy way to find free and almost free health and social services for themselves. There is a section especially designed for Senior needs. The website is easy to use and available where there is internet access, including smartphones. Find Help Phoenix is divided into multiple categories of services. Users can look for medical services, legal help, affordable housing, and many other services. A comprehensive Maricopa County Elder Resource Guide is also available in English and Spanish.  <a href="https://aaaphx.org/wp-content/uploads/ERG_6-2016SML.pdf">https://aaaphx.org/wp-content/uploads/ERG_6-2016SML.pdf</a></p>
<p><b>LGBT National Senior Hotline</b>  <a href="http://www.glbthotline.org">www.glbthotline.org</a>            Email: <a href="mailto:help@LGBThotline.org">help@LGBThotline.org</a></p>	<p>888-234-7243</p>	<p>M-F            1pm-9pm Pacific              Saturday            9am-2pm Pacific</p>	<p>LGBT seniors can feel isolated and cut off from the rest of the community. No matter where they live, LGBT seniors have a place to call when they need peer support, information and local resources. Open every day through our hotlines, online chat programs, our email services and our publicly accessible online database of resources.</p>
<p><b>Long Term Care Ombudsman</b>  <a href="https://des.az.gov/services/older-adults">https://des.az.gov/services/older-adults</a></p>	<p>602-542-6454            24-hour Senior HELP LINE:            602-264-4357 (HELP)            or toll free            888-264-2258</p>	<p>24/7 services available</p>	<p>Ombudsman advocate for the best interest of the resident by assisting in the resolution of complaints concerning quality of the facility, financing, eligibility, availability, and access to care. Long-term care settings include skilled nursing facilities, adult care homes, adult foster care homes, and other residential care facilities.</p>
<p><b>National Resource Center on LGBT Aging</b>  <a href="http://www.lgbtagingcenter.org">www.lgbtagingcenter.org</a></p>	<p>212-741-2247            877-360-LGBT (5428)</p>	<p>24/7 services available</p>	<p>The National Resource Center on LGBT Aging is focused on improving the quality of services and supports offered to lesbian, gay, bisexual and/or transgender older adults and their families.</p>

OTHER RESOURCES	Phone Number	Hours	Services
<p><b>Social Security Services of Arizona</b>  P.O. Box 1466  Glendale, AZ 85301  <a href="http://www.reppayee.org">www.reppayee.org</a></p>	<p>623-414-4425</p>	<p>M-F  8am-5pm</p>	<p>SSSA provides payee services to disabled and retired individuals receiving Social Security benefits. Our program offers monthly bill paying along with the administration of benefits, for only \$44.00/month.</p>
<p><b>Tribal Arizona Long Term Care System (ALTCS)</b>  Gila River Indian Community  <a href="https://grhc.org/altcs/">https://grhc.org/altcs/</a>  <a href="https://www.azahcccs.gov/PlansProviders/FeeForServiceHealthPlans/ProgramsAndPopulations/longtermcarecase management.html">https://www.azahcccs.gov/PlansProviders/FeeForServiceHealthPlans/ProgramsAndPopulations/longtermcarecase management.html</a></p>	<p>602-528-1200  24-HOUR  CRISIS  HOTLINE  800-259-3449</p>	<p>M-F  8am-5pm</p>	<p>The Tribal Arizona Long Term Care System (Tribal ALTCS) Program provides Medicaid services to elderly and/or physically disabled American Indians who are determined eligible for ALTCS. Members will remain eligible for Tribal ALTCS if they continue to meet the Medicaid medical and financial requirements. A member will be enrolled with Tribal ALTCS if he/she lives on or lived on a reservation prior to admission into an off-reservation facility.</p>



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