



The Division of Aging and Adult Services (DAAS) is Arizona's State Unit on Aging. DAAS seeks to inform, assist, and empower older adults, individuals living with disabilities or chronic conditions, and caregivers to maintain their independence and remain in their community of choice. DAAS also aims to help prevent fraud and abuse by providing education on scams, in addition to responding to resident concerns in long-term care settings.

Contact your local AAA for an assessment to determine eligibility for services.

Non-Medical Home and Community-Based Services (NMHCBS) include case management, congregate meals, home-delivered meals, attendant care, personal care, housekeeping, and transportation services for eligible clients. The **Health Promotion Program** offers evidence-based training sessions such as the Chronic Disease Self Management Program (CDSMP), Diabetes Self Management Program, and Matter of Balance.

Have you (do you) or someone you know:

- Have a dementia diagnosis?
- Need assistance with household tasks?
- Want to learn about managing chronic health conditions?
- Have an increased risk for falls or balance issues?

Family Caregiver Support Program (FCSP) offers a range of services, including information about available caregiving services; assistance in gaining access to caregiver supportive services; individual counseling, organization of support groups, and caregiver training; respite care; and supplemental services for eligible family caregivers providing unpaid in-home care.

Do you or someone you know:

- Need a short break from caregiving?
- Experience stress related to caregiving?
- Need training to increase caregiver skills?
- Need to connect with others in similar roles?

Long-Term Care Ombudsman Program (LTCOP) is funded through federal and state initiatives to respond to Resident Rights violations and complaints. The primary purpose of the LTCOP is to identify, investigate, and resolve complaints by or on behalf of residents of assisted living facilities, skilled nursing homes, and/or adult foster care homes. **Contact the LTCOP statewide hotline at 602-542-6454 or via email at ltpop@azdes.gov.**

Do you or someone you know:

- Have questions about long-term care placement?
- Have questions about what Resident Rights are?
- Have concerns about a facility or nursing home?
- Need a confidential advocate?

State Health Insurance Assistance Program (SHIP) and Senior Medicare Patrol (SMP)

SHIP is a free health benefits counseling service for Medicare beneficiaries. We answer questions related to Medicare costs, coverage, and plan options. The SMP assists Medicare beneficiaries, their families, and caregivers in preventing, detecting, and reporting healthcare fraud. This service is unbiased and free. **The State SHIP/SMP hotline is 800-432-4040.**

Do you or someone you know:

- Have questions about Medicare?
- Have questions about low-income subsidies?
- Have questions about open enrollment?
- Have questions about appeals?

The Arizona Legal Assistance Program offers information, advice, assistance, and advocacy for persons 60 and older. Some legal services include advance directives, the creation of wills, and guardianship. No criminal cases.

Do you or someone you know:

- Have questions about guardianship?
- Have questions about end-of-life planning?
- Have questions about elder abuse, consumer fraud, or financial exploitation?

Please see below to contact your local Area Agency on Aging.

REGION I	REGION II
Area Agency on Aging, Region One Inc. Senior Helpline: (602) 264-4357 <i>Serving Maricopa County</i>	Pima Council on Aging, (PCOA) PCOA Helpline: (520) 790-7262 <i>Serving Pima County</i>
REGION III	REGION IV
Northern Arizona Council of Governments NACOG Area Agency on Aging Central Intake Unit: (877) 521-3500 <i>Serving Apache, Coconino, Navajo, and Yavapai Counties</i>	Western Arizona Council of Governments WACOG Area Agency on Aging WACOG Helpline: (800) 782-1886 <i>Serving Yuma, La Paz and Mohave Counties</i>
REGION V	REGION VI
Pinal/Gila Council for Senior Citizens PGCSC Area Agency on Aging PGCSC Helpline: (800) 293-9393 <i>Serving Pinal and Gila Counties</i>	SouthEastern Arizona Government Organization SEAGO Helpline: (520) 432-2528 <i>Serving Santa Cruz, Cochise, Greenlee, and Graham Counties</i>
REGION VII	REGION VIII
Navajo Nation (Area Agency on Aging) Division of Aging and Long-Term Care Services Contact Number: (928) 871-6869 <i>Serving the Navajo Nation within Arizona</i>	Inter Tribal Council of Arizona ITCA Area Agency on Aging ITCA Helpline: (602) 258-4822 <i>Serving 21 Member Tribes in Arizona</i>



Learn more about your State Unit on Aging. Visit the DAAS website for more information: <https://des.az.gov/services/older-adult>