

RESOURCE GUIDE FOR PEOPLE WITH DISABILITIES WHO EXPERIENCE VIOLENCE

Produced and Distributed by:



ACCESSING SAFETY PROJECT
PROMISING PRACTICES IN SERVING
CRIME VICTIMS WITH DISABILITIES

in association with:



This project was supported by a sub-grant of Grant No. 2002-VF-GX-K005 awarded to SafePlace in Austin, Texas by the Office for Victims of Crime, Office of Justice Programs, U.S. Department of Justice. Points of view in this document are those of the author and do not necessarily represent the official position or policies of the U.S. Department of Justice or SafePlace.

Last update: September 2005

This guide is intended for use by people with disabilities in southern Arizona who have experienced sexual violence. It will also be useful for service providers who work with people with disabilities who experience sexual violence.

The guide was developed by the Southern Arizona Center Against Sexual Assault's Accessing Safety project in response to needs identified by members of the Southern Arizona Sexual Violence Disability Coalition and local people with disabilities. The community requested a guide that is more accessible than the well-known and widely-distributed Information and Referral Directory of Human Resources.

The goals for this guide were to create a document that: offers "at-a-glance" ready reference to specifically targeted services, is available in multiple formats, and can be easily updated as local agencies experience staff turnover and changes in programs. The guide is available in this printed format, on the Center Against Sexual Assault website (www.sacasa.org), in large print and in Braille. Other reasonable accommodations will be made upon request.

This is a local guide. Unless otherwise noted, it should be assumed that all service providers are located in the greater Tucson metropolitan area and have mailing addresses within the city limits. It should also be assumed that all phone numbers listed, unless otherwise noted, are in the 520 area code.

Please direct any questions or requests for entry updates to the Accessing Safety project at the Center Against Sexual Assault at 327-1171 or disability@sacasa.org.

The Center Against Sexual Assault wishes to thank the service providers listed in this guide who took the time to complete a form or answer questions about their organizations over the phone. Their contributions have helped ensure a coordinated community response to sexual violence against people with disabilities.

If you or someone you know is being abused, neglected or exploited please call the appropriate number below.

Emergency: 9-1-1

If you or someone you know is in immediate danger.

ADULT PROTECTIVE SERVICES

Phone: 1-877-SOS-ADULT (1-877-767-8925)

CHILD PROTECTIVE SERVICES

Phone: 721-3097 OR 1-888-SOS-CHILD (1-888-767-2445)

TTY Services

If an agency is not TTY accessible call Arizona Relay Service at 7-1-1 or 1-800-367-8939 via TTY or on the internet at <http://www.azrelay.org> .

Arizona Relay Service provides statewide telecommunications relay service linking TTY users to those who do not have TTY.

Filing a formal complaint

An individual may file a formal complaint about an act of discrimination by a locally or state-funded service provider to the federal agency in charge (28 C.F.R. Sec. 35.170 [2001]).

To start the process, an individual should call the ADA Information Line at 1-800-514-0301 or 1-800-514-0383 (TTY). If you are unsure if the complaint is appropriate, it does not hurt to call and ask.

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ADMINISTRATION OF RESOURCES & CHOICES (ARC)

Phone: 327-2665

Crisis Pager (24/7): 566-1919

TTY: 623-9577

Location: 3003 South Country Club Road #207

Office Hours: Mon-Fri 9:00 AM – 5:00 PM

Fees: None

Intake Procedure: Call main phone or crisis pager

Services Available:

- ✓ Case management
- ✓ Crisis advocacy
- ✓ Criminal justice/legal system
- ✓ Education/training
- ✓ Group and individual educational counseling
- ✓ Housing assistance
- ✓ Outreach
- ✓ Shelter for seniors with caregiving needs

Population Served: Older adults (60+)

Bus Route: 2, 8, 17

Alternative Transportation: Call for more information

Paperwork in Alternate Format: No

Interpreters available: ASL upon request

Facility is physically accessible.

AL-ANON INFORMATION CENTER

Phone: 323-2229

TTY: No

Location: 1011 North Craycroft Road #450

Office Hours: Mon-Fri 9:30 AM - 4:30 PM

Fees: None

Intake Procedure: Call for information

Services Available:

- ✓ Support groups for individuals with alcoholism
- ✓ Support groups for families/friends of alcoholics
- ✓ Support groups for children of alcoholics ages 7-19

Population Served: Ages vary depending on program

Bus Route:	4, 34
Alternative Transportation:	No
Paperwork in Alternate Format:	Large Print
Interpreters Available:	Spanish
Website:	http://www.al-anon.alateen.org
Physical accessibility depends on facility.	

ALCOHOLICS ANONYMOUS (AA)

Phone (24/7):	624-4183
TTY:	No
Location:	840 South Campbell Avenue
Office Hours:	Mon-Fri 9:30 AM -5:00 PM
Fees:	None
Intake Procedure:	Call or walk in
Services Available:	✓ Support groups for individuals with alcoholism
Population Served:	All ages
Bus Routes:	Call for more information due to multiple sites
Alternative Transportation:	No
Paperwork in Alternate Format:	Large print
Interpreters Available:	Spanish, ASL
Meetings in ASL:	Fridays, 6:00 PM – 7:00 PM Laverna’s Coffee Shop, 220 South Plumer Street
Website:	http://www.aatucson.org
Physical accessibility depends upon facility.	

ARIZONA CENTER FOR DISABILITY LAW (ACDL)

Phone:	327-9547 or 1-800-922-1447 (Tucson) 1-800-927-2260 (Phoenix)
TTY:	327-9547
Locations:	100 North Stone Avenue #305- Tucson, AZ 3839 North 3 rd Street Suite 209- Phoenix, AZ

Office Hours:	Mon-Fri 8:00 AM – 5:00 PM
Fees:	None
Intake Procedure:	Call
Services Available:	<ul style="list-style-type: none"> ✓ Information/referral ✓ Education/training ✓ Legal advocacy ✓ Technical assistance
Population Served:	All ages
Bus Routes:	Downtown Ronstadt Center
Paperwork in Alternate Format:	Large print and simple language
Interpreters Available:	Spanish and ASL
Website:	http://www.acdl.com

Facility is physically accessible.

Provider Statement: ACDL is a non-profit, public interest law firm and the federally designated protection and advocacy system for people with disabilities in Arizona. Advocates for the right of people with disabilities to be free from abuse, neglect and discrimination and to have access to education, health care, housing, jobs and other services. Provides direct representation in select cases that meet their priorities.

ARIZONA RELAY SERVICE

Phone:	7-1-1 Voice:1-800-842-4681
TTY:	1-800-367-8939
Location:	2080 West Chandler Boulevard – Phoenix, AZ
Office Hours:	24 hours a day, 7 days a week
Fees:	None
Intake Procedure:	Call
Services Available:	<ul style="list-style-type: none"> ✓ Statewide telecommunications relay service linking TTY users to those who do not have TTY. ✓ TTY services also available online. See website below.

Population Served:	All ages
Interpreters Available:	ASL
Website:	http://www.azrelay.org

THE AURORA FOUNDATION

Phone:	888-3402
TTY:	No
Location:	48 North Tucson Blvd Suite 106
Office Hours:	Mon-Fri 9:00 AM – 5:00 PM
Fees:	Depends on program
Intake Procedure:	Call for more information
Services Available:	<ul style="list-style-type: none"> ✓ Leadership programs for girls and young women ✓ Mentor programs ✓ Sexual violence prevention training ✓ Volunteer and internship opportunities
Population Served:	All ages
Bus route:	8
Alternative Transportation:	Bus vouchers
Paperwork in Alternate Format:	<ul style="list-style-type: none"> ✓ Audiotape ✓ Braille ✓ Large Print <p>*Alternate formats available upon request</p>
Interpreters Available:	ASL upon request
Website:	http://www.planetaurora.org

Facility is physically accessible.

THE BREWSTER CENTER DOMESTIC VIOLENCE SERVICES

Administrative Office:	320-7556
Crisis Line (24/7):	622-6347 or 1-877-472-1717
Outreach Office:	881-7201
En Español:	746-1501
TTY:	622-6347 or 1-877-472-1717
Location:	2425 North Haskell Drive, Building 4 (Administration)
Office Hours:	Admin: Mon-Fri 9:00 AM - 4:00 PM;

	Outreach: Mon-Fri 8:00 AM – 5:00 PM; Crisis services available 24 hours
Fees:	None
Intake Procedure:	Call or walk in
Services Available:	<ul style="list-style-type: none"> ✓ Children’s advocacy ✓ Court accompaniment ✓ Crisis advocacy ✓ Education/training ✓ Emergency shelter ✓ Immigration assistance ✓ Lay legal advocacy ✓ Legal clinic ✓ Orders of protection ✓ Outreach ✓ Safety planning ✓ Support groups ✓ Transitional & permanent housing
Population Served:	All ages
Bus Routes:	Call for more information due to multiple sites
Alternative Transportation:	Taxi vouchers bus passes, and emergency relocation
Paperwork in Alternate Format:	No
Interpreters Available:	Spanish and ASL
Website:	http://www.thebrewstercenter.org
Physical accessibility depends on facility; accommodations will be made.	

CASA DE ESPERANZA

Phone (24/7):	625-2273
TTY:	No
Location:	780 South Park Centre Avenue, Green Valley, AZ
Office Hours:	Mon-Fri 8:00 AM – 5:00 PM; Crisis line is available 24 hours
Fees:	Varies, call for more information
Intake Procedure:	Call or walk in
Services Available:	<ul style="list-style-type: none"> ✓ Adult day care for people with physical and cognitive impairments ✓ Behavioral Health services for the seriously mentally ill, children and general mental

	health/substance abuse issues ✓ Crisis advocacy, information & referral ✓ Education/training on domestic violence ✓ Life skills, housing assistance for behavioral health clients ✓ Preschool & childcare for ages 2-5
Population Served:	All; some programs age specific, call for information
Alternative Transportation:	Private car service, van or cab
Paperwork in Alternate Format:	No
Interpreters Available:	Spanish
Website:	http://www.casacanhelp.com
Facility is physically accessible.	

CHICANOS POR LA CAUSA

Phone:	882-0018
TTY:	No
Location:	200 North Stone Avenue
Office Hours:	Mon-Fri 8:00 AM – 5:00 PM
Fees:	None
Intake Procedure:	Call for appointment
Services Available:	✓ Financial assistance ✓ Housing assistance ✓ Leadership and scholarship opportunities ✓ Life skills ✓ Senior training employment program
Population Served:	All ages
Bus Routes:	Call for more information due to multiple sites
Alternative Transportation:	No
Paperwork in Alternate Format:	No
Interpreters Available:	Spanish
Website:	http://www.cplc.org
Facility is physically accessible.	

CODAC BEHAVIORAL HEALTH SERVICES

Phone:	327-4505
TTY:	No
Location:	3100 North First Avenue
Office Hours:	Mon-Thurs 8:00 AM – 6:00 PM; Friday 8:00 AM – 5:00 PM
Fees:	Call for information
Intake Procedure:	Call for specifics on programs
Services Available:	✓ Childcare ✓ Education/training ✓ Life skills ✓ Mental health services ✓ Outreach ✓ Substance abuse prevention and rehabilitation (residential and out-patient)
Population Served:	Ages vary depending on program
Bus Routes:	Call for more information due to multiple sites
Alternative Transportation:	Taxi vouchers
Paperwork in Alternate Format:	Computer format
Interpreters Available:	✓ ASL ✓ Bahasa Indonesian ✓ Dutch ✓ French ✓ Portuguese ✓ Scottish Gaelic ✓ Spanish ✓ Thai Interpreters differ by site; call main phone number for more information
Website:	http://www.codac.org

Physical accessibility depends on facility.

COMMISSION ON DISABILITY ISSUES (CODI) (City of Tucson City Clerk's Office)

Phone:	791-4213
TTY:	No
Location:	255 W. Alameda Write to: P.O. Box 27210

Tucson, AZ 85726-7210	
Office Hours:	Mon-Fri 9 AM – 5 PM
Fees:	None
Intake Procedure:	Open meetings 3 rd Wednesday of each month at 2:30 pm
Services Available:	Official advisory body to mayor and council on the priority of concerns faced by the disabled community of Tucson.
Population Served:	All ages
Bus route:	Call for more information
Alternative Transportation:	None
Paperwork in Alternate Format:	None
Website:	http://www.ci.tucson.az.us/clerks/board
Facility is physically accessible.	

COMMUNITY FOOD BANK

Phone:	622-0525
TTY:	No
Location:	3003 South Country Club Road
Office Hours	Mon-Fri 8:00 AM – 4:00 PM
Fees:	None except Value Food Purchases
Intake Procedure:	Call
Services Available:	<ul style="list-style-type: none"> ✓ Advocacy ✓ Baby food boxes ✓ Education ✓ Emergency food boxes ✓ Farmers market ✓ Low cost grocery store ✓ Senior brown bag program
Population Served:	All ages
Bus Routes:	2, 8, 17
Alternative Transportation:	No
Paperwork in Alternate Format:	No
Interpreters Available:	Spanish

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

Facility is physically accessible.

COMMUNITY OUTREACH PROGRAM FOR THE DEAF (COPD)

Phone: 792-1906

TTY: Same as above

Location: 268 West Adams Street

Office Hours: Mon-Fri 8:00 AM – 5:00 PM;
Other times by appointment

Fees: None

Intake Procedure: Call or walk in

Services Available: ✓ ASL interpretive services
✓ Case management
✓ Crisis advocacy
✓ Education/training
✓ Mental health services
✓ Outreach

Population Served: Ages 4 and up

Bus Routes: 16

Alternative Transportation: No

**Paperwork in Alternate
Format:** No

Interpreters Available: ASL

Facility is physically accessible.

COMMUNITY PARTNERSHIP OF SOUTHERN ARIZONA (CPSA)

Phone: 325-4268

TTY: 1-866-318-6960

Location: 4575 East Broadway Boulevard

Office Hours: Mon-Fri 8:00 AM – 5:00 PM

Fees: None

Intake Procedure: Call for more information

Services Available: ✓ Mental health services
✓ Security deposit assistance
✓ Substance abuse rehabilitation

Population Served:	All ages
Bus Routes:	Call for more information due to multiple sites
Alternative Transportation:	Discuss with intake provider
Paperwork in Alternate Format:	Simple language
Interpreters Available:	By request
Website:	http://www.cpsa-rbha.org
Physical accessibility depends on facility.	

COMPASS HEALTH CARE FAMILY CENTER

Phone:	882-5608
TTY:	No
Location:	2475 North Jackrabbit
Office Hours:	Mon-Fri 8:30 AM - 5:00 PM Evenings by appointment
Fees:	Sliding scale for select services Call for more information
Intake Procedure:	Call for appointment
Services Available:	<ul style="list-style-type: none"> ✓ Addiction treatment ✓ Case management ✓ Education ✓ Life skills training ✓ Mental health services ✓ Outpatient detoxification ✓ Residential treatment for addiction ✓ Support group meetings ✓ Transitional housing
Population Served:	Most programs ages 18 and up
Bus Routes:	21, 22
Alternative Transportation:	Bus passes
Paperwork in Alternate Format:	No
Interpreters Available:	Spanish
Website:	http://www.compasshc.org
Facility is physically accessible.	

COPE BEHAVIORAL SERVICES

Phone:	792-3293
After hours:	903-1563
TTY:	No
Location:	85 West Franklin Street
Office Hours:	Mon-Fri 8:00 AM – 5:00 PM
Fees:	Sliding scale
Intake Procedure:	Call for information
Services Available:	<ul style="list-style-type: none">✓ Case management✓ Education✓ Employment assistance✓ Housing assistance✓ Mental health services✓ Outpatient rehabilitation✓ Outreach✓ Temporary housing
Population Served:	Ages 18 and up
Bus Routes:	Call for more information due to multiple sites
Alternative Transportation:	Call for more information
TTY:	No
Paperwork in Alternate Format:	Large print, other accommodations as needed
Interpreters Available:	Russian and Spanish, others as needed
Website:	http://www.copebhs.com

Physical accessibility depends on facility.

DIRECT CENTER FOR INDEPENDENCE

Phone:	624-6452
TTY:	Same as above
Location:	1023 North Tyndall Avenue
Office Hours:	Mon-Fri 8:00 AM – 5:00 PM
Fees:	None
Intake Procedure:	Call for an appointment
Services Available:	<ul style="list-style-type: none">✓ Advocacy✓ Benefits planning assistance✓ Education/training✓ Home modification✓ Life skills

	<ul style="list-style-type: none"> ✓ Outreach ✓ Peer counseling ✓ Peer mentoring ✓ Transit solutions
Population Served:	Ages 12 and up
Bus Routes:	4, 5, 6
Alternative Transportation:	Depends on the function being attended
Paperwork in alternate format:	No
Interpreters Available:	Spanish
Website:	http://www.directilc.org/
Facility is physically accessible.	

**DISABILITY RESOURCE CENTER (DRC)
(University of Arizona)**

Phone:	621-3268
TTY:	Same as above
Location:	1224 East Lowell Street
Office Hours:	Mon-Fri 8:00 AM – 5:00 PM
Fees:	None
Intake Procedure:	Call or walk in
Services Available:	<ul style="list-style-type: none"> ✓ Student accommodations ✓ Testing facility with assistive technology ✓ Documentation and captioning ✓ Training
Population Served:	All ages
Bus Routes:	3, 4, 5, 6, 9, 15, 20
Alternative Transportation:	No
Paperwork in Alternate Format:	<ul style="list-style-type: none"> ✓ Audio recording ✓ Braille ✓ Large print ✓ Simple language
Interpreters Available:	Spanish and ASL
Website:	http://drc.arizona.edu/
Facility is physically accessible.	

DIVISION OF DEVELOPMENTAL DISABILITIES (DDD)

Phone (Dispatch): 318-3510
Child & Family Resources: 519-1676
DDD Intake Unit: 519-1551
After hours: 745-5588

Location: Intake Units:
Birth-Age 3: Child & Family Resources
2800 E. Broadway Blvd.
Ages 3 and up: DDD
7410 E. 29th St.

Office Hours: Mon-Fri 8:00 AM – 5:00 PM

Fees: Call for information on eligibility

Intake Procedure: Go to appropriate intake unit

Services Available: ✓ Case Management
✓ Other services available upon eligibility

Population Served: All ages

Bus route: Call for more information due to multiple sites

Alternative Transportation: No

**Paperwork in Alternate
Format:** No

Interpreters Available: Spanish; ASL upon request

Website: <http://www.azdes.gov/ddd>

Facilities are physically accessible.

EL PUEBLO CLINIC

Phone: 573-0096 or 791-4629

TTY: No

Location: 101 West Irvington Road, Suite 3C (El Pueblo
Neighborhood Center)

Office Hours: Mon-Fri 8:00 AM – 5:00 PM

Fees: Sliding scale

Intake Procedure: Appointments preferred

Services Available: ✓ Family planning
✓ Health education
✓ Low cost outpatient family practice
✓ Medical care
✓ Physical examinations
✓ Referrals for specialists

Population Served:	All ages
Bus Routes:	8, 11, 50
Alternative Transportation:	No
Paperwork in Alternate Format:	No
Interpreters Available:	Spanish
Facility is physically accessible.	

EL RIO HEALTH CENTER

Phone:	792-9890 or 670-3909
TTY:	670-3723
Location:	839 West Congress
Office Hours:	Mon-Thurs 8:00 AM – 4:00 PM Friday 9:00 AM – 4:00 PM
Fees:	Sliding scale AHCCCS, Medicare, private insurance accepted
Intake Procedure:	Call for information
Services Available:	<ul style="list-style-type: none"> ✓ Car seat loan program ✓ Case management ✓ Health education ✓ Medical care ✓ Midwifery services ✓ Nutrition counseling ✓ Social services
Population Served:	All ages
Bus Routes:	Downtown Ronstadt Center
Alternative Transportation:	Call for more information
Paperwork in Alternate Format:	No
Interpreters Available:	Spanish, others as needed
Website:	http://www.elrio.org
Facility is physically accessible.	

GOSPEL RESCUE MISSION/BETHANY HOUSE

Phone (24/7):	740-1501
TTY:	No
Location:	312 West 28 th Street
Office Hours:	Mon-Fri 8:00 AM – 12:00 PM and 1:00 PM – 5:00 PM Intake at 4:00 PM
Fees:	None
Intake Procedure:	Walk in at 4:00 PM
Services Available:	✓ Addiction recovery ✓ Case management ✓ Clothing ✓ Food boxes ✓ Household items and appliances ✓ Housing assistance ✓ Outreach ✓ Temporary shelter
Population Served:	Men and women, ages 18 and up
Bus Routes:	8, 16
Alternative Transportation:	Taxi vouchers
Paperwork in Alternate Format:	No
Interpreters Available:	No
Website:	http://www.grmtucson.com

Facility is physically accessible.

HANDI CAR

Phone:	881-3391
ADA eligibility office:	791-5409
TDD:	791-5452
Location:	1137 North Winstel Boulevard
Office Hours:	Mon-Fri 8:00 AM – 5:00 PM
Dispatch Hours:	Mon-Fri 4:00 AM – 10:00 PM Saturday 4:00 AM – 6:00 PM Sunday 6:00 AM – 6:00 PM
Fees:	✓ Wheelchair: \$40/ride ✓ Bariatric wheelchair: \$70/ride ✓ Stretcher: \$80/ride ✓ Bariatric stretcher: \$90/ride

Intake Procedure:	Call ADA eligibility office
Services Available:	✓ Provides transportation for people with disabilities
Population Served:	All ages
Paperwork in Alternate Format:	Braille and audio
Interpreters Available:	Spanish, ASL

THE HAVEN

Phone:	623-4590
TTY:	No
Location:	1107 East Adelaide
Office Hours:	Mon-Fri 8:30 AM – 5:00 PM
Fees:	Sliding scale
Intake Procedure:	Call for interview
Services Available:	<ul style="list-style-type: none"> ✓ Education about substance abuse and addiction ✓ Life skills ✓ Mental health services ✓ Substance abuse residential facility for women
Population Served:	Women age 18 and up
Bus Routes:	6, 15
Alternative Transportation:	No
Paperwork in Alternate Format:	Large print or simple language
Interpreters Available:	As needed
Facility is physically accessible.	

JEWISH FAMILY AND CHILDREN'S SERVICES

Phone:	795-0300
TTY:	No
Location:	4301 East Fifth Street
Office Hours:	Monday, Tuesday, Thursday, 8:00 AM – 8:00 PM Wednesday, 8:00 AM – 6:00 PM Friday, 8:00 AM – 5:00 PM Other hours vary depending on program

Fees:	Sliding scale; health insurance and Medicare accepted
Intake Procedure:	Call for appointment
Services Available:	<ul style="list-style-type: none"> ✓ Advocacy ✓ Camp ✓ Case management ✓ Counseling ✓ Education ✓ Housekeeping services ✓ Immigration services ✓ Respite care ✓ Senior programs
Population Served:	Ages 4 and up, depending on program
Bus Routes:	3
Alternative Transportation:	No
Paperwork in Alternate Format:	No
Interpreters Available:	As needed
Website:	http://www.jfcstucson.org
Facility is physically accessible.	

LA FRONTERA

Phone:	884-9920 or 296-3296
TTY:	No
Location:	502 West 29 th Street
Office Hours:	Mon-Fri 8:00 AM – 5:00 PM
Fees:	Sliding scale
Intake Procedure:	Call or walk in
Services Available:	<ul style="list-style-type: none"> ✓ Addiction recovery ✓ Behavioral health services ✓ Case management ✓ Mental health services
Population Served:	All ages; some programs age specific, call to clarify
Bus Routes:	Call for more information due to multiple sites
Alternative Transportation:	In-patient only
Paperwork in Alternate Format:	No

Interpreters Available:	Spanish and ASL upon request
Website:	http://www.lafrontera.org
Physical accessibility depends on facility.	

**NAMISA
(NATIONAL ALLIANCE FOR THE MENTALLY ILL OF SOUTHERN ARIZONA)**

Phone:	622-5582
TTY:	No
Location:	6122 E. 22 nd St.
Office Hours:	Mon-Fri 9:00 AM – 5:00 PM
Fees:	None
Intake Procedure:	Call or walk in; appointments encouraged
Services Available:	<ul style="list-style-type: none"> ✓ Community presentations by consumers and their loved ones ✓ Education advocacy and support for people with mental illness and their loved ones ✓ Family and caregiver education programs ✓ “Heart to Heart” friendship program ✓ Resource library ✓ Spanish language education programs and support ✓ Support groups
Mission focus:	Individuals with mental illness and their loved ones
Population Served:	Ages 4-60
Bus Routes:	1, 8
Alternative Transportation:	No
Paperwork in Alternate Format:	No
Interpreters Available:	Spanish
Website:	http://www.namisa.org
Physically Accessible Areas:	<ul style="list-style-type: none"> ✓ Entrances ✓ Offices ✓ Parking <p>Bathrooms are <u>not</u> physically accessible.</p>

**OASIS PROGRAM FOR SEXUAL ASSAULT AND RELATIONSHIP VIOLENCE
(University of Arizona)**

Phone:	626-2051
TTY:	No
Location:	1224 East Lowell Street
Office Hours:	Mon-Fri 8:00 AM – 5:00 PM
Fees:	None
Intake Procedure:	Call or walk in
Services Available:	✓ Crisis advocacy ✓ Education/training ✓ Mental health services ✓ Outreach ✓ Self-defense classes
Population Served:	Students, staff and faculty at University of Arizona
Bus Routes:	3, 4, 5, 9, 15, 20
Alternative Transportation:	No
Paperwork in Alternate Format:	No
Interpreters Available:	No
Website:	http://web.arizona.edu/~oasis/home.htm

Facility is physically accessible.

OPEN INN

Phone (24/7):	670-9040
TTY:	No
Location:	630 East Ninth Street
Office Hours:	24 hours a day, 7 days a week
Fees:	None
Intake Procedure:	Call or walk in
Services Available:	✓ 24/7 crisis advocacy ✓ Case management ✓ Clothing ✓ Counseling ✓ Education ✓ Employment training (ages 16-21) ✓ Food ✓ Life skills

	<ul style="list-style-type: none"> ✓ Outreach to homeless youth ✓ Temporary shelter ✓ Transitional housing
Population Served:	Homeless youth, up to age 21
Bus Routes:	Downtown Ronstadt Center
Alternative Transportation:	No
Paperwork in Alternate Format:	No
Interpreters Available:	Spanish
Website:	www.openinn.org
Facility is not physically accessible.	

OUR TOWN FAMILY CENTER

Phone:	323-1708
Crisis Line (24/7):	323-1706
TTY:	No
Location:	Unpublished
Office Hours:	Mon-Fri 9:00 AM – 5:00 PM; Crisis services available 24 hours
Fees:	Sliding scale for counseling services
Intake Procedure:	Call for appointment or information
Services Available:	<ul style="list-style-type: none"> ✓ Counseling ✓ Crisis advocacy ✓ Education/training ✓ Shelter ✓ Street outreach ✓ Transitional housing
Population Served:	Homeless youth, up to age 21
Bus Routes:	Call for more information
Alternative Transportation:	Taxi vouchers
Paperwork in Alternate Format:	Large print and simple language
Interpreters Available:	Spanish
Website:	http://www.otfc.org/
Facility is physically accessible.	

PASQUA YAQUI TRIBE

Phone:	883-5000 or 1-800-572-7282
TTY:	No
Location:	7474 South Camino de Oeste
Office Hours:	Mon-Fri 8:00 AM – 5:00 PM
Fees:	None
Intake Procedure:	Call for more information
Services Available:	<ul style="list-style-type: none">✓ Behavioral health services✓ Crisis advocacy✓ Health department services✓ Housing assistance✓ Senior center✓ Substance abuse treatment program
Population Served:	All ages
Service Area:	<ul style="list-style-type: none">✓ Old Pascua✓ Pascua Pueblo✓ South Tucson✓ Yoem Pueblo✓ Guadalupe.
Bus Routes:	29
Alternative Transportation:	To health clinic or school only
Paperwork in Alternate Format:	Large print, simple language
Interpreters Available:	Spanish, Yaqui
Website:	http://www.pascuayaqui-nsn.gov/
Facility is physically accessible.	

PIMA COUNTY ATTORNEY

Phone:	740-5600 or 740-5525
TTY:	No
Location:	32 North Stone Avenue #1400
Office Hours:	Mon-Fri 8:00 AM – 5:00 PM
Fees:	None
Intake Procedure:	Contact office
Services Available:	<ul style="list-style-type: none">✓ Legal services in civil and criminal cases✓ Victim Compensation Program (VCP)✓ Victim-Witness Advocate Program (see entry)

Population Served:	All ages
Bus Routes:	Downtown Ronstadt Center
Alternative Transportation:	Taxi vouchers
Paperwork in Alternate Format:	Large print
Interpreters Available:	Spanish and ASL; others as needed.
Website:	http://www.pcao.co.pima.az.us
Facility is physically accessible, but there are no convenient accessible parking spaces.	

PIMA COUNTY HEALTH DEPARTMENT

Phone:	740-8267 or 740-8315
TTY:	No
Location:	150 West Congress
Office Hours:	Mon-Fri 8:00 AM – 5:00 PM
Fees:	Vary with service
Intake Procedure:	Call for more information
Services Available:	<ul style="list-style-type: none"> ✓ Consumer health and food safety ✓ Disease control ✓ Early childhood program ✓ Family planning ✓ HIV testing ✓ Immunizations ✓ Outreach ✓ Public health nursing ✓ Public health services ✓ STD Clinic ✓ Tuberculosis screening
Population Served:	All ages
Bus Routes:	Downtown Ronstadt Center
Alternative Transportation:	No
Paperwork in Alternate Format:	No
Interpreters Available:	Spanish
Website:	http://www.pimahealth.org
Facility is physically accessible.	

PLANNED PARENTHOOD OF SOUTHERN ARIZONA

Phone:	884-5562
Facts of life line (24/7):	628-3070 or 1-800-548-3070
TTY:	No
Location:	Margaret Sanger Center (main) 2255 North Wyatt Drive Note: There are other clinic sites. Please call for more information.
Office Hours:	Varies by clinic site. Margaret Sanger Center hours: Mon-Wed, Friday 7:00 AM - 7:00 PM Thursday 7:00 AM - 5:00 PM Saturday 9:00 AM - 5:00 PM
Fees:	Sliding scale; scale slides down to zero at some sites
Intake Procedure:	Call for appointment or clinic walk-in hours
Services Available:	✓ Advocacy ✓ Education/training ✓ Exams ✓ Reproductive health services ✓ Testing (STI, HIV, pregnancy)
Population Served:	Ages 12-60
Bus Routes:	Call for more information due to multiple sites
Alternative Transportation:	No
Paperwork in Alternate Format:	Simple language
Interpreters Available:	Spanish
Website:	http://www.ppsaz.org
Physical accessibility depends on facility.	
Mission focus:	To empower every individual to exercise reproductive self-determination.

PRIMAVERA FOUNDATION

Phone:	623-5111
TTY:	No
Location:	702 South Sixth Avenue
Office Hours:	Mon-Fri 8:00 AM – 5:00 PM
Fees:	None
Intake Procedure:	Call for more information

Services Available:	<ul style="list-style-type: none"> ✓ Advocacy ✓ Case management ✓ Education ✓ Employment services ✓ Food services ✓ Housing assistance ✓ Provides mailing address ✓ Transitional housing for men
Population Served:	All ages
Bus Routes:	Downtown Ronstadt Center
Alternative Transportation:	No
Paperwork in Alternate Format:	No
Interpreters Available:	Spanish
Website:	http://www.primavera.org
Facility is physically accessible.	

THE SALVATION ARMY HOSPITALITY HOUSE

Phone:	622-5411
TTY:	No
Location:	1021 North 11 th Avenue
Office Hours:	24 hours a day, 7 days a week
Fees:	None
Intake Procedure	Call or walk in (check-in time begins at 3:00 PM)
Services Available:	<ul style="list-style-type: none"> ✓ Case management ✓ Emergency food boxes ✓ Emergency shelter ✓ Transitional housing
Population Served:	All ages
Bus Routes:	10, 16, 19
Alternative Transportation:	No
Paperwork in alternate format:	No
Interpreters Available:	No
Website:	http://www.salvationarmy.org
The facility is not physically accessible; beds are on the second floor.	

SAMHC

Phone (24/7):	622-6000 or 1-800-796-6762
TTY:	No
Location:	2502 North Dodge, Suite 190
Office Hours:	24 hours a day, 7 days a week
Fees:	None
Intake Procedure:	Call or walk in
Services Available:	<ul style="list-style-type: none">✓ 24 hour crisis respite for ages 18 and up✓ Case management✓ Crisis advocacy✓ Crisis stabilization✓ Mobile Acute Crisis (MAC) services✓ Psychiatric evaluation✓ Triage
Population Served:	All ages
Bus Routes:	9, 11, 17
Alternative Transportation:	No
Paperwork in Alternate Format:	No
Interpreters Available:	Spanish and ASL
Website:	http://www.samhc.com

The facility is physically accessible.

SOUTHERN ARIZONA AIDS FOUNDATION (SAAF)

Phone:	628-7223 or 1-800-771-9054
TTY:	No
Location:	375 South Euclid
Office Hours:	Mon-Fri 8:00 AM – 5:00 PM
Fees:	None
Intake Procedure:	Call or walk in
Services Available:	<ul style="list-style-type: none">✓ Anonymous HIV testing✓ Case management✓ Crisis advocacy✓ Education/training✓ Financial assistance✓ Food vouchers✓ Health services

	<ul style="list-style-type: none"> ✓ Housing assistance for HIV+ individuals and their families ✓ Legal assistance ✓ Support groups
Population Served:	All ages
Bus Routes:	6, 8
Alternative Transportation:	Taxi vouchers
Paperwork in Alternate Format:	No
Interpreters Available:	Spanish and ASL
Website:	http://www.saaf.org
Facility is physically accessible.	

SOUTHERN ARIZONA CENTER AGAINST SEXUAL ASSAULT

Phone:	327-1171
Crisis line (24/7):	327-7273 or 1-800-400-1001
Su Voz Vale/Your Voice	434-0195
Counts:	
TTY:	327-1721 Crisis Line is TTY-ready during office hours only
Location:	Main office: 1600 North Country Club Road Su Voz Vale/Your Voice Counts Bilingual/Bicultural Program: 101 West Irvington, Suite 4A (El Pueblo Neighborhood Center)
Office Hours:	Mon-Fri 8:00 AM – 5:00 PM Crisis services available 24 hours
Fees:	Mental health services: Sliding scale, insurance accepted No fees for crisis or education services
Intake Procedure:	Call or walk in; Walk-ins accepted during office hours only
Services Available:	<ul style="list-style-type: none"> ✓ Criminal justice/legal system ✓ Crisis advocacy ✓ Education/training ✓ Information/referral ✓ Medical care ✓ Mental health services (individual, couples and group) ✓ Outreach <p>Note: all services are available bi-lingual, bi-cultural</p>

Population Served:	Crisis Services: All ages Clinical Services: Ages 12 and up
Bus Routes:	Main: 5, 17 Su Voz Vale: 8, 11, 50
Alternative Transportation:	Taxi vouchers
Paperwork in Alternate Format:	<ul style="list-style-type: none"> ✓ Braille ✓ Large print ✓ Simple language ✓ Spanish ✓ Audio tape
Interpreters Available:	Spanish, Italian and ASL upon request
Website:	http://www.sacasa.org
Facility is physically accessible.	

SOUTHERN ARIZONA HOUSING CENTER

Phone:	798-1568
TTY:	670-0233
Location:	2030 East Broadway #101
Office Hours:	Mon-Fri 8:00 AM – 5:00 PM
Fees:	None
Intake Procedure:	Call for more information
Services Available:	<ul style="list-style-type: none"> ✓ Education on fair housing ✓ Responds to complaints of housing discrimination ✓ Technical assistance/training
Population Served:	All ages
Bus Routes:	8, 15
Alternative Transportation:	Will meet elsewhere if needed
Paperwork in Alternate Format:	<ul style="list-style-type: none"> ✓ Braille ✓ Large print ✓ Tape
Interpreters Available:	Spanish and ASL, others as needed
Facility is physically accessible.	

SOUTHERN ARIZONA LEGAL AID (SALA)

Phone:	623-9465 or 1-800-234-7252
TTY:	629-8354
Location:	64 East Broadway Boulevard
Office Hours:	Mon-Fri 9:00 AM – 5:00 PM
Fees:	None
Intake Procedure:	Call for eligibility
Services Available:	✓ Legal assistance to low income individuals in Pima County in civil matters that threaten basic needs (call for more information).
Population Served:	Ages 18 and up
Bus Routes:	Downtown Ronstadt Center
Alternative Transportation:	No
Paperwork in Alternate Format:	Large print
Interpreters Available:	Spanish, ASL, others as needed
Website:	http://www.azlawhelp.org

Facility is physically accessible.

ST. ELIZABETH OF HUNGARY CLINIC

Phone:	628-7871
TTY:	No
Location:	140 West Speedway, Suite 100
Office Hours:	Mon-Thurs 7:00 AM – 7:00 PM Friday, 7:00 AM – 5:00 PM
Fees:	Sliding scale (Low income, no insurance, SOBRA, KidsCare)
Intake Procedure:	By appointment only
Services Available:	✓ Dental services ✓ Eyeglasses and dentures for low-income people ✓ Family planning ✓ Health classes ✓ Home health program ✓ Medical services ✓ Nutrition counseling ✓ Outreach
Population Served:	All ages; individuals with no insurance

Bus Routes:	Downtown Ronstadt Center
Alternative Transportation:	No
Paperwork in Alternate Format:	No
Interpreters Available:	Spanish, ASL by request
Website:	http://www.ccs-soaz.org/saint_e.htm
Facility is physically accessible.	

TOHONO O'ODHAM DEPARTMENT OF HUMAN SERVICES

Phone:	383-6000 or 383-3275
TTY:	No
Location:	Sells, AZ 85634
Office Hours:	Mon-Fri 8:00 AM – 5:00 PM Child Protective Services available 24 hours a day, 7 days a week
Service Area:	<ul style="list-style-type: none"> ✓ Florence Village ✓ San Lucy ✓ San Xavier ✓ Tohono O'odham Nation
Fees:	None
Intake Procedure:	Call or walk in
Services Available:	<ul style="list-style-type: none"> ✓ Adult meal program ✓ Arizona Long Term Care System program ✓ Child Protective and Child Welfare Services ✓ Community Health Services ✓ Education/training ✓ Financial assistance ✓ Inpatient substance abuse treatment ✓ Mental health services (individual and group) ✓ Outreach ✓ Personal care ✓ Senior social and health services
Population Served:	All ages, members of Tohono O'odham Nation
Alternative Transportation:	No
Paperwork in Alternate Format:	No
Interpreters Available:	Tohono O'odham
Website:	http://www.tocaonline.org

Physically accessibility varies depending upon location.

TOP DOG

Phone: 323-6677

TTY: No

Location: 800 North Swan Road #126

Office Hours: Tues-Thurs 8:30 AM – 1:00 PM
Friday 8:30 AM – 11:30 AM

Fees: None

Intake Procedure: Call or write for application

Services Available: ✓ Service dog program working with people with disabilities and their dogs together as team – teaches person how to teach dog in class. Training does not include seeing-eye dogs, hearing dogs, emotional support or seizure dogs.

Population Served: All ages

Bus Routes: 1, 3, 4

Alternative Transportation: No

Paperwork in Alternate Format: No

Interpreters Available: No

Website: <http://www.topdog.org>

Facility is physically accessible.

TRAVELER'S AID

Phone: 622-8900

TTY: No

Location: 40 West Veterans Boulevard

Office Hours: Monday, Tuesday, Thursday, Friday, 7:30 AM - 3:00 PM
Wednesday 10:00 AM – 4:00 PM

Fees: None

Intake Procedure: Call or walk in

Services Available: ✓ Advocacy
✓ Affordable housing
✓ Case management
✓ Employment assistance

- ✓ Financial assistance
- ✓ Food and clothing vouchers
- ✓ Medical supplies
- ✓ Outreach
- ✓ Transitional housing
- ✓ Transportation

Population Served:	18 and up
Bus Routes:	8
Alternative Transportation:	No
Paperwork in Alternate Format:	No
Interpreters Available:	Spanish
Website:	http://www.tatucson.org

The facility is physically accessible.

TUCSON CENTERS FOR WOMEN AND CHILDREN (TCWC)

Phone:	795-8001
Crisis Line (24/7):	795-4266
TTY:	No
Location:	3959 East Speedway #309
Office Hours:	Mon-Fri 8:00 AM – 5:00 PM Crisis services 24 hours
Fees:	None
Intake Procedure:	Call for more information
Services Available:	<ul style="list-style-type: none"> ✓ Case management ✓ Child care ✓ Crisis advocacy ✓ Education/training ✓ Housing assistance ✓ Mental health services (group and individual) ✓ Outreach ✓ Parenting sessions ✓ Shelter ✓ Transitional housing
Population Served:	Women and children only
Bus Routes:	Call for more information due to multiple sites
Alternative Transportation:	Taxi voucher
Paperwork in Alternate	No

Format:

Interpreters Available: Spanish

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

Physical accessibility depends on facility.

TUCSON INDIAN CENTER

Phone: 884-7131

TTY: No

Location: 705 North Main

Office Hours: Mon-Fri 8:00 AM – 5:00 PM

Fees: None

Intake Procedure: Call or walk in

Services Available:

- ✓ Case management
- ✓ Education
- ✓ Emergency financial assistance
- ✓ Health care assessment
- ✓ Housing assistance
- ✓ Job training and placement
- ✓ Legal referrals
- ✓ Outreach
- ✓ Temporary shelter

Population Served: All ages

Bus Routes: Downtown Ronstadt Center

Alternative Transportation: Only to San Xavier Indian Health Clinic and for medication delivery

Paperwork in Alternate Format: No

Interpreters Available: Spanish

Facility is physically accessible.

UNITED CEREBRAL PALSY OF SOUTHERN ARIZONA (UCPSA)

Phone (24/7): 795-3108

TTY: No

Location: 3941 East 29th Street, Suite 603

Office Hours: Mon-Fri 8:00 AM – 5:00 PM
There is staff on-call after hours.

Fees:	No
Intake Procedure:	Must be eligible for DDD services; call for more information
Services Available:	<ul style="list-style-type: none"> ✓ Attendant care ✓ Habilitation services ✓ In-home supports for people with developmental disabilities ✓ Respite services
Population Served:	Ages 4 and up
Bus Routes:	1, 11, 17
Alternative Transportation:	No
Paperwork in Alternate Format:	No
Interpreters Available:	Spanish and ASL
Website:	http://www.ucpsa.org
Facility is physically accessible.	

VAN TRAN

Phone:	ADA eligibility office: 791-5409 Dispatch: 798-1000
TTY/TDD:	ADA eligibility office: 791-5452 Dispatch: 884-5382
Location:	3401 East Ajo Way
Office Hours:	Mon-Fri 8:00 AM – 5:00 PM
Dispatch Hours:	Mon-Fri 4:00 AM – 11:30 PM Sat-Sun 5:30 AM – 10:00 PM
Fees:	Regular fare: \$2/ride Economy fare \$0.80/ride
Intake Procedure:	Call ADA eligibility office
Services Available:	✓ Transportation of people with disabilities
Population Served:	All ages
Paperwork in Alternate Format:	Braille, audio
Interpreters Available:	Spanish, ASL
Website:	http://www.vantran.org

VICTIM WITNESS PROGRAM
(Pima County Attorney's Office)

Phone:	740-5525 (Crisis services available 24/7)
TTY:	No
Location:	Pima County Attorney's Office 32 North Stone Avenue #1400
Office Hours:	Mon-Fri 9:00 AM – 5:00 PM
Fees:	None
Intake Procedure:	Call for eligibility
Services Available:	✓ 24-hour on-scene response ✓ Criminal justice system/court advocates for victims ✓ Death notifications ✓ Group sessions ✓ Victim notification of defendant's release or court status
Population Served:	All ages
Bus Routes:	Downtown Ronstadt Center
Alternative Transportation:	Taxi vouchers, advocates may provide transportation
Paperwork in Alternate Format:	Large print
Interpreters Available:	Spanish and ASL, others as needed
Website:	http://www.pcao.co.pima.az.us/vicwit.htm

Facility is physically accessible, but there are no convenient accessible parking spaces.

WINGSPAN
Southern Arizona's Lesbian, Gay, Bisexual, and Transgender Community Center

Phone:	624-1779
Crisis Line (24/7):	624-0348
TTY:	642-0348 Mon-Fri 10:00 AM – 4:00 PM only
Location:	425 East 7th Street
Office Hours:	Regular business hours: Mon-Fri 11:00 AM - 9:00 PM Sat-Sun 10:00 AM - 4:30 PM Anti-Violence Project (AVP) walk-in hours: Mon-Fri 11:00 AM – 4:00 PM
Fees:	None

Intake Procedure:	Call main phone, crisis line or walk-in
Services Available:	<ul style="list-style-type: none"> ✓ Community Center specific but not limited to lesbian, gay, bisexual, transgender individuals and allies ✓ Court accompaniment (AVP) ✓ Crisis advocacy (AVP) ✓ Education/training ✓ Emergency shelter (AVP) ✓ Food vouchers ✓ Group sessions ✓ Library ✓ Opportunities to socialize with others ✓ Outreach
Population Served:	Ages 13 and up
Bus route:	Downtown Ronstadt Center
Alternative Transportation:	Taxi vouchers, greyhound bus voucher
Paperwork in Alternate Format:	No
ASL Interpreters Available:	Spanish and ASL
Website:	http://www.wingspan.org
Facility is partially physically accessible; two-story building with no elevator.	

Resource Guide Inclusion Form

Should your organization or program be included here? Getting listed is easy, free and fast! Simply complete this form and return it to the Center Against Sexual Assault at 1600 North Country Club Road, Tucson, AZ 85716. Please answer all questions to the best of your ability.

If your organization is already listed but you need to make changes to your entry, please call the Center Against Sexual Assault at 327-1171 and ask for someone with the Accessing Safety Project or e-mail your revisions to disability@sacasa.org.

1. Organization Name:

2. Business hours for your organization:

3. Organization focus

- Mission specific to crime victims (e.g., law enforcement, domestic violence agencies, prosecution, victim services)
- Mission specific to people with disabilities (e.g., UCPSA, DDD)
- Other mission focus (please specify): _____

4. Types of services (select all that apply, list contact phone number or e-mail address next to each applicable service area)

- | | |
|---|---|
| <input type="checkbox"/> Crisis | <input type="checkbox"/> Criminal justice/legal system |
| <input type="checkbox"/> Advocacy | <input type="checkbox"/> Medical care |
| <input type="checkbox"/> Therapy (mental health services) | <input type="checkbox"/> Shelter (emergency or long-term) |
| <input type="checkbox"/> Behavioral health | <input type="checkbox"/> Opportunities to socialize with others |
| <input type="checkbox"/> Case management | <input type="checkbox"/> Financial assistance |
| <input type="checkbox"/> Addiction recovery | <input type="checkbox"/> Housing assistance |
| <input type="checkbox"/> Education/Training | <input type="checkbox"/> Clothing bank |
| <input type="checkbox"/> Outreach | <input type="checkbox"/> Other (specify): _____ |
| <input type="checkbox"/> Life Skills | |

5. Populations served:

- Infants/Toddlers (0-3 years)
- Children (4-11 years)
- Adolescents (12-18 years)
- Adults (19-60 years)
- Older Adults (60+ years)

6. First contact for

- clients/consumers is through:
- A crisis line (number)
 - Walk-in (address or addresses)
 - Another System (specify)

7. How do individuals with disabilities first enroll in or access your organization's services?

Self-enroll/self-refer; Specify how:

Service providers may report; Specify how:

8. Is there a charge for services? Yes No
If so, is there a sliding scale? Yes No
Does the scale slide down to zero? Yes No

9. Is there a waiting list or waiting period for services? Yes No
If so, please specify the length:

10. Is your physical location accessible by public transportation? Yes No
If so, please specify which bus routes:

11. Please indicate whether or not the following physical areas are accessible to people with disabilities within your physical space:

Bathrooms Elevator, if more than one floor
 Entrances Parking
 Offices All service areas

12. Does your organization make use of a functioning TTY device? Yes No
If so, have your staff members/independent contractors/volunteers received training on how to use it? Yes No

13. Do you make arrangements for alternative transportation for clients? Yes No
If so, please specify (e.g., taxi vouchers): _____

14. Please indicate if forms or paperwork are available in the following alternate formats:

Large print Audio recording
 Simple language Braille

15. Is assistance available to help clients/consumers complete forms? Yes No

16. Are interpreters available? Yes No
If so, please specify:

American Sign Language (ASL)
 Spanish
Other: _____

17. Are there staff members with disabilities within your organization? Yes No

18. Are there independent contractors with disabilities within your organization? Yes No

19. Are there volunteers with disabilities within your organization? Yes No

20. Do your staff members/independent contractors/volunteers receive mandatory training on working with people with disabilities? Yes No
Optional training? Yes No
Do your staff members/independent contractors/volunteers receive mandatory training on working with sexual violence survivors? Yes No
Optional training? Yes No
Would you be interested in such a training? Yes No

22. Do your staff members/independent contractors/volunteers receive mandatory training on working with domestic violence survivors? Yes No
Optional training? Yes No

23. Do your staff members/independent contractors/volunteers receive mandatory training on working with survivors of any other form of violence? Yes No
Optional training? Yes No

Name of person completing this form, in case we have any questions:

Phone number: _____

E-mail: _____