

Resource and Referrals PESD - 4/08/2020

UTILITY	INFORMATION
<i>City of Phoenix Water</i>	<p>Phoenix Water Services will continue to provide safe, clean, reliable water to the community during this healthcare emergency. Those currently disconnected have also been re-connected. These residences will receive low-flow water service that is adequate for sanitation and cooking. Customers will be responsible to pay for all water service received during this time and should continue to make partial or full payments of their City Services Bill when possible to avoid a precipitously higher bill at a later date.</p> <p>For Further assistance to pay a water bill please see the list of agencies below.</p> <ul style="list-style-type: none"> • St. Vincent (602) 254-3338 • Salvation Army (602) 267-4127 • Human Services Social Services - City of Phoenix (602) 262-6510
<i>T-Mobile</i>	<p>Customers that network capacity across the country have been increased and all customers will have unlimited data for the next 60 days.</p>
<i>Verizon Wireless</i>	<p>When a Verizon customer is experiencing hardships because of COVID-19, for the next 60 days, Verizon will waive late fees, and will not terminate service to a customer who's been impacted by the events involving the Coronavirus. If our customers are experiencing a hardship, they should call our customer service team to discuss their situation and available options.</p> <ul style="list-style-type: none"> • 1(800)922-0204

<i>AT&T</i>	<p>Not to terminate the service of any wireless, home phone or broadband residential or small business customer because of their inability to pay their bill due to disruptions caused by the coronavirus pandemic. Waive any late payment fees that any wireless, home phone or broadband residential or small business customer may incur because of economic hardship related to the coronavirus pandemic.</p> <ul style="list-style-type: none"> • The coronavirus pandemic is causing many hardships. If you find yourself in financial trouble and unable to pay your bill, we're here to help you. Please contact us at 800-288-2020 for AT&T broadband, residential wireless or small business services and 611 from your AT&T device for wireless.
<i>Sprint</i>	<p>For the next 60 days, we will support our residential and small business customers by:</p> <ul style="list-style-type: none"> • Not terminating service if they are unable to pay their Sprint bill because of the coronavirus, and • Waiving late fees incurred because of economic circumstances related to the pandemic. • Customers with metered data plans will receive unlimited data per month for 60 days (a minimum of two bill cycles) at no extra cost. • We will provide customers with an additional 20GB of mobile hotspot data per month for 60 days (a minimum of two bill cycles) at no extra cost.
<i>Cricket Wireless</i>	<p>Beginning March 14, we will waive reconnect fees for customers who are affected by the COVID-19 pandemic. Cricket customers who are affected by the COVID-19 pandemic should call Cricket customer care at 1-800-CRICKET (274-2538) or 611 from their Cricket phone if they need this reconnect fee waived.</p>
<i>Salt River Project (SRP)</i>	<p>Temporarily suspending electricity disconnections and waiving late fees.</p>

<i>APS</i>	<p>We are suspending shutting off power to our customers for non-payment. We are waiving late fees.</p> <ul style="list-style-type: none"> • Utility Assistance: APS has partnered with St. Vincent de Paul to provide crisis bill assistance to APS customers in need. Please call the Utility Assistance Line at 602.850.6948. • We are setting up a Customer Support Fund for those who need assistance paying their bill that will be available starting Wednesday, March 18th. The fund will be available through our advisors by calling us at (602) 371-7171 (Phoenix) or (800) 253-9405 (other areas), weekdays from 7 am to 7 pm. We do expect call volumes could be high and will do our best to get to calls in a timely manner.
<i>Southwest Gas</i>	<p>We have stopped service disconnections indefinitely, until the coronavirus situation improves. For customers experiencing financial hardship, we are here to help with flexible payment options.</p> <ul style="list-style-type: none"> • Human Services Social Services - City of Phoenix (602) 262-6510
<i>Cox</i>	<p>Won't terminate services to residential or small businesses for the next 60 days due to "disruptions" will waive late fees and open Cox Wi-Fi hotspots to keep communities connected.</p> <p>Effective Monday, March 16, we are providing:</p> <ul style="list-style-type: none"> • Limited-time, first month free of Connect2Compete service, \$9.95/month thereafter.
<i>CenturyLink</i>	<p>Waive late fees, data limits and will not terminate service for residential and small business customers during the coronavirus (COVID-19) outbreak.</p>
<i>Mortgage/Rent Assistance (Zip Code 85033/85037):</i>	<p>John F. Long Family Services - 3454 N. 51st Ave, Phoenix, AZ – 85031 Appointment over the phone Monday at 8:00am (602) 534-2433 or (602) 262-6510 (Community Action Program – CAP)</p> <p>To schedule an emergency assistance appointment, call 602-534-2433 or 1-866-882-1778</p>

***Additional
Resources:***

- 211 Arizona – Dial 211 enter zip code
<https://211arizona.org/covid-19/>
- Senior Services Assistance – (602)262-6631
- State of AZ Senior Assistance Program – (602)264-4357
The state of Arizona Senior Assistance has issued this contact number for seniors unable to access groceries.
- Central Arizona Crisis Line – (602)222-9444 & (877) 211-8661
<https://211arizona.org/>
- Birth to Five Helpline – (877)705-5437
www.firstthingsfirst.org/resources/birth-five-helpline
- Maricopa WIC – (602)506-3011 & 602-506-9333
<https://www.maricopa.gov/1491/Women-Infants-Children-WIC>
Not accepting anyone, including children, if they are sick. If sick and cannot keep appointments, they must email their local WIC office and they will arrange a phone appointment.
- Food Bank Locator Website
<http://www.azfoodbanks.org/index.php/foodbank/index/>
- Arizona Together - <https://arizonatogether.org/>
- Teen Lifeline - (602) 248-8336
Peer Counseling suicide hotline 3:00 p.m. - 9:00 p.m.
- Suicide Prevention Hotline - 1-800-273-8255 (TALK) Experienced crisis counselors will take your call – 24/7
- Substance Abuse Treatment Hotline 1-800-662-4357 (HELP) Experienced Substance Abuse Counselors are waiting to take your call – 24/7
- National Domestic Violence Hotline 1-800-799-7233 Advocates are standing by to help victims, survivors of domestic violence - 24/7

	<ul style="list-style-type: none"> • Domestic Violence Shelters (Search by zip code for a shelter near you - 24/7 https://www.domesticshelters.org/) • CARE1ST Avondale Resource Center (623) 333-2703 328 W. Western Avenue Avondale
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HOUSING ASSISTANCE	INFORMATION
	<ul style="list-style-type: none"> • Local SVDP Society Conferences St. Vincent de Paul Conference 623-845-5564 St. Vincent 602-261-6883 • John F. Long Family Services Center 3454 N 51st Ave, Phoenix, AZ 85031 (602) 534-2433 • Family Services (602) 262-4520 • Salvation Army (602) 267-4122 (Only available the beginning of the month) • The Salvation Army Metro Phoenix (602) 267-4127 • Arizona Department of Economic Security (Short Term Crisis Services Program) (602) 542-4791

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| | <ul style="list-style-type: none">• City of Phoenix Human Services Department (Emergency Assistance Services)
(866) 882-1778• Friendly House
(602) 345-0167 (Tuesday Only)• Maricopa Housing
602-506-2000
azhousing.gov• Avondale Community Action Program (CAP)
<u>328 W. Western Avenue , Avondale, Arizona 85323</u>
(623) 333-2703 |
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MEAL ASSISTANCE	INFORMATION
<p><i>Harvest Compassion Center Maryvale</i></p>	<ul style="list-style-type: none"> • Eligibility: Arizona residents • Intake Process: Visit center; bring two forms of ID • Programs: Provides food, hygiene products, baby items, and clothing once every 30 days to Arizona residents in need. • Hours: Tue, Fri, Sat 9am-11:15am • Languages: English, Spanish • Handicap Accessible • Address (Primary) • 4002 N 67th Ave • Phoenix, AZ 85033-4037 • Phone Numbers: (623) 247-0039 • http://www.harvestcompassioncenter.org
<p><i>Agua Fria Food & Clothing Bank</i></p>	<ul style="list-style-type: none"> • 405 E Harrison Dr. Avondale, AZ 85323 • <u>(623) 932-9135</u> • Open -drive through • Avondale location M - F 8:00am - 12pm • Closed clothing bank and doing emergency distribution as drive through • Residents of Avondale, Goodyear, Tonapah, Buckeye, Tolleson, Cushion, Litchfield Park. • Requirements: photo ID & proof of address Baby Care Distribution 3/26 from 8am to 12pm (registration is required) call for more details.

<p><i>Community Food Bank Glendale</i></p>	<ul style="list-style-type: none"> • Person of Contact – Stephanie • 6250 W Peoria Ave, Glendale • 623-934-4000 • Open • Open 7 days a week- Sat, Sun, Wed & Fri open at 9:00AM. Mon, Tue & Thur Open 7PM. • Arrive 30 minutes to an hour early due to serving the first 35 families. Families must remain in their car and wait for instructions. Must bring picture ID and proof of address-Glendale residents only
<p><i>St. Mary's Food Bank (Food Bank Alliance)</i></p>	<ul style="list-style-type: none"> • Person of Contact - Main Office Receptionist- Frances • Various, must call and give zip code to get the corresponding site • 602-242-3663 • Mon-Fri 8:00AM-4:00PM • No restrictions at this time. They're asking individuals to stand in line 6ft apart while food is brought to them. Each location may have their own restrictions. • Must call and use zip code for the closest location to them. Must bring picture ID and proof of residence.
<p><i>The Salvation Army Maryvale Corps Community Center</i></p>	<ul style="list-style-type: none"> • Eligibility: Residents of ZIP Codes 85013, 85015, 85017, 85019, 85021, 85023, 85029, 85031, 85035, 85037, 85051, 85052, 85053, and 85054 • Intake Process: Call • Programs: Provides food boxes, counseling, youth programs, and friendly visiting services. • Hours: Vary; Tue 10am-12pm food boxes • Languages: English, Spanish • Address (Primary) • 4318 W Clarendon Ave • Phoenix, AZ 85031-2913 • Phone Numbers: (602) 233-9272 • Capt Dina Cisneros, Director - dina.cisneros@usw.salvationarmy.org • http://www.salvationarmyphoenix.org

<p><i>Phoenix Rescue Mission Hope for Hunger Food Bank</i></p>	<ul style="list-style-type: none"> • Eligibility: Residents of these ZIP Codes: 85029, 85031, 85033, 85051, 85053, 85301, 85302, 85303, 85304, 85305, 85306, 85307, 85308, 85309, 85310, 85345, 85381. Must have photo ID with date of birth and a current utility bill or rental/lease agreement with proof of address. • Intake Process: Visit food bank • Programs: Provides emergency food boxes once per month per household. • Hours: Mon-Fri 8am-12pm • Languages: English, Spanish • Handicap Accessible • Address (Primary) • 5605 N 55th Ave • Glendale, AZ 85301-5901 • Phone Number: (602) 773-4344 • http://www.phoenixrescuemission.org
<p><i>Glendale Mission and Ministry Center (Not Providing services at the moment)</i></p>	<ul style="list-style-type: none"> • Eligibility : No restrictions • Intake Process: Call, email, or visit office • Programs: Provides sack lunches, hygiene kits, clothing, and emergency food bags for people in need. Haircuts available monthly. • Hours: Mon, Wed, Fri 9am-11:30am • Languages: English • Handicap Accessible • Address (Primary) • 6242 N 59th Ave • Glendale, AZ 85301-4436 • Kega Nasios • Program Director • knasios@glendalemmcenter.org • Phone Numbers: (602) 621-1348 • http://www.glendalemmcenter.org

<p><i>Lutheran Social Services of the Southwest West Valley Emergency Services</i></p>	<ul style="list-style-type: none"> • Eligibility: People in need in Avondale, El Mirage, Glendale, Goodyear, Litchfield Park, Luke Air Force Base, Peoria, Phoenix, Sun City, Sun City West, and Surprise • Intake Process: Call for appointment • Programs: Provides emergency food boxes. Also provides career assessment, resume preparation, and job search assistance. Limited utility payment assistance may be available. • Hours: Vary • Languages: English, Spanish; other languages available • Handicap Accessible • Address(Primary) • 7205 N 51st Ave • St John's Lutheran Church • Glendale, AZ 85301-2004 • Robert Sanders • Program Manager • rsanders@lss-sw.org • Phone Number: (480) 654-4539 • http://www.lss-sw.org
<p><i>The Salvation Army Glendale Corps</i></p>	<ul style="list-style-type: none"> • Eligibility: People in Glendale • Intake Process: Call • Programs: Provides basic needs when available including food boxes, clothing, baby formula and diapers, and utility bill payment assistance. Provides information about and referrals to community resources. *Does not help with rental assistance* • Hours: Vary • Languages: English • Handicap Accessible • Address (Primary) • 6010 W Northern Ave • Glendale, AZ 85301-1254 • Phone Number: (623) 934-0469 • http://www.salvationarmyusa.org

<p><i>Society of St Vincent de Paul: St Augustine</i></p>	<ul style="list-style-type: none"> • Eligibility: No walk-ins accepted. Photo ID and proof of address. • Languages: English, Spanish • Hours of Operation - Call on Tue from 9:30 am - 11:30 am or First and Third Thu 5:00 pm - 7:00 pm to make an appointment for a food box. • Programs: Food boxes • Cross Streets: 71st Ave & Indian School Rd • Address (Primary) • 3630 N 71st Ave • Phoenix, AZ, 85033 • Phone: 623-418-7160
<p><i>Christ Evangelical Lutheran Church Outreach Program</i></p>	<ul style="list-style-type: none"> • Eligibility: Walk-ins served. No referral required. Photo ID and proof of address within the service area (99th Ave to the east, Perryville Rd to the west, McDowell Rd to the north, and the Gila River to the south). Must meet federal poverty guidelines. • Programs: Food Boxes • Hours of Operation: Tue 8:00 am - 12:00 pm • Languages: English • Cross Streets: Litchfield Rd & Yuma Rd • Address (Primary) • 918 S Litchfield Rd • Goodyear, AZ, 85338 • Phone: 623-932-2394

DIAPER BANK ASSISTANCE	INFORMATION
Alleluia Lutheran Church Diaper closet	<ul style="list-style-type: none"> • Person of contact – Anyone • 8444 W. Encanto Blvd., Phx • 623-849-4327 • Open for Diaper distribution • Diaper distribution 1st Saturday of the month from 10am - 12pm • No restrictions at the moment • Service boundaries from Bethany Homes to Buckeye Rd., from 43rd Ave. to 107th Ave. • Requirements: proof of address, birth certificate, picture ID., Diapers cut off is to 3yrs.
Arizona Baptist Children's Services - New Life Pregnancy Center	<ul style="list-style-type: none"> • 2632 W. Augusta Ave. Phoenix • 602-346-2300 • Open • M. - W. 8:30am to 12:30pm T. 12:30 - 4:00pm • No restrictions at the moment • Families receive diapers, baby items & parenting classes, first come first serve. Food boxes & clothes are also available. ID is required for both services.
New Life Pregnancy-Phoenix	<ul style="list-style-type: none"> • Person of contact – Rebecca • 2632 W. Augusta Ave. Phx. • 602-346-2300 • Open • Mon. & Wed 8:30-12:30 Tuesday 12:30-4:40 • No restrictions at this time • Child birth certificate and mother picture ID.

<p>Hope Women's Center</p>	<ul style="list-style-type: none"> • West Valley Center: 12101 NW Grand Ave, El Mirage, AZ 85335 • 623-875-4549 • info@hopewomenscenter.org or volunteer@hopewomenscenter.org • Open • Wednesday, 11am-1pm Thursday, 11am-1pm • TEMPORARY COVID-19 REDUCED HOURS - NO CLASSES, MATERIAL RESOURCES & CRISIS REFERRALS ONLY • Safe Haven for Women, Baby Care Necessities including diapers and formula, Resource for women experiencing domestic violence
<p>Chicanos Por La Causa De Colores</p>	<ul style="list-style-type: none"> • CPLC Maryvale Community Service Center: 6850 W Indian School Rd, Phoenix, AZ 85033 Emergency Shelter Services: Central Phoenix (Confidential Location): (623) 247-0464 • 24-hour hotline: (602) 269-1515 • Open • A range of supports including emergency shelter, legal advocacy, case management, support groups, sexual assault services, youth programs, and assistance with permanent housing and employment is available. De Colores is the only fully bilingual, bicultural program in the Valley providing tailored services to Spanish-speaking and immigrant populations.