

**STATE BAR OF ARIZONA  
YOUNG LAWYERS DIVISION**

**DISASTER ASSISTANCE MANUAL**

*A guide for volunteer attorneys providing  
legal assistance to victims of disasters*

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## INTRODUCTION

The State Bar of Arizona Young Lawyers Division's *Disaster Assistance Manual* was created to equip volunteer attorneys with the information they need to effectively provide pro bono services following a disaster. The manual may be read quickly and we encourage you to read the document in its entirety to familiarize yourself with the Young Lawyers Division's volunteer program. We also encourage you to share this material with colleagues so they might be informed and willing to provide legal assistance when disaster strikes.

We hope that you find this manual beneficial as you perform your duties as a volunteer attorney, and we welcome any suggestions you might have to make improvements to this resource. Suggestions or comments should be forwarded to Stefan Palys at (602) 262-5352 or [spalys@lrlaw.com](mailto:spalys@lrlaw.com). You also may contact the State Bar of Arizona at (602) 252-4804 or (866) 482-9227.

Additional copies of this manual are available at [www.azbar.org/professionaldevelopment/younglawyersdivision](http://www.azbar.org/professionaldevelopment/younglawyersdivision)

Again, we thank you for your willingness to volunteer your time to help victims of disasters in our state. It is this "Volunteer Spirit" that makes Arizona such a wonderful place to live.

State Bar of Arizona  
Young Lawyers Division

Stefan Palys,  
District Representative

## PROCESS OF PROVIDING LEGAL SERVICES

The American Bar Association Young Lawyers Division (ABA/YLD), in conjunction with the State Bar of Arizona (SBA), has implemented a process to be followed when disasters are declared in Arizona. The following steps will be taken following declaration of a federal disaster in the state:

1. The Federal Emergency Management Agency (FEMA) will set up a toll-free telephone number for victims of disaster to call and request assistance. The number will be routed to the State Bar of Arizona (SBA). Once the SBA receives a call, an intake form will be completed for each client. SBA will determine whether the matter can be handled by one of Arizona's many legal aid societies. If it can, the information will be sent to that organization. If SBA determines that the matter cannot be handled by a legal aid organization, the information will be forwarded to an SBA-recruited volunteer.
2. A volunteer attorney recruited by the SBA should call the victim within 24 hours of the victim's initial call to determine whether the person is eligible for disaster assistance.
3. The volunteer attorney should assess whether the legal service requested is a fee-generating matter and, if so, refer the victim to the appropriate local bar attorney referral service. Volunteer attorneys MAY NOT accept fee-generating cases, as this is strictly forbidden by the ABA/YLD's agreement with FEMA.
4. If the legal service requested is not a fee-generating matter, the volunteer attorney should proceed to help the victim with his or her legal needs. Once the volunteer has addressed those needs, a Disaster Legal Services Case Closure Form should be completed and sent to the SBA. A copy of the form can be found on page 65.
5. Volunteer attorneys should remember that even though services are provided on a pro bono basis, the *Arizona Rules of Professional Conduct* applies to representation of disaster victims. Therefore, attorneys should ensure they have no conflicts in representing the victim. If a conflict is identified or arises during representation, the attorney should contact the State Bar of Arizona at (602) 252-4804 or (866) 482-9227 so the case may be reassigned.
6. Volunteer attorneys should take careful notes regarding the intake, recommendations and disposition of the matter for his/her own benefit, and for the benefit of subsequent attorneys who may work on the matter. A copy of the Disaster Legal Services Intake Form can be found on page 64.

## HOUSING ISSUES

1. My house was damaged and I cannot live in it. Do I need to pay my mortgage?

You must pay your mortgage even if your house is damaged and you cannot live in it. However, check with your lender, as many companies offer a grace period of several months to delay payments (although interest may continue to accrue). In the event you are able to reach an agreement, it is important to request that the lender verify the agreement in writing.

2. What if I cannot pay my mortgage?

If you have received a written foreclosure notice as a result of a disaster-related financial hardship, you may be eligible for FEMA payments to help you with your mortgage. If you have income and you want to keep your house, you may be able to file for bankruptcy protection. For instance, you may file a Chapter 13 bankruptcy. In a Chapter 13 bankruptcy, the homeowner proposes a plan of how he or she will pay regular mortgage payments and all other living expenses, and also pay an amount every month toward the mortgage arrears. If you think you want to file for bankruptcy protection, you should consult with an attorney. A list of lawyer referral services can be found on page 61 of this document.

3. What if I live in a condominium?

If you live in a condominium or pay maintenance to any type of homeowners' association, you still need to pay your maintenance fees even if your homeowners' association is not fixing the common areas or you do not like the way they are handling repairs. You should attend homeowners' association meetings to voice your concerns and talk with other homeowners and members of the board about your complaints. A group of residents may decide to seek legal advice. If you simply stop making your maintenance fees, however, you may be subject to foreclosure and other financial penalties.

4. I have homeowner's insurance, but was told it will take months for an adjuster to look at my house and that it will take even longer for a check to be issued. Am I eligible for any type of assistance in the interim?

If you have homeowner's insurance, you most likely will be eligible for funds to help with living expenses while you cannot live in your house. You need to contact your insurance company. If you do not have homeowner's insurance then you may be eligible for assistance under FEMA's Individual and Family Grant (IFG) program to pay for necessary repairs to essential parts of your home. You may apply for IFG funds by telephone at (800) 462-9029. For TDD assistance, call (800) 462-7585.

5. What if my landlord won't negotiate with regard to my apartment?

If the rental unit or property is covered by the Arizona Residential Landlord and Tenant Act ("ARLTA," see generally Ariz. Rev. Stat. § 33-1301 to § 33-1381) and the property is damaged to the extent that it is substantially impaired, then the tenant may immediately vacate the premises and provide the landlord with written notice of his intention to terminate the lease agreement within fourteen (14) days of vacating the premises. If this is done, then the lease is

terminated and the landlord must return all prepaid rent and security deposits. Further, an apportionment of rent must be made as of the date of the disaster (see Ariz. Rev. Stat. § 33-1366).

If the property is not covered by the ARLTA, the rental contract should be examined to determine its provisions with regard to destruction of the premises. If the lease is silent, then the tenant is responsible for all rent if the tenant leases the entire premises. If the rental property is a portion of a larger building, then the lease is terminated as of the date of disaster, assuming it substantially impairs the tenant's use of the property. In either case, tenants should send a certified letter, return receipt requested, to the landlord notifying him or her of their actions.

6. All my stuff was destroyed when the roof fell in on the place I rent. What help can I get?

If you had renter's insurance at the time of the disaster, contact your insurance company. If your situation is desperate, make sure you describe your situation to the insurance company. If the company agrees that there is coverage, you can ask for an advance payment to cover a part of your loss. See the "Common Questions Related to Insurance" section on page 12 of this document for information about preparing for an adjuster's visit and handling insurance claims.

7. What if I do not have insurance on my property?

If you do not have renter's insurance, see if your landlord had insurance to cover your belongings. However, this is not likely. If your losses are not covered by any insurance policy, you may be able to get Individual and Family Grant (IFG) money from FEMA for replacement of necessary items of personal property. You may apply for IFG funds by telephone at (800) 462-9029. For TDD assistance call (800) 462-7585.

8. My landlord told me to move out the next day because he wants the apartment for his daughter who lost her home in the disaster. He told me that if I do not leave, he would change the locks. Do I have to move?

Arizona law does not allow a landlord to lock you out, turn off utilities or use any other "self help" means to get you to leave. The landlord must file an eviction action (called a forcible entry and detainer) in court. You only have to move out after the judge in your case enters a final judgment. If the Arizona Residential Landlord and Tenant Act applies, the landlord must give you written notice before filing a special detainer action. Furthermore, if the landlord locks you out or terminates utilities to get you out, then the landlord can be subject to an action for damages. If the landlord does lock you out, you can call the police to re-gain entry. You should also consult an attorney. A list of lawyer referral services can be found on 61 of this document.

9. Must I continue paying rent even though my apartment or office has been completely destroyed or severely damaged?

The answer to this question depends on whether ARLTA applies. If the rental unit or property is covered by ARLTA and the property is damaged to the extent that it is substantially impaired, then the tenant may immediately vacate the premises and provide the landlord with written notice of his intention to terminate the lease agreement within fourteen (14) days of vacating the premises. If this is done, then the lease is terminated and the landlord must return all prepaid rent

and security deposits. Further, an apportionment of rent must be made as of the date of the disaster (see Ariz. Rev. Stat. § 33-1366).

If the property is not covered by ARLTA, the rental contract should be examined to determine its provisions with regard to destruction of the premises. If the lease is silent, then the tenant is responsible for all rent if the tenant leases the entire premises. If the rental property is a portion of a larger building, then the lease is terminated as of the date of disaster, assuming it substantially impairs the tenant's use of the property. In either case, the tenant should send a certified letter, return receipt requested, to the landlord notifying him or her of the situation.

10. Can I sue my landlord for injuries I suffered in my apartment or office during the disaster?

When injury results from the disaster itself and not from defects in the demised premises (which the landlord may be obligated to repair), the landlord has no liability for such injuries. As such, there is no implied promise by the landlord that no harm will come to the tenant from a natural disaster.

11. Is the damage to my home covered under my insurance policy?

Hazard insurance (i.e., homeowners' policies or other fire and extended coverage policies) from the private sector generally does not cover flood damage. It may cover water damage inside the home but damage from floods or surface water is usually specifically excluded. Windstorm insurance is normally limited to greater-than-normal wind conditions.

The federal government provides coverage for flooding under the National Flood Insurance Program (NFIP). Policies can be purchased from any state licensed agent. Individuals can search for an agent in their area by city, state or zip code on FEMA's web site at: [www.floodsmart.gov/floodsmart/pages/agentsearch/searchform.jsp](http://www.floodsmart.gov/floodsmart/pages/agentsearch/searchform.jsp).

Even if policies extend coverage to the type of disaster damage that occurred, they may limit coverage to losses directly resulting from the disaster. Courts generally have found coverage if the covered risk was the efficient cause, if not the only cause, of the loss and even if the other concurrent causes are otherwise expressly excluded from coverage.

12. May I sue the person from whom I bought my home for not telling me about the possibility of flooding?

If an affirmative misrepresentation was made by the seller concerning the possibility of flooding, an action for fraud may be maintained, assuming all other elements of fraud are present. It is important to note that an action based solely on the residential disclosure statement required under Arizona law must be brought within two years from the date the purchaser received the disclosure statement or the date of closing, whichever occurs first (see Ariz. Rev. Stat. §§ 12-542 and 33-423).

13. Does my automobile insurance cover damage to my car resulting from the disaster?

Normally, auto insurance will cover damage under the comprehensive policy coverage, although the particular language and exclusions of the policy will control. Even if an exclusion from comprehensive coverage exists for damage caused by natural disasters, coverage may exist under a collision policy if the natural disaster and event causing the damage could be construed as a collision.

14. Can I sue a neighbor whose property ran into or fell onto my property during a disaster?

The general rule is that a person is not liable for injuries or damages caused by a disaster or an "Act of God" where there is no fault or negligence. Thus, there can only be liability where there is concurrent negligence and that negligence was the proximate cause of the damage.

15. What can I do with property of my neighbor that was carried over onto my land by the disaster?

When personal property is carried away (e.g., by a flood) and comes to rest on the land of another, it still remains the property of the original owner and the original owner may enter and retrieve it. If the landowner refuses to let the original owner enter or appropriates the property for the landowner's use, the original owner of the personal property will have an action against the landowner.

On the other hand, the landowner, as an involuntary bailee, has the right to possession of the property against all others, save the true owner. The landowner has no obligation to preserve the property and may move the property in a reasonable manner if necessary to use the land.



## **TEMPORARY ASSISTANCE FOR NEEDY FAMILIES (TANF) BENEFITS**

This program provides temporary financial assistance with supportive services to families who are experiencing financial hardships. Each participant must follow a personal responsibility plan that requires working toward self-sufficiency. The plan also requires that children go to school and receive regular health appointments.

Applicants are urged to apply at their county Department of Economic Security office. A list of offices in Arizona can be found on page 43 of this document. Applicants should be prepared to provide birth certificates, bank account statements, paycheck stubs, rent receipts, tax returns and insurance policies. A decision is made within 45 days to either accept or deny the applicant. More information can be found at: [www.azdes.gov/cash\\_assistance/](http://www.azdes.gov/cash_assistance/).

## **MEDICAID BENEFITS**

During a natural disaster, Medicaid benefits may be eligible to persons who might not otherwise qualify. This is especially true for applicants who are pregnant, have young children or are disabled, elderly or an unemployed head of household. Other factors considered are immigration status, income, resources and the size of the applicant's household. Applicants can apply at the Arizona Health Care Cost Containment System (AHCCCS) office located in their home county. A list of offices in Arizona can be found on page 38 of this document. Applicants are notified of a decision within 45 days.

## **SOCIAL SECURITY AND SSI BENEFITS**

1. I did not receive my latest Social Security or SSI benefits. What do I do?

First, visit your local post office to see whether they are holding your check. If the check is determined to be lost, call the Social Security Administration at (800) 772-1213.

2. Could I be eligible for Supplemental Security Income (SSI) now even if I was not before?

If you are blind, over the age of 65 or disabled and cannot perform any kind of work, you should apply for SSI benefits at the nearest Social Security office. A list of offices serving Arizona can be found on page 56 of this document, or by calling (800) 772-1213. You should provide Social Security with proof of earnings and medical proof of the disability to document your claim. You will be notified of the administration's decision in writing.

If you are denied, you may reapply within sixty (60) days of the date of the initial decision. If you are denied again, you can request a hearing. It is recommended that you contact an attorney to represent you at this second hearing. A list of lawyer referral services can be found on page 61 of this document.

3. Are there any other benefits besides old age and disability benefits for which I might be eligible?

Yes, you may be eligible for other kinds of Social Security or SSI benefits, on your own account, or on the account of another if you are an aged or disabled widow or widower or are the dependent family member of a disabled, retired or deceased worker. If you think that you are eligible for any of these benefits, you should contact the Social Security Administration at (800) 772-1213.

### **Online Services**

It is often difficult to reach local Social Security offices by telephone. Clients should be encouraged to use the administration's online services as much as possible. Log in at [www.ssa.gov/onlineservices](http://www.ssa.gov/onlineservices) . The following transactions may be conducted online:

- Determining eligibility for benefits
- Applying for benefits and monitoring the status of an application
- Replacing lost, stolen or damaged Medicare cards and tax summaries of benefits
- Updating addresses and phone numbers
- Estimating future benefits
- Starting or changing procedures for direct deposit of benefits
- Requesting Proof of Income letters, documentation of benefits and Forms 1099/1042S
- Creating or updating an Adult Disability and Work History Report
- Creating an Online Appeal Disability Report
- Using online benefit planners to calculate retirement, disability and survivors' benefits

## **EXPEDITED FOOD STAMPS**

1. What are expedited food stamps?

Expedited food stamps are available to very needy persons within seven (7) calendar days of an application being filed. The expedited process is part of the regular food stamp program application process.

2. How do I know if I am eligible for expedited food stamps?

To be eligible for expedited food stamps, you must show one of the following:

- You or your household have no more than \$150 in monthly income before taxes and \$100 or less in cash or in bank accounts; or
- Your basic shelter and utility expenses are greater than your present income and resources combined

3. What verification do I need to obtain expedited food stamps?

You must only be able to verify your identity by presenting documents that bear your name or by having someone vouch for you.

4. Do I have to meet any other eligibility requirements?

You will be asked for verification of your immigration status, your Social Security number and your income and expenses at the time you apply. However, you will be eligible for expedited food stamps within seven (7) days after you apply even if all verifications cannot be obtained within that time frame.

5. If I do not qualify for expedited food stamps, can I still apply for regular food stamps?

Yes. Your food stamp application must be processed and you must receive a written decision within 30 days stating whether you are eligible, and the amount of benefits to which you are entitled. If you are denied benefits, but you believe you are entitled to them, contact the legal services office nearest you. A list of legal aid offices can be found on page 63 of this document.

## COMMON QUESTIONS RELATED TO INSURANCE

*It is important to note that every insurance policy is different and all victims of a disaster should closely review their own particular insurance policy or policies to fully understand their rights. The answers to questions below are intended to be general only and are subject to the provisions of individual particular policies.*

1. How can I preserve my claims and protect my right to repayment from insurance coverage?

If you have an insurance policy that you think may cover your damage, whether it is a homeowner, renter, or auto insurance policy, call your agent, broker, or insurance company immediately to report your loss. Many policies exclude coverage for failure to timely report a claim. While this is not likely in a disaster, it is not worth taking a risk. It is always a good idea to contact your insurance company both by telephone and in writing. Even if there is no coverage for your particular claim, it never hurts to ask.

If you believe the insurance company is incorrectly denying your claim, you may wish to seek further legal counsel. A list of lawyer referral services can be found on page 61 of this document.

2. What if I live in a condominium?

If you own a condo, you should look at coverage provisions in both your association's insurance policy and your individual unit owner's insurance policy.

3. How do I get an insurance adjuster to come to my home and assess the damage?

Immediately following a disaster, you should contact your insurance company both by phone and in writing. Most insurance carriers have toll-free numbers that are designed to handle new claims. Your carrier should send an adjuster out to inspect your damage within days. If you are not satisfied with the timeliness of their efforts, contact the Arizona Department of Insurance, Consumer Affairs Division at (602) 364-2499 or (800) 325-2548.

4. What can I do to prepare for the insurance adjuster?

You will want to document the damage you have suffered as thoroughly as possible. As much as circumstances allow, make a list of all property damaged or destroyed; take pictures; collect names, addresses and telephone numbers of witnesses who can describe your damage and how it occurred; obtain repair estimates; keep a record of expenses (such as alternative housing, etc.); and locate original bills and receipts for lost items. Submit these along with your claim to the insurance company.

5. What if I cannot wait for the insurance adjuster?

Some insurance policies provide for reimbursement for temporary housing relocation costs while your home is being repaired and for car rental costs while your car is being repaired or replaced. Check your policy or call your insurance company.

If your situation is desperate, make sure to let the insurance company know and, if the company agrees that there is coverage, ask for an advance payment toward your losses. Do not begin to replace lost or damaged property on the assumption that your carrier will cover the loss. Make sure you speak to your insurance company before replacing items.

6. What if the insurance company offers to settle?

You should consult an attorney before signing any release or waiver and before cashing any check from the insurance company that could be deemed full and final payment of your claim. Signing a release or accepting insurance company funds may limit or prohibit your rights to receive compensation for other items or damage in the future, including items or damage that you may not even be aware of at the time. Before you settle with the insurance company, be aware of the full extent of your damage and the full value of your claim. You might want to get multiple estimates before settling. While you may not wish to hire an attorney, this is the safest thing to do to protect your interests. A list of lawyer referral services can be found on page 61 of this document.

7. What if the insurance company denies my claim or offers me less than I think I am entitled to receive?

You should demand that the insurance company give you a written description of its reasons for denying your claim or giving you less than full value. Insurance companies are subject to the bad faith laws of the state of Arizona. Thus, they must be very certain when denying or compromising your claims. The best way to protect your interests if you believe your insurance company is not treating you fairly is to consult with an attorney. A list of lawyer referral services can be found on page 61 of this document.

8. What if my insurance does not cover all of the damage to my home or personal property?

You may be eligible for benefits under the FEMA program if you are unable to pay for the repair or replacement of essential parts of your home or essential personal property. See the “Housing Issues” section of this manual for a discussion of FEMA benefits.

You also may file your losses with the IRS on your income tax return the following year. Make sure to keep all repair and replacement receipts. For information on this option contact the IRS at (800) 829-1040.

## INSURANCE COMPANY HOTLINES

Allstate Insurance Company	(800) 255-7828
American National Property & Casualty	(800) 333-2860
AIG Insurance Company	(877) 638-4244
American Superior	(800) 342-2762
Auto-Owners	(888) 252-4626
Cincinnati Insurance Company	(877) 242-2544
Cotton States	(800) 457-1658
Encompass Insurance	(800) 340-3016
Farmer's Insurance Group	(800) 435-7764
Fireman's Fund	(888) 347-3428
Geico	(800) 861-8380
Grange	(800) 445-3030
Hartford Insurance Company	(800) 637-5410
Liberty Mutual	(800) 633-1833
Nationwide	(800) 421-3535
Progressive	(800) 776-4737
Prudential	(800) 346-3778
Safeco Insurance	(800) 332-3226
State Farm	(800) 732-5246
St. Paul/Travelers	(800) 252-4633

If you cannot reach your agent or your insurance company, or if you have problems with your claim, contact the Arizona Department of Insurance at (602) 364-2499 or (800) 325-2548.

## REPLACING LOST DOCUMENTS

### Bank Records

1. What if my bank has lost my records?

Banks are required to have emergency plans for all disasters. They have back-up systems kept in safe locations so that records can be reconstructed/restored. If you need more information about banks, call the Federal Deposit Insurance Corporation (FDIC) hotline at (877) ASK-FDIC (877-275-3342).

### Birth, Marriage & Death Records

1. How do I replace birth, marriage and death certificates?

The Arizona Department of Health maintains copies of all birth and death, certificates in the state of Arizona. The Department may be reached at (602) 364-1300, (888) 816-5907 or at [www.azdhs.gov/vitalrcd/index.htm](http://www.azdhs.gov/vitalrcd/index.htm). The Department will provide certified copies of these records for a fee.

Marriage certificates and divorce records are maintained by the clerk of the applicable county superior court. A list of county clerk's offices can be found on page 54 of this document and also is available here:

- Apache County Clerk (928) 337-7550
- Cochise County Clerk (520) 432-8570
- Coconino County Clerk (928) 779-6535
- Gila County Clerk (928) 425-3231 [Globe] (928) 474-3978 [Payson]
- Graham County Clerk (928) 428-3100
- Greenlee County Clerk (928) 865-4242
- La Paz County Clerk (928) 669-6131
- Maricopa County Clerk (602) 506-3360
- Mohave County Clerk (928) 753-0713
- Navajo County Clerk (928) 524-4188
- Pima County Clerk (520) 740-3200
- Pinal County Clerk (520) 866-5300
- Santa Cruz County Clerk (520) 375-7700
- Yavapai County Clerk (928) 771-3312
- Yuma County Clerk (928) 329-2164

## **Vehicle Title**

1. How do I replace the title to my vehicle?

Contact the Arizona Department of Transportation, Motor Vehicle Division by calling (800) 251-5866 or by accessing the department's web site at [www.servicearizona.com/](http://www.servicearizona.com/) to obtain lost or damaged title and registration documents.

## **Credit Cards**

1. I no longer have my credit cards. How can I get new ones?

Call the bank that issued the card(s) to get new ones. Even if you do not need new cards, it is a good idea to notify the bank that you have been impacted by a disaster. Many banks are willing to waive fees and payments due to disasters. Below is a list of some credit card companies with the contact information to replace lost/stolen credit cards.

- Bank of America (800) 732-9194
- JP Morgan Chase (800) 432-3117
- Wells Fargo (800) 642-4720

## **Deeds and Mortgage Paperwork**

1. How can I replace my deed and mortgage papers?

Contact the Recorder's Office in the county where the property is located. A list of county clerk's offices can be found on page 42 of this document.

## **Federal Employment Documents**

1. How do I replace my DD214, documentation of separation from military service?

The National Personnel Records Center can replace your DD214 in about six (6) days. Go to [www.archives.gov/veterans/military-service-records](http://www.archives.gov/veterans/military-service-records) to request a replacement copy.

If you need to expedite the process, write "disaster victim" on the bottom of the signature page and fax the request to (314) 801-0763 or (314) 801-0764.

If you do not have Internet access to download the forms, you can fax a plain sheet of paper with the following information to (314) 801-0763 or (314) 801-0764:

- The documents or information needed
- All identification of the veteran available (full name, Social Security number, service number, birth date, branch of the military and approximate dates of service)
- The fax number or mailing address where the information should be sent
- The requesting party's name and relationship to the veteran



- The requesting party's signature
- The veteran's signature or the signature of the deceased veteran's next of kin (if it is different than the requester's)
- The deadline for needing the information
- The nature of the emergency (burial, medical care, VA loan, etc.)

2. How do I get information from my federal civil service records?

If you are a former federal employee and need information about your civil service records, you may fax your request to (314) 801-9269. Include your full name, Social Security number, name of agency and dates of service. Sign your request and include the fax number or mailing address where the information should be sent.

Current federal employees should contact the Office of Personnel Management at (202) 606-1800, or [www.opm.gov](http://www.opm.gov) for information concerning benefits and employment.

### **Driver's License & I.D. Cards**

1. I have lost my Arizona driver's license or identification card. How do I get a new one?

You may contact the Arizona Department of Transportation, Motor Vehicle Division by calling (800) 251-5866 or by accessing the department's web site at [www.servicearizona.com/](http://www.servicearizona.com/). The web site typically will post information specific to a particular disaster. Always check this site for additional information. Many times replacement licenses or identification cards are offered free of charge during disasters.

2. What information will I need to request a replacement ID? Is the state taking any precautions to guard against identity theft in this process?

You will need your full name, birth date, race, sex, Social Security number, a "mail to" address and a telephone number on the application.

### **Identity Theft**

1. Should I worry about identity theft?

Unfortunately, identity theft is possible during the chaotic time following a disaster. You may want to place a fraud alert on your credit report. There are three credit-reporting agencies in the country. Contact TransUnion at (800) 909-8872, Equifax at (888) 766-0008 and Experian at (888) 397-3742. One note of caution: placing a fraud alert on your credit report may slow down or deter criminals, but it also may slow down your ability to obtain credit should you need it. The fraud alert will prevent you from applying for credit unless the agency is able to confirm your identity.

2. Are there any other steps I can take to protect myself from identity theft?

Yes. Protect your personal information like your Social Security number, bank account and credit card numbers. Be very careful about sharing this information with anyone, especially strangers who ask for it.

## **Immigration Documentation**

1. How do I replace my immigration documentation?

Local U.S. Citizenship and Immigration Services Offices can process requests for replacement documentation. The forms to request replacement documents can be downloaded from the U.S. Citizenship and Immigration Services web site at [www.uscis.gov](http://www.uscis.gov). Specific links include:

Application to Replace Permanent Residence Card  
[www.uscis.gov](http://www.uscis.gov)

Application for Replacement Naturalization/Citizenship Document  
[www.uscis.gov](http://www.uscis.gov)

A list of immigration offices serving Arizona are:

USCIS Application Support Center  
2545 East Thomas Road  
Phoenix, AZ 85016-7941

USCIS Application Support Center  
1835 South Alvernon Way Suite 217  
Tucson, AZ 85711-5693

USCIS Application Support Center  
3250 South 4th Avenue Suite E  
Yuma, Arizona 85365-4051

## **Insurance Documents**

1. Can I replace my insurance documents?

Yes. Contact your insurance agency. For flood insurance issued by the National Flood Insurance Program go to [www.floodsmart.gov](http://www.floodsmart.gov) and click on “File Your Claim.” If you cannot reach your agent or your insurance company, or if you have problems with your claim, contact the Arizona Department of Insurance at (602) 364-2499 or (800) 325-2548. Other resources and information about insurers doing business in Arizona can be found on page 14 of this document, as well as on the Arizona Department of Insurance’s web site at [www.id.state.az.us/consumer.html](http://www.id.state.az.us/consumer.html)

## **Medicare and Medicaid Cards**

1. How do I replace my Medicare or Medicaid cards?

You can request replacement cards from the Medicaid office in the state where they were issued or online at [www.ssa.gov](http://www.ssa.gov). If you need immediate proof of coverage, visit the nearest Social Security office. A list of Arizona Department of Economic Security offices, as well as Social Security offices serving the state, can be found on pages 43 of this document. Individuals also may call (800) 772-1213 (TDD: 800-325-0778) or visit [www.ssa.gov](http://www.ssa.gov) to locate an office.

### **Shot Records**

1. How do I get copies of my children's immunization records?

Contact the Department of Health unit in the county where the child lived at the time of the immunization. A list of offices can be found on page 41 of this document.

### **Social Security Cards**

1. How do I replace my lost Social Security card?

Use Form S8-5 to apply for a new Social Security card. The form can be downloaded at [www.ssa.gov/online/ss-5.html](http://www.ssa.gov/online/ss-5.html). A list of all Social Security offices serving Arizona can be found on page 56 of this document. Individuals also may call (800) 772-1213 (TDD: 800-325-0778) or visit [www.ssa.gov](http://www.ssa.gov) to locate an office.

2. I was receiving a Social Security check. How do I get it now?

Go to the nearest Social Security office. A list of all Social Security offices serving Arizona can be found on page 56 of this document. Individuals also may call (800) 772-1213 (TDD: 800-325-0778) or visit [www.ssa.gov](http://www.ssa.gov) to locate an office. For more information visit [www.socialsecurity.gov](http://www.socialsecurity.gov).

### **U.S. Passport**

1. Who do I contact to replace my lost U.S. passport?

Call the U.S. Department of State at (877) 487-2778 or visit [www.travel.state.gov/passport/lost/lost\\_848.html](http://www.travel.state.gov/passport/lost/lost_848.html) to request a replacement passport.

### **Wills**

1. My loved one has died, and the original will has been lost or destroyed due to the disaster. What can I do?

If you have a copy of the will, the copy can be submitted to probate if you are able to show that the original will was lost and the deceased person did not intend to destroy it. If a person dies and his or her will cannot be found, Arizona law permits the contents of the will to be through other means, such as testimony or providing a copy of the will. Ariz. Rev. Stat. § 14-3415. If you do not have a copy of the will, you may try contacting the attorney who prepared the will.

2. My original will has been destroyed, but I have a copy of it. What should I do?

It is best to replace the copy of your will with an original. Contact the lawyer who originally prepared your will about making a new one. It may be a simple process for your attorney to prepare a duplicate of the original for you to sign. Be sure to destroy old copies.

## INFORMATION FOR IMMIGRANTS

### Documented Immigrants

**Emergency Care** – Most federal emergency relief available to U.S. citizens is also available to documented immigrants. FEMA offers short-term, non-cash, in-kind emergency disaster relief to immigrants and citizens alike. These services include:

- Search and rescue
- Emergency medical care
- Emergency shelter
- Provision of food, water, medicine and other essential needs
- Warning of further hazards and dissemination of information

**Post-Disaster Relief** – In addition, “Qualified Immigrants”<sup>1</sup> are eligible for FEMA’s Individual and Family Grant (IFG) Program. The maximum grant to any individual or family is currently set at \$14,800.<sup>2</sup> The Arizona Department of Human Services (602) 506-5911, [see [www.dem.azdema.gov/](http://www.dem.azdema.gov/) - Ariz Div of Emergency Management] administer the application and disbursement process for this program and are responsible for disseminating information to the public as to the “time, place, procedures, program descriptions and deadline for filing applications.” Funds provided through the program may be used for the following purposes:

- Repairs to damaged property
- Replacement of household items
- Job essentials
- Medical, dental and funeral costs

In some instances, assistance has also been approved for expenses other than medical, dental and funeral costs for individuals not eligible for Small Business Association (SBA) loans. In future disasters, a similar allowance may be made.

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<sup>1</sup> “Qualified Immigrants” are defined by FEMA as: (1) lawful permanent residents; (2) refugees, asylees and persons granted withholding of deportation/removal, conditional entry or parole in the U.S. for at least one year; (3) Cuban or Haitian entrants; and (4) battered spouses and children with either a self-petition for an immigrant visa, immigrant visa filed by a U.S. citizen or lawful permanent resident, or application for cancellation of removal/suspension of deportation so long as the application has a substantial connection to the battery or cruelty – any three of these documents, whether pending or approved, will suffice. Parents and children of battered spouses and children who meet any of these criteria also are considered qualified immigrants.

<sup>2</sup> As of January 2002.

**Emergency Food Stamps** – In addition to food provided through FEMA’s disaster relief program, Emergency Food Stamps are available through the Temporary Emergency Food Assistance Program to the following groups of “Qualified Immigrants”:

- Children under 18
- Seniors born before Aug. 22, 1931, who were lawfully residing in the U.S. on Aug. 22, 1996
- Persons receiving benefits for blindness or disability who were lawfully residing in the U.S. on Aug. 22, 1996
- Lawful permanent residents credited with 40 hours of work
- Refugees, victims of trafficking, veterans and certain tribe members

The disaster food stamp system operates under a different set of eligibility and benefit delivery requirements than the regular food stamp program. People who might not ordinarily qualify for food stamps may be eligible under the disaster food stamp program if they (1) have had disaster damage to their homes or expenses related to protecting their homes, (2) have lost income as a result of the disaster or (3) have no access to bank accounts or other resources. Information regarding the Temporary Emergency Food Assistance Program can be obtained from:

Arizona Department of Agriculture  
Commodity Distribution Section  
1688 W. Adams Street  
Phoenix, AZ 85007-2606  
Phone: (602) 542-4373

**Lost Documents** – Immigrants who have lost their permanent resident card will need to obtain Form I-90, which is available on the U.S. Citizenship and Immigration Services (USCIS) web site at [www.uscis.gov](http://www.uscis.gov) (click on the “Immigration Forms” tab at the top of the page). The forms also are available at local USCIS offices. Immigrants should take whatever identifying information they have with them to speed the replacement process.

**Public Charge** – Receiving disaster relief does not place an immigrant at risk of being considered a “public charge.” USCIS defines “public charge” as an individual who is likely to become “primarily dependent on the government for subsistence, as demonstrated by either the receipt of public cash assistance for income maintenance, or institutionalization for long-term care at government expense.”

### **Undocumented Immigrants**

**Eligibility** – All immigrants, regardless of status, ARE ELIGIBLE for FEMA’s disaster relief, crisis counseling and disaster legal services, as well as services from the American Red Cross and other voluntary agencies. The American Red Cross can be reached at (866) 438-4636 or (800) 257-7575 for Spanish speakers.

Undocumented immigrants ARE NOT ELIGIBLE for disaster unemployment assistance, emergency food stamps or FEMA cash assistance programs, except that an undocumented immigrant may apply on behalf of a minor child who was born in the U.S. if the child and the immigrant live together.

**Deportation Risks** – After Hurricane Katrina, the U.S. and Mexican governments agreed that undocumented migrants who sought help would not be subject to pressure or prosecution by U.S. officials. However, there is no U.S. law or regulation that protects undocumented immigrants from deportation while a state of disaster is in effect.

### **Resources for Immigrants**

The following organizations may be able to provide additional information for immigrants:

**National Immigration Law Center**

3435 Wilshire Blvd., Ste. 2850

Los Angeles, CA 90010

Phone: (213) 639-3900

Fax: (213) 639-3911

Email: [info@nilc.org](mailto:info@nilc.org)

Web site: [www.nilc.org](http://www.nilc.org)

**United States Citizenship and Immigration Service**

Phoenix Field Office

1330 S. 16<sup>th</sup> Street

Phoenix, AZ 85034

Phone: (800) 375-5283

A list of immigration offices serving Arizona can be found on page 59.

## EMPLOYMENT ISSUES

### Disaster Unemployment Assistance

**Purpose** – Disaster unemployment assistance provides financial assistance to individuals whose employment or self-employment has been lost or interrupted as a direct result of a major disaster declared by the President of the United States. Before an individual can be determined eligible for this assistance, it must be established that the individual is not eligible for regular unemployment insurance benefits under any state or federal law. The program is administered by states as agents of the federal government.

**Eligibility** – Disaster unemployment assistance is available to unemployed U.S. nationals and qualified aliens who worked or were self-employed if they:

- Worked or were self-employed, or were scheduled to begin work or self-employment, in an area declared a federal disaster area;
- Can no longer work or perform services because of physical damage to or destruction of their place of employment as a direct result of a disaster;
- Establish that the work or self-employment they can no longer perform was their primary source of income;
- Do not qualify for regular unemployment insurance benefits from any state;
- Cannot perform work or self-employment because of an injury or because they were incapacitated as a direct result of a disaster; or
- Became the breadwinner or major support of a household because of the death of the head of the household (Note: the regulations are not clear as to whether the death must be disaster-related for the assistance to apply).

Suffering a monetary loss due to damage of property or crops does not automatically entitle an individual to disaster unemployment assistance. For more information about this program contact:

Arizona Department of Labor and Workforce Development  
Unemployment Claims Center  
877-600-2722

**Benefits** – Disaster unemployment assistance is available to unemployed individuals immediately following, and for up to 26 weeks after, a major disaster is declared by the President, as long as the unemployment continues to be a result of the disaster.

The maximum weekly benefit amount is determined under the provisions of state law for unemployment insurance in the state where the disaster occurred.



## **Employer/Employee Issues**

**Wages** – A.R.S. § 23-622 regulates how and when employees in private employment are to be paid. The law applies to any business that employs five (5) or more individuals. Wages must be paid on or before the 20th day of the month after the month in which hours were worked. There is no exception under the statute that would allow an employer to delay payment because of a natural disaster, but an employer will not be fined or charged civilly for “unintentional” violations. Payment of wages by private employers is governed by the Arizona Department of Labor and Workforce Development. For additional information or questions regarding non-payment of wages, you may access the Arizona Department of Labor’s web site at: [www.ica.state.az.us/Labor/Labor\\_WagCIm\\_main.aspx](http://www.ica.state.az.us/Labor/Labor_WagCIm_main.aspx) or call (602) 542-4515.

Whether or not an employer is required to pay employees for days the employees did not work because the business did not operate due to a natural disaster will depend on whether the employees are exempt or non-exempt under the tax code. Non-exempt employees are not required to be paid for hours they did not work, while exempt employees are required to be paid full salary for each week in which they performed any work.

**Time Off** – How much time an employer is required to allow an employee to take off is governed by the Family Medical Leave Act and the Americans with Disability Act, discussed in the “Small Business” section of this manual. There are no specific federal or state provisions regarding time off following a disaster.

## INFORMATION FOR VETERANS

### General Assistance

Veterans should begin the process of applying for FEMA aid as soon as possible after a disaster. In addition, veterans should contact local offices of the American Legion, Veterans of Foreign Wars, Disabled American Veterans (DAV) or other veteran organizations to see if special assistance may be available to non-members of the organization. These groups can be reached at:

American Legion  
700 North Pennsylvania Street  
P.O. Box 1055  
Indianapolis, IN 46206  
Phone: (317) 630-1200  
Fax: (317) 630-1223  
Web site: [www.legion.org](http://www.legion.org)

Veterans of Foreign Wars  
406 West 34th Street  
Kansas City, MO 64111  
Phone: (816) 756-3390  
Fax: (816) 968-1149  
Email: [info@vfw.org](mailto:info@vfw.org)  
Web site: [www.vfw.org](http://www.vfw.org)

Disabled American Veterans  
3725 Alexandria Pike  
Cold Spring, KY 41076  
Phone: (859) 441-7300  
Toll free: (877) 426-2838  
Web site: [www.dav.org](http://www.dav.org)

### VA Home Loans

A veteran with a VA home loan on a home that has been damaged by a natural disaster should not assume that he or she is excused from making repayments on that loan, even if the home is no longer habitable. Therefore, veterans who may have difficulty making monthly payments due to a natural disaster should contact their lenders and homeowners' insurance providers as soon as practicable.

### Post-Traumatic Stress Disorder

Crisis counseling for veterans experiencing post-traumatic stress disorder following a natural disaster may be available. Veterans should contact the nearest VA Medical Center for information. A list of centers in Arizona can be found on page 27 of this document.

## Medical Assistance & Prescriptions

To ensure that veterans continue to receive medical benefits following a disaster, contact the nearest open VA Medical Center. The Department of Veterans Affairs [Web site](#) hosts all locations. The centers in Arizona are:

### Veterans Health Administration - VISN Offices

Station ID	Facility	Address	Phone
10N18	<a href="#">VISN 18: VA Southwest Health Care Network</a>	6950 E. Williams Field Road Mesa, AZ 85212-6033	602-222-2681

### Veterans Health Administration - VISN 18: VA Southwest Health Care Network

Station ID	Facility	Address	Phone
649	<a href="#">Northern Arizona VA Health Care System</a>	500 North Highway 89 Prescott, AZ 86313	928-445-4860 Or 928-445-4860
644	<a href="#">Phoenix VA Health Care System</a>	650 E. Indian School Road Phoenix, AZ 85012	602-277-5551 Or 602-277-5551
678	<a href="#">Southern Arizona VA Health Care System</a>	3601 South 6th Avenue Tucson, AZ 85723	520-792-1450 Or 800-470-8262
649GE	<a href="#">Anthem CBOC</a>	3618 West Anthem Way, Bldg. D, #120 Anthem, AZ 85086	623-551-6092 Or 800-949-1005 X 7200
644	<a href="#">Buckeye VA Health Care Clinic</a>	213 E. Monroe Ave., Buckeye, AZ 85326	623-386-6093
678GC	<a href="#">Casa Grande CBOC</a>	1876 E. Sabin Drive, Building A Ste 15 Casa Grande, AZ 85222	520-836-2536
649GE	<a href="#">Cottonwood CBOC</a>	501 South Willard Cottonwood, AZ 86326	928-649-1523
649GB	<a href="#">Flagstaff CBOC</a>	1300 W. University Ave. Suite 200 Flagstaff, AZ 86001	928-226-1056 Or 800-949-1005 X 7820
644	<a href="#">Globe-Miami VA Health Care Clinic</a>	5860 S. Hospital Drive, Suite 111 Globe, AZ 85501-9449	928-425-0027
678GE	<a href="#">Green Valley CBOC</a>	380 W. Vista Hermosa Drive #140 Green Valley, AZ 85614	520-629-4900
649GA	<a href="#">Kingman CBOC</a>	1726 East Beverly Avenue Kingman, AZ 86409	928-445-4860 X 6830 Or 800-949-1005 X 6830
649GC	<a href="#">Lake Havasu City CBOC</a>	2035 Mesquite, Suite D Lake Havasu City, AZ 86403	928-680-0090 Or 800-949-1005 X 7300
644GA	<a href="#">Northwest VA Health Care Clinic</a>	13985 W. Grand Avenue, Suite 101 Surprise, AZ 85374	623-251-2884
644GD	<a href="#">Payson VA Health Care Clinic</a>	1106 N. Beeline Highway Payson, AZ 85541	928-472-3148
678GD	<a href="#">Safford Clinic</a>	711 South 14th Avenue Safford, AZ 85546	520-629-4900
644GB	<a href="#">Show Low VA Health Care Clinic</a>	5171 Cub Lake Road, Suite C380 Show Low, AZ 85901	928-532-1069
678GA	<a href="#">Sierra Vista Clinic</a>	101 N. Coronado Drive Suite A Sierra Vista, AZ 85635	520-792-1450 Or 520-792-1450
644BY	<a href="#">Southeast VA Health Care Clinic</a>	6950 E. Williams Field Road, Bldg. 23 Mesa, AZ 85212-6033	602-222-6568
644GE	<a href="#">Thunderbird VA Health Care Clinic</a>	9424 N. 25th Ave. Phoenix, AZ 85021	602-633-6900
678GF	<a href="#">VA Northwest Tucson Clinic</a>	2945 W. Ina Road Tucson, AZ 85741	520-792-1450 Or 800-470-

				8262
678GG	<a href="#">VA Southeast Tucson Clinic</a>	7395 S. Houghton Road Ste 129 85747	Tucson, AZ	520-792-1450 Or 800-470-8262
470-8262	<a href="#">Yuma Clinic</a>	2555 E. Gila Ridge Road	Yuma, AZ 85365	520-792-1450 Or 800-470-8262
05161V	<a href="#">Chinle Vet Center Outstation</a>	Navajo (Indn) Rt. 7, Old CBI Bldg. 86503 Mailing Address: P.O. Box 1934 86503	Chinle, AZ	928-674-3682
05162	<a href="#">Hopi Vet Center Outstation</a>	P.O. Box 929, 1 Main St.	Hotevilla, AZ 86030	928-734-5166 Or 877-927-8387
0524	<a href="#">Mesa Vet Center</a>	1303 South Longmore, Suite 5	Mesa, AZ 85202	480-610-6727 Or 877-927-8387
0517V	<a href="#">Phoenix Vet Center</a>	77 E. Weldon Ave., Suite 100 85012	Phoenix, AZ	602-640-2981 Or 877-927-8387
0518V	<a href="#">Prescott Vet Center</a>	3180 Stillwater Drive, Suite A 86305	Prescott, AZ	928-778-3469 Or 877-927-8387
0521V	<a href="#">Tucson Vet Center</a>	3055 N. First Avenue	Tucson, AZ 85719	520-882-0333 Or 877-927-8387
0533V	<a href="#">West Valley Vet Center</a>	14050 N. 83rd Avenue Suite 170 85381	Peoria, AZ	623-398-8854 Or 877-927-8387
0537V	<a href="#">Yuma Vet Center</a>	3939 S. Ave SE suite 122	Yuma, AZ 85365	928-271-8700 Or 877-927-8387

## DEATH

### **Proof of Death**

After a natural disaster, it may be difficult to prove that a loved one has died if they went missing during the disaster. Please contact law enforcement officers to help locate any missing persons and/or establish cause of death.

### **Intestate Succession**

A person who dies without a will is said to have died “intestate.” In this situation, the deceased’s property is distributed according to the laws of the state where the person resided or where the assets are located. Generally, the decedent’s property will pass to his or her spouse, children or relatives. An administrator will be appointed by the court to distribute the assets of the estate.

The administrator is strongly advised to obtain legal assistance to be sure that the assets of the estate are distributed in accordance with Arizona law. A list of lawyer referral services can be found on page 61 of this document.

### **Probate of Wills**

If the deceased left a will, the executor of the estate (either named in the will or appointed by the court) must file a petition for probate with the court and issue letters testamentary. Again, it is advisable to consult an attorney to assist with the filing of the petition and the administration of the estate. A list of lawyer referral services can be found on page 61 of this document.

### **Employment-Related Benefits**

**Benefits** – Many employers provide life insurance coverage with death benefit protection equal to a worker’s salary or twice his or her salary as well as disability insurance covering a portion of the employee’s salary. Contact the deceased’s employer or the insurance company directly to obtain benefits information.

**Life Insurance Claims** – Life insurance companies typically pay claims on insured lives upon receipt of a death certificate for the insured and a claim form. Because death certificates may not be immediately available for people who reside in areas affected by a natural disaster, insurance companies may accept a sworn affidavit or other documentation in lieu of a death certificate.

Claimants should check with their insurance company to determine what supporting documentation is required to process a claim.

Claim forms must be filled out, signed and returned within the period of time stated on the form.

Claimants must return all forms on time and should keep records of all communications to and from the insurance company, including correspondence, faxes, e-mail messages and telephone notes.

**Premium Payments** – Life insurance companies may waive deadlines for premium payments for families affected by a disaster. Contact your agent, employer or insurance company to learn what benefits they offer.

**Loans** – Emergency loans against the cash value of some life insurance policies may also be available. Contact your agent, employer or insurance company to learn what benefits they offer.

A list of insurance companies can be found on page 14 of this document.

### **Funeral Expenses**

FEMA has grants available to victims of natural disasters to cover medical, dental and funeral related expenses not covered by insurance. One of the first steps following a disaster should be to contact FEMA and ask about the Individual and Family Grant Programs (IFG). You may apply for IFG funds by telephone at (800) 462-9029. For TDD assistance, call (800) 462-7585.

## INFORMATION FOR SMALL BUSINESSES

### Loans

If your business has suffered physical damage or sustained economic injury after a disaster, you may be eligible for financial assistance from the U.S. Small Business Administration (SBA). Any business – regardless of size – that is located in a declared disaster area may apply for a low-interest loan to repair or replace damaged property. Small business owners also may apply for a working capital loan from the SBA to recover from economic injury caused by a disaster, even if the business's property was not damaged.

**Physical Disaster Loans** – Any business may apply for a Physical Disaster Loan of up to \$2 million to repair or replace damaged real estate, equipment, inventory and fixtures. The loan may be increased by as much as 20% to protect the property against future disasters of the same type. These loans will cover uninsured or under-insured losses. For physical disaster loans, amounts over \$14,000 must be secured. The SBA will not decline a loan if there is not enough collateral but will ask for whatever collateral is available. The disaster loan is intended to help restore property to pre-disaster condition, and, under certain circumstances, protect the structure from future disasters. These funds cannot be used to upgrade or expand a business unless required by city or county building codes.

**Economic Injury Disaster Loans** – Small businesses, small agricultural cooperatives and certain private nonprofit organizations suffering substantial economic injury may be eligible for an Economic Injury Disaster Loan (EIDL) of up to \$2 million to meet necessary financial obligations (i.e., bills the company would have paid if the disaster had not occurred). Assistance under EIDL is available regardless of whether the business suffered any property damage. EIDL loans over \$5,000 must be secured. The SBA will not decline a loan if there is not enough collateral but will ask for whatever collateral is available.

These loans provide operating funds until a business recovers. Loan funds may be used to make payments on short-term notes, accounts payable and installment payments on long-term notes. EIDL requests may be made for the amount of economic injury and operating needs, but not in excess of what the business could have paid if the disaster had not occurred. The SBA will not refinance long-term debts or provide working capital needed before the disaster. Neither lack of profit or loss of anticipated sales alone is enough to establish substantial economic injury. Substantial economic injury is defined as the inability to meet current obligations because of the disaster, and indicators may include a larger-than-normal volume of receivables, a lower sales volume and delinquencies in debt payments.

**Interest Rates** – The interest rate on both the physical disaster loan and the EIDL cannot exceed 4% if no credit is available elsewhere. Repayment can be up to 30 years, depending on the business's ability to repay the loan. For businesses and non-profit organizations with credit available elsewhere, the interest rate is higher.

**Application Information** – Businesses may apply directly to the Small Business Administration for assistance. Downloadable forms are available at [www.sba.gov/content/disaster-loan-paper-applications](http://www.sba.gov/content/disaster-loan-paper-applications) or applicants can file their Electronic Loan Applications (ELA) online at

<http://disasterloan.sba.gov/ela>. In addition to the loan form, applicants will need a copy of their federal income tax information, a short history of the business, and personal and business financial statements. The Small Business Administration must review the applicant's financial statement and one for each partner, member, and stockholder with 20% or more ownership. The SBA requires the principals of the business to personally guarantee repayment of the loan, and in some instances, to secure the loan by pledging additional collateral. The Small Business Administration tries to make a decision on each application within 7 to 21 days. Make sure the application is complete, as missing information causes delays.

For more information about disaster assistance for businesses contact the Small Business Administration Disaster Customer Service Center at (800) 659-2955 or online at [www.sba.gov/content/disaster-loan-paper-applications](http://www.sba.gov/content/disaster-loan-paper-applications). The Small Business Center serving Arizona may be reached at:

U.S. Small Business Administration  
Field Operations Center – West  
P.O. Box 419004  
Sacramento, CA 95841  
Phone: (800) 488-5323

## **Contracts**

A business's written contracts may contain provisions regarding excuses for non-performance of a contract in the event of a disaster, or liability for damaged goods. If the contracts were destroyed in a disaster, a business owner should contact the business's vendors, customers and other parties with whom it has contractual relationships as soon as possible to try to obtain copies of the agreements or determine the terms of those agreements. If no written contract was in place or no copies can be recovered, default legal rules will govern the relationship between the parties.

**Impossibility of Performance** – Generally, a party may be excused from performance only if performing the contract has been rendered impossible through no fault of the party looking to be excused. A significant increase in cost of performance of a contract will not be sufficient to allow a party to refuse to perform. Whether a business may be excused from a contract to supply goods because a warehouse was destroyed, for example, will depend on whether or not the supplier can obtain more of those goods from a different source. If so, even if the second source of goods is significantly more expensive, the supplier will not be excused from performing the contract.

**Liability for Damage to Goods** – An insurance policy may cover damage to or destruction of goods. In the absence of an agreement to the contrary, risk of loss of goods subject to sale passes in the following manner:

- If a contract requires physical delivery of identified goods to a specific destination, title passes on tender of the goods at that destination.



- If the contract does not specify a place of delivery, title passes at the time and place of shipment; if delivery is to be made without moving the goods, title passes at the time and place documents of title are to be delivered.
- If no documents of title are delivered, title passes at the time and place of contract.

## **Business Licenses**

In the event of a natural disaster, business owners should contact the local regulatory authority that issued the business license to (1) ensure that the license is still on file and in effect, or (2) request replacement copies if the license was lost or destroyed. Some jurisdictions in Arizona require business owners to secure both city and county business licenses. Business owners should check with their local government to determine what licenses are required.

## **Employee Records**

Employers are generally not relieved of their obligation to pay employees due to a natural disaster (see the “Employment Issues” section of this manual). In the event payroll records are destroyed, the employer is generally required under federal law to recreate at least the following information:

- Employee’s full name, as used for Social Security purposes
- Address, including zip code
- Birth date, if younger than 19
- Gender and occupation
- Time and day of week when employee’s workweek begins
- Hours worked each day and total hours worked each workweek
- Basis on which employee’s wages are paid
- Regular hourly pay rate
- Total daily or weekly straight-time earnings
- Total overtime earnings for the workweek
- All additions to or deductions from the employee’s wages
- Total wages paid each pay period, including money paid in cash
- Date of payment and the pay period covered by the payment

## **Employee Benefits**

Employers should be encouraged to contact an employment lawyer regarding wage, insurance and leave issues following a disaster.

How much time an employee may take off after a disaster is governed by federal law, including the Family and Medical Leave Act and the Americans with Disabilities Act. Compliance information regarding the Family and Medical Leave Act is available on the Department of Labor’s web site at [www.dol.gov/whd/fmla](http://www.dol.gov/whd/fmla). Compliance information regarding the Americans with Disabilities Act is available on the Department of Justice’s web site at [www.ada.gov](http://www.ada.gov).

## FAMILY ISSUES

### Medical Treatment

1. Will my child be able to get emergency medical care if I cannot be reached by telephone?

Yes. A physician can perform a surgical procedure if the physician determines that an emergency exists and that it is necessary to perform such surgical procedures for the treatment of a serious disease, injury or drug abuse, or to save the life of the patient, or when such parent or legal guardian cannot be located or contacted after reasonably diligent effort. A.R.S. § 36-2271(C); *see also* A.R.S. §. 36-2272(B) (providers cannot give mental health services without consent, except in emergency requiring services to prevent serious injury or death). Note that pharmacists may also provide refills of medications in the event of a disaster, even without an existing prescription for a refill. A.R.S. §. 32-1910.

2. I have a child in my home that was placed by the Child Protective Services? What will happen during an emergency if the child requires medical care?

Contact your case manager as soon as possible. If you are unable to reach your case manager, use your best judgment to make sure the child is properly treated. As above, if necessary, a physician can perform certain services without speaking to a parent or guardian.

3. How can I get counseling for my family or myself?

Information on disaster counseling is usually made available through public information announcements after the disaster. Individuals may also check with hospitals, mental health agencies, churches and charities in the community as to the availability and cost of disaster counseling. The American Red Cross also provides counseling opportunities and can be reached at (866) 438-4636 or (800) 257-7575 for Spanish speakers.

### Public Education

1. Do I have to send my children to school following a disaster?

Yes. If schools are open in your county, unless there is a good reason for not sending them, you must send your children to school. Listen closely to public announcements, which will provide information as to whether schools are open and the procedures for dropping off and picking up children. For additional information contact the child's school directly.

## LOCATING LOST PETS

Resources for locating lost pets include:

Petfinder

[www.petfinder.com](http://www.petfinder.com)

Post classified ads for lost pets or browse pictures of pets lost during disasters.

ASPCA Professional

[www.aspcapro.org/resources-and-related-links.php](http://www.aspcapro.org/resources-and-related-links.php)

Access information regarding pets affected by disasters

Humane Society of the United States

[www.humanesociety.org](http://www.humanesociety.org)

Access information on rescuing animals, volunteering time, donating money and locating emergency pet shelters

### Locating Micro-chipped Pets

Avid Microchip ID

(800) 336-2843

[www.avidmicrochip.com](http://www.avidmicrochip.com)

Home Again Microchip Recovery

(866) 738-4324

[www.homeagainid.com](http://www.homeagainid.com)

### HELPFUL PHONE NUMBERS AND WEBSITES – FEDERAL GOVERNMENT

Name	Phone	Website
Federal Emergency Management Agency	(800) 621-3362	<a href="http://www.fema.gov">www.fema.gov</a>
Federal Disaster Assistance Process for Individuals	(800) 621-3362	<a href="http://www.fema.gov/about/process">www.fema.gov/about/process</a>
Department of Homeland Security	(202) 282-8000	<a href="http://www.dhs.gov/dhspublic">www.dhs.gov/dhspublic</a>
Administration on Aging	(202) 619-0724	<a href="http://www.aoa.gov">www.aoa.gov</a>
Department of Health and Human Services	(877) 696-6775	<a href="http://www.hhs.gov/disasters">www.hhs.gov/disasters</a>
Center for Disease Control	(888) 232-6348	<a href="http://www.bt.cdc.gov/disasters">www.bt.cdc.gov/disasters</a>
Small Business Administration	(800) 827-5722	<a href="http://www.sba.gov">www.sba.gov</a>
Social Security Administration	(800) 772-1213	<a href="http://www.ssa.gov">www.ssa.gov</a>

## HELPFUL PHONE NUMBERS AND WEBSITES – STATE OF ARIZONA

### **Administrative Office of the Courts**

1501 W. Washington Street Suite 411  
Phoenix, Arizona 85007  
[www.azcourts.gov/contactus.aspx](http://www.azcourts.gov/contactus.aspx)

Administrative Services  
Phone: (602) 452-3500

### **Arizona Corporation Commission**

1200 W. Washington Street  
Phoenix, Arizona 85007  
[www.azcc.gov](http://www.azcc.gov)  
Phone: (602) 542-2237

Listen Line (hear public meetings live)  
Phone: (602) 542-0222  
(Available in 520 and 928 Area Codes only)  
Phone: (800) 250-4525

Personnel/Accounting  
Phone: (602) 542-4140

Docket Control  
Phone: (602) 542-3477

Utility Complaints  
Phone: (602) 542-4251

Engineering  
Phone: (602) 542-4251

Acctg/Rates & Econ/Research  
Phone: (602) 542-4251

Pipeline Safety  
Phone: (602) 262-5601

Railroad Safety  
Phone: (602) 262-5601

Corporations Division  
1300 W. Washington Street, 1st Floor  
Phoenix, Arizona 85007

Corporate Records  
Phone: (602) 542-3026

Corporate Filing  
Phone: (602) 542-3135

Annual Reports/Revocations  
Phone: (602) 542-3285

Securities Division  
1300 W. Washington Street, 3rd Floor  
Phoenix, Arizona 85007

Southern Arizona Office  
400 W. Congress  
Tucson, Arizona 85701

Corporations Division Room 221  
Phone: (520) 628-6560

Utilities Division Room 218  
Phone: (520) 628-6550

Pipeline & Railroad Safety Ofc Room 218  
Phone: (520) 628-6568

Hearing Officer Room 218  
Phone: (520) 628-6552

### **Arizona Department of Administration**

100 N 15th Ave., Suite 401  
Phoenix, Arizona 85007  
[www.azdoa.gov](http://www.azdoa.gov)

**Arizona Department of Agriculture**

1688 W. Adams  
Phoenix, Arizona 85007  
[www.azda.gov](http://www.azda.gov)  
Phone: (602) 542-4373

Phoenix, AZ 85034  
Ph: 602-417-4000  
FAX: 602-252-6536  
Toll Free: 1-800-654-8713

**Arizona Department of Commerce**

1700 W. Washington St., Suite 600  
Phoenix, AZ 85007  
[www.azcommerce.com](http://www.azcommerce.com)  
Phone: (602) 771-1100

AHCCCS KidsCare Office  
801 E. Jefferson, MD 7500  
Phoenix, AZ 85034  
Ph: 602-417-5437  
FAX: 602-257-7016  
Toll Free: 1-877-764-5437

**Arizona Health Care Cost Containment System (AHCCCS)**

AHCCCS Administration  
801 E. Jefferson Street, MD 4100

AHCCCS SSI/MAO Office  
801 E. Jefferson Street, MD 3800  
Phoenix, AZ 85034  
Ph: 602-417-5010  
FAX: 602-258-4619  
Toll Free: 1-800-528-0142

**Arizona Long Term Care System (ALTCS) Office Locations**

Casa Grande ALTCS Office  
500 N. Florence Street  
Casa Grande, AZ 85222  
Ph:520-421-1500  
FAX:877-666-0874

Toll Free:1-800-540-5042

Chinle ALTCS Office  
Tseyi Shopping Center, Hwy. 191  
P.O. Box 1942  
Chinle, AZ 86503  
Ph:928-674-5439  
FAX:877-660-1450  
Toll Free:1-888-800-3804

Globe/Miami ALTCS Office  
Cobre Valle Plaza  
2250 Highway 60, Suite H  
Miami, AZ 85539-9700  
Ph:928-425-3165  
FAX:877-666-5219  
Toll Free:1-888-425-3165

Cottonwood ALTCS Office  
1 N. Main Street  
Cottonwood, AZ 86326  
Ph:928-634-8101  
FAX:877-666-5208

Kingman ALTCS Office  
519 E. Beale Street, Suite 130  
Kingman, AZ 86401  
Ph:928-753-2828  
FAX:877-667-5239  
Toll Free:1-888-300-8348

Flagstaff ALTCS Office  
2717 North Fourth Street, Suite 130  
Flagstaff, AZ 86004  
Ph:928-527-4104  
FAX:877-663-5213

Lake Havasu ALTCS Office  
2160 N. McCulloch Blvd., Suite 105  
Lake Havasu City, AZ 86403  
Ph:928-453-5100  
FAX:877-664-5264  
Toll Free:1-800-654-2076

Phoenix ALTCS Office  
801 E. Jefferson Street, MD 1600  
Phoenix, AZ 85034  
Ph:602-417-6600  
FAX:602-253-6385

Prescott ALTCS Office  
1519 W. Gurley Street, #11  
Prescott, AZ 86305  
Ph:928-778-3968  
FAX:877-666-5269  
Toll Free:1-888-778-5600

Show Low ALTCS Office  
580 E. Old Linden Road, Suite 1  
Show Low, AZ 85901  
Ph:928-537-1515  
FAX:877-666-5286  
Toll Free:1-877-537-1515

Sierra Vista ALTCS Office  
Street Address: 820 E. Fry Blvd  
Sierra Vista

Mailing address: 1010 N. Finance Center,  
Suite 201, Tucson, AZ 85710  
Ph:520-205-8600  
FAX:1-800-824-2656

Tucson ALTCS Office  
1010 N. Finance Center Drive, Suite 201  
Tucson, AZ 85710  
Ph:520-205-8600  
FAX:877-666-5353  
Toll Free:1-800-824-2656

Valley ALTCS Office  
801 E. Jefferson Street, MD 800  
Phoenix, AZ 85034  
Ph:602-417-6000 or 602-417-6400  
FAX:602-253-4871

Yuma ALTCS Office  
3850 W. 16th Street, Suite A  
Yuma, AZ 85364  
Ph:928-782-0776  
FAX:877-666-5382

**Arizona Power Authority**  
1810 W. Adams  
Phoenix, Arizona 85007-2697  
[www.powerauthority.org](http://www.powerauthority.org)  
Phone: (602) 368-4265  
Fax: (602) 253-7970

**Attorney General's Office**  
Law Building  
1275 W. Washington  
Phoenix, Arizona 85007  
[www.azag.gov](http://www.azag.gov)  
Phone: (602) 542-5025  
Additional Information:  
Toll Free outside Maricopa and Pima Counties (800) 352-8431

Capital Center

15 S. 15th Avenue

Phoenix, Arizona 85007

Phone: (602) 542-1610

Additional Information:

Toll Free outside Maricopa and Pima Counties (800) 352-8431

Tucson Offices

400 West Congress South Building, Suite 315

Tucson, AZ 85701

Phone: (520) 628-6504

Additional Information:

Toll Free outside Maricopa and Pima Counties (800) 352-9431

Consumer Information and Complaint

Phone: (602) 542-5763

Additional Information:

Toll Free outside Maricopa and Pima Counties (800) 352-8431

Crime, Fraud & Victim Resources Center

Phone: Phoenix (602) 542-2123 Tucson (520) 628-6504

Additional Information:

Toll Free outside Maricopa and Pima Counties (800) 352-8431

**Automobile Theft Authority**

1400 W. Washington Street, Suite 270

Phoenix, Arizona 85007

[www.aata.az.gov](http://www.aata.az.gov)

Phone: (602) 364-2886

Fax: (602) 364-2897

Additional Information:

Toll Free: 1-888-668-4433



## **Commission for the Deaf and the Hard of Hearing**

1400 W. Washington Street, Room 126

Phoenix, Arizona 85007

[www.acdhh.org](http://www.acdhh.org)

Phone: (602) 542-3323 TTY/VP

Fax: (602) 542-3380

Additional Information:

Phone: 800-352-8161 V/TTY (502 & 928 Area Codes)

TTY Number

Phone: (602) 364-0990

## **County Health Departments**

These are where you can obtain copies of:

- Birth Certificates for birthdates after 1989
- Death Certificates within 30 days after registration

Restrictions apply

Note-not all counties have these records

Apache County Health Department  
Apache County Annex Building  
75 West Cleveland  
St. Johns, Arizona 85936  
928-337-7525  
(no records are available from the Apache  
County Health Department)

(no records are available from the Globe  
Health Department)

Payson Arizona:  
107 W. Frontier Rd., Suite A  
Payson, AZ 85541  
928 474-1210  
(no records are available from the Payson  
Health Department)

Cochise County Health Department  
1415 Melody Lane, Bldg. A  
Bisbee, Arizona 85603-3037  
520-432-9400

Graham County Health Department  
826 West Main  
Safford, Arizona 85546  
928-428-0110 (birth records)  
928-428-1962 (death records)

Coconino County Health Dept  
2500 North Fort Valley Rd  
Flagstaff, Arizona 86001  
928-226-2715  
(death certificates only)

Greenlee County Health Department  
(no records are available from the Greenlee  
County Health Department offices)

Gila County Health Department  
5515 South Apache Avenue  
Globe, AZ 85501  
928 425-3231 ext. 8803

Clifton Office:  
Courthouse Annex  
253 Fifth Street  
Clifton, AZ 85533

928-865-2601

Duncan Office:  
Fairgrounds Rd  
Duncan, AZ  
928-359-2866

La Paz County Health Department  
1112 Joshua Avenue  
Suite 206  
Parker, AZ 85344  
(no records are available from the La Paz  
County Health Department)

Maricopa County Office of Vital  
Registration  
Department of Public Health  
3221 N. 16th Street, Suite 100  
Phoenix, Arizona 85016  
602-506-6805

Mohave County Health Department 700  
West Beale Street  
Kingman, Arizona 86402  
928-753-0743  
(death certificates only)

Navajo County Health Department  
117 East Buffalo Street  
Holbrook, Arizona 86025  
928-524-4750

### **County Recorders**

Apache County Recorder  
PO Box 425  
St. Johns, AZ 85936-0425  
(928) 337-7514 OR (800) 361-4402

Cochise County Recorder  
1415 Melody Lane Bldg. B  
Bisbee, AZ 85603  
(520) 432-8354

Pima County Health Department  
Vital Records Office  
3950 S Country Club, Suite 100  
Tucson, AZ 85714  
(520) 243-7930

Pinal County Health Department  
500 S. Central Avenue  
Florence, AZ 85232  
520-866-7318  
800-231-8499

Santa Cruz County Health Department  
2150 N. Congress Street  
Nogales, AZ 85621  
520 761-7800  
(no records are available from the Santa  
Cruz County Health Department)

Yavapai County Health Department  
1090 Commerce  
Prescott, Arizona 86305  
928-771-3125

Yuma County Health Department  
2200 W 28th Street, Suite 137  
Yuma, AZ 85364  
928-317-4530  
(death certificates only)

Coconino County Recorder  
110 E. Cherry Avenue  
Flagstaff, AZ 86001  
1-800-793-6181 OR (928) 779-6585

Gila County Recorder  
1400 E. Ash St.  
Globe, AZ 85501-1496  
(520) 425-3231 Ext 232

Graham County Recorder  
921 Thatcher Blvd.

Safford, AZ 85546-2858  
(928) 428-3250

Greenlee County Recorder  
PO Box 908  
Clifton, AZ 85533-1625  
(928) 865-2632

La Paz County Recorder  
1112 Joshua Avenue Suite 201  
Parker, AZ 85344-5755  
(928) 669-6136

Maricopa County Recorder  
111 S. 3rd Ave., #103  
Phoenix, AZ 85003-2225  
(602) 506-1511

Mohave County Recorder  
PO Box 70  
Kingman, AZ 86401-0070  
(928) 753-0701

Navajo County Recorder  
PO Box 668

**Department of Economic Security**

1717 W. Jefferson Street  
Phoenix, Arizona 85007  
[www.azdes.gov](http://www.azdes.gov)  
Phone: (602) 542-4791

Child Abuse Hotline  
Phone: (888) SOS-CHILD

Fraud Hotline  
Phone: 1 (800) 251-2436

Office of the Director  
Deputy Director of Programs  
Phone: (602) 542-3937

Deputy Director of Operations  
Phone: (602) 542-3873

Holbrook, AZ 86025-0668

Pinal County Recorder  
P.O. Box 848  
Florence, AZ 85232-0848  
(520)866-6237

Pima County Recorder  
130 W. Congress, 8th Floor  
Tucson, AZ 85701  
(520) 740-4260

Santa Cruz County Recorder  
2150 N. Congress Drive  
Nogales, AZ 85621-1090  
(520) 761-7808

Yavapai County Recorder  
1015 Fair St., Room 228  
Prescott, AZ 86305-1852  
(928) 771-3250

Yuma County Recorder  
198 S. Main St.  
Yuma, AZ 85364-1424  
(520) 373-1014

Office of the Ombudsman  
Toll-Free, Statewide 1-866-362-2837  
Phone: (602) 364-2860

Public Information Office  
Phone: (602) 542-4296

Legislative Services  
Phone: (602) 364-4669

Office of Equal Opportunity  
Phone: (602) 364-3976

Human Resources

Phone: (602) 771-2870

Office of Organization and Management  
Development

Phone: (602) 350-0262

Financial Services Administration

Phone: (602) 542-3786

Arizona Early Intervention Program

Phone: (602) 532-9960

Division of Employee Services and Support

Phone: (602) 542-3340

Appellate Services Administration

Phone: (602) 377-6377

Office of Audit and Management Services

Phone: (602) 542-5202

Volunteer Services

Phone: (602) 542-3382

Office of Licensing Certification &  
Regulation

Toll-Free, Statewide: (888) 229-1814

Phone: (602) 542-9000

Office of Special Investigations

Phone: (602) 542-9332

Division of Business & Finance

Phone: (602) 542-7166

Business Systems Administration

Phone: (602) 771-2640

Office of Facilities Management

Phone: (602) 364-2423

Office of A/R and Collections

Phone: (602) 542-8214

Operations Support Services

Phone: (602) 364-0184

Office of Procurement

Phone: (602) 364-0170

Accounting

Phone: (602) 364-2800

Division of Technology Services

Phone: (602) 771-2680

Systems and Programming

Phone: (602) 274-5359

Data Center Computer Operations

Phone: (602) 542-0598

Technical Services

Phone: (602) 542-0593

Customer Service Support Center

Phone: (602) 636-6500

Adult Protective Services

Phone: (877) 767-2385

Refugee Resettlement Program

Toll-Free, Statewide 1-866-228-1662

Phone: (602) 542-6644

Division of Aging and Adult Services

Phone: (602) 542-2591

Division of Benefits and Medical Eligibility

Phone: (602) 542-3596

Family Assistance Administration

Phone: (602) 542-5065

Disability Determination Service  
Administration  
Phoenix 1-800-352-0409  
Tucson 1-800-362-6368  
Phone: (602) 771-7100

Office of Program Evaluation (FAA)  
Tucson-(520) 628-6830 Flagstaff  
(928) 779-2731  
Phone: (602) 771-2590

FAA Customer Service  
Outside Maricopa County (800) 352-8401  
Phone: (602) 542-9935

Division of Child Support Enforcement  
Phone: (602) 771-8190

Legal Services  
Phone: (602) 771-8154

Finance Administration  
Phone: (602) 771-8325

Systems & Automation  
Phone: (602) 771-9341

Customer Service  
Outside Maricopa County (800) 882-4151  
Phone: (602) 252-4045

Division of Children Youth and Families  
Phone: (602)542-3598

Administration for Children Youth &  
Families  
Phone: (602) 542-2277

Comprehensive Medical & Dental Program

**Department of Education**  
1535 W. Jefferson Street  
Phoenix, Arizona 85007  
[www.azed.gov](http://www.azed.gov)  
Phone: (602) 542-5393

Toll-Free Statewide (800) 201-1795  
Phone: (602) 351-2245

Family Advocate  
Phone: (602)364-0777

Foster Family Advocate  
Phone: (602) 542-5120

Foster/Adoptive Parenting  
(to become a foster/adoptive parent)  
Toll-Free Statewide (877)542-7633

Division of Developmental Disabilities  
(DDD)  
Toll-Free, Statewide (866) 229-5553  
Phone: (602) 542-0419

Division of Employment & Rehabilitation  
Services  
Phone: (602) 542-4910

Rehabilitation Services Administration  
Unemployment Insurance Administration  
[www.azui.com](http://www.azui.com)  
Phone: (602) 542-3332

Employment Security Administration  
Phone: (602) 542-3667

Child Care Administration  
Phone: (602) 542-4248  
Tucson: (520) 325-5778  
Yuma: (520) 783-4003  
Toll-Free Statewide: (800) 308-9000

Arizona Industries for the Blind  
Phone: (602) 269-5131  
Fax: (602) 269-9462  
Additional Information:  
Main Switchboard (800) 352-4558

Certification, Tucson Office  
400 W. Congress  
Tucson, Arizona 85701  
Phone: (520) 628-6326

**Department of Emergency and Military Affairs**

5636 E. McDowell Road  
Phoenix, Arizona 85008-3495  
www.azdema.gov  
Phone: (602) 267-2700

Resource Manager  
Phone: (602) 267-2730

Administrative Services Officer  
Phone: (602) 267-2731

Legislative Liaison  
Phone: (602) 267-2504

Fiscal Services Manager  
Phone: (602) 267-2758

Public Information Officer  
Phone: (602) 231-2550

Purchasing and Contracting  
Phone: (602) 267-2699

Facilities Management Office  
Phone: (602) 267-2771

Human Resource Office State Personnel  
Phone: (602) 267-2731

Risk Management/Loss Prevention  
Phone: (602) 267-2731

Ombudsman  
Phone: (602) 267-2731

Emergency Management Division  
Phone: (602) 244-0504

Resource Management  
Phone: (602) 231-6240

Plans Training & Exercise  
Phone: (602) 231-6264

Response and Recovery  
Phone: (602) 231-6242

AZSERC/Recovery Support Office  
Phone: (602) 231-6346

Air National Guard  
Phone: (602) 267-2660

Army National Guard

Assistant Adjutant General Army  
Phone: (602) 267-2717

Chief of Staff (ARNG)  
Phone: (602) 267-2721

Equal Opportunity Office  
Phone: (602) 267-2786

Military Support to Civilian Authority  
Phone: (602) 267-2774

Senior Army Advisor  
Phone: (602) 267-2738

State Property and Construction Office  
Phone: (602) 267-2740

Human Resource Office Federal Personnel  
Phone: (602) 267-2790

US Property and Fiscal Office  
Phone: (602) 267-2812

Inspector General  
Phone: (602) 267-2670

**Department of Fire, Building and Life Safety**

1110 W. Washington, Suite 100  
Phoenix, Arizona 85007  
[www.dfbls.az.gov](http://www.dfbls.az.gov)  
Phone: (602) 364-1003  
Fax: 602-364-1052

**Department of Homeland Security**

1700 W. Washington Suite 210  
Phoenix, AZ 85007  
[www.azdohs.gov](http://www.azdohs.gov)  
Phone: (602) 542-7030  
Fax: (602) 364-1521

**Department of Transportation**

206 S. 17th Avenue, Mail Drop 100A Room 135  
Phoenix, Arizona 85007  
[www.azdot.gov](http://www.azdot.gov)  
Phone: (602) 712-7011

**Communication and Community**

Partnerships  
206 S. 17th Avenue, MD 118A, Room 101  
Phoenix, Arizona 85007

Aeronautics Program  
206 So. 17 Avenue, MD310B  
Phoenix, Arizona 85007  
Phone: (602) 712-7647

**Arizona Highways Magazine**

2039 W. Lewis  
Phoenix, Arizona 85009  
(602) 712-2200

**Motor Vehicle Division**

1801 W. Jefferson, MD 500M, Room 401  
Phoenix, Arizona 85007  
(602) 712-8152

**Transportation Services Group**

206 S. 17th Avenue, MD 100A Room 135  
Phoenix, Arizona 85007  
(602) 712-7228

**Multimodal Planning Division**

206 So. 17th Avenue, MD310B  
Phoenix, Arizona 85007  
(602) 712-7431

**Office of the Inspector General**

3737 N. 7th St., MD 514M  
Phoenix, Arizona 85014-5079  
(602) 712-7951

**Human Resources**

Phone: (602) 712-8188  
Fax: (602) 712-6940

**Department of Public Safety**

2102 W. Encanto Blvd.  
Phoenix, Arizona 85009-2847  
[www.azdps.gov](http://www.azdps.gov)

**Main Switchboard/Operator**

Phone: (602) 223-2000

**Duty Office**

Phone: (602) 223-2212

Media Relations  
Phone: (602) 223-2678

Arizona Peace Officers Standards and  
Training Board  
2643 E. University Drive  
Phoenix, Arizona 85034  
Phone: (602) 223-2514

**Department of Veterans Services**  
3839 N. 3rd Street, Suite 209  
Phoenix, Arizona 85012-2068  
[www.azdvs.gov/](http://www.azdvs.gov/)

Executive Assistant  
Phone: (602) 234-8415

Public Information Officer  
Phone: (602) 234-8413

Education Division/State Approving Agency

Administrator  
Phone: (602) 255-5395

Financial Services Division

Chief Financial Officer  
Phone: (602) 234-8407

Fiduciary Division

State Fiduciary  
3839 North Third Street, Suite 100  
Phoenix, Arizona 85012  
Phone: (602) 248-1554

Tucson Office  
5315 East Broadway, Suite 103  
Tucson, Arizona 85711  
Phone: (520) 514-0868

Human Resources Division

Manager  
Phone: (602) 234-8414

Information Technology Division

Chief Information Officer  
Phone: (602) 263-1829

Community Outreach  
Phone: (602) 234-8436

Asst. Deputy Director  
Phone: (602) 277-1854

Purchasing Officer  
Phone: (602) 263-1828

**Arizona State Veterans' Home**  
4141 North 3rd Street  
Phoenix, Arizona 85012-1832  
Phone: (602) 248-1550  
Toll-Free: (800) 406-3373

Assistant Deputy Director  
Phone: (602) 248-1550

Administrator  
Phone: (602) 248-1591

Director of Nursing  
Phone: (602) 263-1815



**Veteran Services Division**

3333 N. Central Ave., Suite 1052  
Phoenix, Arizona 85012-2402  
Phone: (602) 627-3261  
Fax: (602) 627-3275  
Additional Information: (800) 852-VETS

**BULLHEAD CITY**

2249 Clearwater Drive Unit A  
Bullhead City, AZ 86442  
Phone: (928) 763-9401

**CASA GRANDE**

401 N. Marshall Street  
Casa Grande, AZ 85222  
Phone: (520)426-1456

**CHANDLER**

3130 N. Arizona Ave., Ste. 114  
Chandler, AZ 85222  
Phone: (480) 558-1456

**CHINLE**

Highway 191 and Route 7  
100 Yards South of Chapter House  
Chinle, AZ 86503  
Phone: (928) 674-8332

**COTTONWOOD**

1500 East Cherry Street, Suite F  
Cottonwood, AZ 86326-3485  
Phone: (928) 649-9846

**DAVIS MONTHAM AFB**

3500 South Craycroft Rd., Bldg. 3210 Davis  
Montham AFB  
Tucson, AZ 85707  
Phone: (520) 228-5825

**FLAGSTAFF**

Federal Building  
2705 N Fourth Street, Suite B  
Flagstaff, Arizona 86004-1846  
Phone: (928) 779-4166

**SIERRA VISTA**

1300 Buffalo Soldier Trail  
Sierra Vista, Arizona 85635  
Phone: (520) 458-7144

**TUCSON**

5232 East Pima Street, Suite B  
Tucson, Arizona 85712  
Phone: (520) 207-4960

**YUMA**

2811 S. 4th Ave., Suite D  
Yuma, Arizona 85364-8125  
Phone: (928) 726-2851

**KINGMAN**

2301 Harrison Street  
Kingman, AZ 86401  
Phone: (928) 718-7621

**LAKE HAVASU CITY**

2160 McCulloch Blvd., Suite 105  
Lake Havasu City, AZ 86403  
Phone: (928) 505-4616

**NATIONAL GUARD**

1335 North 52nd Street Room M5710  
Phoenix, AZ 85008.  
Phone: (602) 629-4380

**PRESCOTT**

240 South Montezuma Street, Suite 208  
Prescott, AZ 86303  
Phone: (928) 443-0167

**SAFFORD**

624 5th Ave.  
Safford, AZ 85546

Phone: (928) 428-3403

**SHOWLOW**

2500 East Cooley Street, Suite 410

Showlow, AZ 85901

Phone: (928) 537-2044

Southern Arizona Veteran's Memorial  
Cemetery

1300 Buffalo Soldier Trail

Sierra Vista, AZ 85635

Phone: (520) 458-7144

**SUN CITY**

10147 West Grande Ave., Ste. C1

Sun City, AZ 85351

Phone: (623) 583-1025

**Department of Water Resources**

3550 North Central Avenue Suite 442

Phoenix, Arizona 85012

[www.azwater.gov](http://www.azwater.gov)

Phone: (602) 771-8426

Fax: (602) 771-8681

Toll-Free (Intrastate)

Phone: (800) 352-8488

**Ombudsman**

Phone: (602) 771-8426

**Indian Water Rights Settlement Facilitation**

Phone: (602) 771-8472

**Office of Legal Services**

Chief Counsel

Phone: (602) 771-8472

**Office of Administration**

Chief Financial Officer

Phone: (602) 771-8508

**Accounting and Payroll**

Phone: (602) 771-8518

**Human Resources**

Phone: (602) 771-8505

**Contracting and Procurement**

Phone: (602) 771-8509

**Statewide Water Planning**

Phone: (602) 771-8416

**Colorado River Management**

Phone: (602) 771-8408

**Water Resources Planning Section**

Phone: (602) 771-8416

**Water Protection Fund Office**

Phone: (602) 771-8416

**Surface Water Division**

Phone: (602) 771-8649

**Dam Safety**

Phone: (602) 771-8649

**Flood Warning**

Phone: (602) 771-8649

**Surface Water**

Phone: (602) 771-8649

**Hydrology Division**

Phone: (602) 771-8535

Water Quality Assurance Program  
Phone: (602) 771-8535

Office of Information Technology  
Jorge Cano  
Acting Assistant Director  
Phone: (602) 771-8454

**Division of Emergency Management**

5636 East McDowell Rd.  
Phoenix, Arizona 85008  
[www.dem.azdema.gov](http://www.dem.azdema.gov)  
Phone: (602) 244-0504  
Additional Information:  
1-800-411-2336

**Governor's Office**

1700 W. Washington Street  
Phoenix, Arizona 85007  
[www.azgovernor.gov](http://www.azgovernor.gov)  
Phone: (602) 542-4331  
Fax: (602) 542-7601

Janice K. Brewer, Governor  
Susie Meyers  
Special Assistant to the Governor  
(602) 542-1900

Accounting Office  
Phone: (602) 542-1339  
Fax: (602) 542-1329

Arizona-Mexico Commission  
Phone: (602) 542-1345  
Fax: (602) 542-1411

Water Management Support Section  
Phone: (602) 771-8527

Office of Assured and Adequate Water  
Supply/Recharge  
Phone: (602) 771-8599

Active Management Areas  
Phone: (602) 771-8527

Boards and Commissions  
Phone: (602) 542-2449  
Fax: (602) 542-0758

Constituent Services  
Phone: (602) 542-1318  
Fax: (602) 542-1381

Office of Equal Opportunity  
Phone: (602) 542-3711  
Fax: (602) 542-3712

Governor's Office for Children, Youth and  
Families

(602) 542-3424

Divisions for Community & Youth  
Development and Substance Abuse Policy  
Fax: (602) 542-3423

Community Relations  
Phone: (602) 542-4043  
Fax: (602) 542-3520

Information Technology  
Phone: (602) 364-4357  
Fax: (602) 542-4553

Main Technical Support Line  
Phone: (602) 364-4357

Office of Strategic Planning & Budgeting  
Fax: (602) 542-0868

Governor's Office of Economic Recovery  
Phone: (602) 542-3438

Governor's Southern Arizona Office  
400 West Congress - Suite 504  
Tucson, Arizona 85701  
Phone: (520) 628-6580  
Fax: (520) 628-6512

Washington D.C. Office  
Hall of the States, Suite 428  
444 North Capitol Street, NW  
Washington D.C., 20001  
Fax: (202) 624-1475

**Health Services Department**  
150 N. 18th Avenue Suite 500  
Phoenix, Arizona 85007  
[www.azdhs.gov](http://www.azdhs.gov)  
Phone: (602) 542-1025

Public Health Services  
Medical Director  
(602) 542-2950  
Chief Medical Officer  
(602) 364-3860

Public Health Preparedness Services  
Assistant Director  
(602) 542-1023

Epidemiology & Disease Control Services  
Bureau Chief (602)  
364-1889

Emergency Preparedness  
Bureau Chief (602)  
364-3571

Emergency Medical Services & Trauma  
System  
Bureau Chief (602)  
364-3149  
Deputy Bureau Chief (602)  
364-3165

Public Health Prevention Services  
Assistant Director (602)  
542-2818

Public Health Statistics  
Bureau Chief (602)  
542-7330

Vital Records  
Phone: (602) 364-1300

Arizona State Hospital  
2500 East Van Buren  
Phoenix, AZ  
Phone: (602) 244-1331

**Residential Utility Consumer Office**  
1110 W. Washington, Suite 220  
Phoenix, Arizona 85007  
[www.azruco.gov](http://www.azruco.gov)  
Phone: (602) 364-4835  
Fax: (602) 364-4846  
Toll-Free: (866) 274-6899

**Secretary of State**

State Capitol, West Wing  
1700 W. Washington Street, 7th Floor  
Phoenix, Arizona 85007

[www.azsos.gov](http://www.azsos.gov)

Phone: (602) 542-4285  
Toll Free: (800) 458-5842  
TDD for Hearing Impaired: (602) 255-8683

Administration  
Fax: (602) 542-1575

Secretary of State  
(602) 542-4283

Asst. Secretary of State  
(602) 542-4283

Executive Asst.  
(602) 542-4283

Finance and Budget  
(602) 542-6171

Communications Director  
(602) 542-4283

Computer Services  
Fax: (602) 542-1575

Director  
(602) 542-6170

Election Services  
Fax: (602) 542-6172

Voter Outreach Coordinator  
(602) 364-4700

Election Information  
Phone: (602) 542-8683

Voter Registration Hotline  
Phone: (877) THE - VOTE

Lobbyist Information  
Phone: (602) 542-8683

Public Services  
Fax: (602) 542-4366

Business Services Customer Service Center  
(602) 542-3060

Phoenix Office--Customer Service Center  
1700 West Washington, Suite 103  
Phoenix, Arizona 85007  
Fax: (602) 542-7386  
Additional Information:  
Notary Public Information - (602) 542-4758  
Tradenname/Trademark Limited Partnerships  
UCC - (602) 542-6187  
Charities Telemarketing Information  
(602) 542-6187

Southern Arizona Office  
400 W. Congress Street, Room 252  
Tucson, Arizona 85701  
Phone: (520) 628-6583

**State Bar of Arizona**

4201 N. 24th Street Suite 100  
Phoenix, Arizona 85016-6266  
www.azbar.org  
Phone: (602) 252-4804 (In Maricopa  
County)  
Fax: (602) 271-4930  
Additional Information:  
Toll Free Outside Maricopa County: (866)  
482-9227

Southern Regional Office/Tucson  
270 N. Church Avenue

Tucson, Arizona 85701-2215  
Phone: (520) 623-9944  
Fax: (520) 623-9974

Attorney/Consumer Assistance Program  
Phone: (602) 340-7280

Public Information and Outreach  
Phone: (602) 340-7293

Attorney Background Information/Legal  
Specialists  
Phone: (602) 340-7239

**Superior Courts**

County Court Clerks issue marriage licenses, maintain marriage and divorce records, civil, domestic, criminal, juvenile and probate records, Notary Public Bonds and Commissions, and any other duties that the presiding judge may prescribe.

**APACHE COUNTY**

Apache County Clerk of Superior Court  
70 W. 3rd South  
St. Johns, AZ 85936  
(928) 337-7550

Flagstaff, AZ 86001  
(928) 779-6535  
Superior Court

**GILA COUNTY**

Gila County Clerk of Superior Court  
Gila County Superior Court

**COCHISE COUNTY**

Cochise Clerk of Superior Court  
101 Quality Hill Rd  
Bisbee, AZ 85603  
(520) 432-8570  
Superior Court

Globe Courthouse  
1400 E. Ash Street  
Globe, AZ 85501  
(928) 425-3231

**COCONINO COUNTY**

Cococino County Clerk of Superior Court  
County Courthouse  
200 N. San Francisco St.

Payson Courthouse  
714 S. Beeline Hwy.  
Payson, AZ 85541  
(928) 474-3978

GRAHAM COUNTY

Graham County Clerk of Superior Court  
County Courthouse  
800 Main St.  
Safford, AZ 85546  
(928) 428-3100

GREENLEE COUNTY

Greenlee County Clerk of Superior Court  
County Courthouse  
Clifton, AZ 85533  
(928) 865-4242  
Superior Court

LA PAZ COUNTY

La Paz County Clerk of Superior Court  
1316 Kofa Ave Ste. 607  
Parker, AZ 85344  
(928) 669-6131

MARICOPA COUNTY

Maricopa County Clerk of Superior Court  
601 W. Jackson  
Phoenix, AZ. 85003  
(602) 506-3360

Maricopa County Central Court Building  
201 W. Jefferson  
Phoenix, AZ. 85003-2243  
(602) 506-3204

MOHAVE COUNTY

Mohave County Clerk of Superior Court  
401 East Spring Street  
Kingman, AZ 86402-7000  
(928) 753-0713  
Superior Court

NAVAJO COUNTY

Navaho County Clerk of Superior Court  
County Courthouse  
Holbrook, AZ 86025  
(928) 524-4188

PIMA COUNTY

Pima County Clerk of Superior Court  
Superior Courts Bldg.  
110 West Congress St.  
Tucson, Arizona 85701-1317  
(520) 740-3200

PINAL COUNTY

Pinal County Clerk of Superior Court  
31 N Pinal, Bldg E  
Florence, AZ 85232  
(520) 866-5300

SANTA CRUZ COUNTY

Santa Cruz County Clerk of Superior Court  
2150 N Congress Dr  
P.O. Box 1265  
Nogales, AZ 85621  
(520) 375-7700

YAVAPAI COUNTY

Yavapai County Clerk of Superior Court  
County Courthouse  
120 S. Cortez  
Prescott, AZ 86303  
(928) 771-3312  
Superior Court

YUMA COUNTY

Yuma County Clerk of Superior Court  
County Courthouse  
168 S. 2nd Avenue  
Yuma, AZ 85364  
(928) 329-2164  
County Clerks

## SOCIAL SECURITY ADMINISTRATION OFFICES

### National Hotline

The Social Security Administration offers a toll-free number for consumers. Call (800) 772-1213 or for TDD service call (800) 325-0778. In addition, contact information for various SSA entities and functions can be found at [www.ssa.gov/reach.htm](http://www.ssa.gov/reach.htm).

### San Francisco Region

The United States is divided into ten (10) SSA regions. Arizona is located within the San Francisco Region, which also includes California, Nevada, Hawaii, Guam, American Samoa and the Commonwealth of the Northern Mariana Islands. Information about the San Francisco Region can be found at <http://www.ssa.gov/sf/>.

In the state of Arizona, the Social Security Administration has eighteen (18) field offices, two (2) Offices of Disability Determination Services, and three (3) Offices of Disability Adjudication and Review. Any of these offices will be able to clear up any questions you may have about Social Security disability applications.

### Arizona Social Security Field Offices

Social Security Administration  
253 W. Superstition, Blvd  
Apache Junction, AZ 85220  
Telephone: (800) 772-1213

Social Security Administration  
501 N Marshall St  
Casa Grande, AZ 85222  
Telephone: (800) 772-1213

Social Security Administration  
Highway 191 Bay E AND F  
Tseyi Shopping Center  
Chinle, AZ 86503  
Telephone: (928) 674-5295

Social Security Administration  
600 E 15th Street  
Douglas, AZ 85607  
Telephone: (800) 772-1213

Social Security Administration  
1585 SO Plaza Way  
Suite 130  
Flagstaff, AZ 86001  
Telephone: (800) 772-1213

Social Security Administration  
5907 W Kings Ave  
Glendale, AZ 85306  
Telephone: (800) 772-1213

Social Security Administration  
702 W Jerome Ave  
Mesa, AZ 85210  
Telephone: (800) 772-1213

Social Security Administration  
2105 E US Highway 60  
Suite 102  
Miami, AZ 85539  
Telephone: (800) 772-1213



Social Security Administration  
1760 N Mastick Way  
Nogales, AZ 85621  
Telephone: (800) 772-1213

Social Security Administration  
250 N Seventh Ave  
Suite 100  
Phoenix, AZ 85007  
Telephone: (800) 772-1213

Social Security Administration  
16241 N Tatum Blvd  
Phoenix, AZ 85032  
Telephone: (800) 772-1213

Social Security Administration  
205 N Marina  
Prescott, AZ 86301  
Telephone: (800) 772-1213

Social Security Administration  
650 S. 14th Ave  
Safford, AZ 85546  
Telephone: (800) 772-1213

Social Security Administration  
2500 E Cooley St  
Suite 407  
Show Low, AZ 85901  
Telephone: (800) 772-1213

Social Security Administration  
1010 Main Street  
Tuba City, AZ 86045  
Telephone: (928) 283-6311

Social Security Administration  
88 W 38th St  
Suite 100  
Tucson, AZ 85713  
Telephone: (800) 772-1213

Social Security Administration  
3500 N Campbell Ave  
Tucson, AZ 85719  
Telephone: (800) 772-1213

Social Security Administration  
1235 S Redondo Ctr Dr  
Yuma, AZ 85365  
Telephone: (800) 772-1213

### **Arizona Offices of Disability Determination Services**

Disability Determination Services  
4000 North Central Avenue  
Suite 1800  
Phoenix, AZ 85012  
Telephone: (602) 771-7100

Disability Determination Services  
5441 East 22nd Street  
Suite 135  
Tucson, Arizona 85711  
Telephone: (520) 790-2580

## **Arizona Offices of Disability Adjudication and Review**

SSA, Office of Disability Adjudication and Review  
Siete Square, Suite 200  
3737 North 7th Street  
Phoenix, Arizona 85014  
Telephone: (602) 640-2700  
Fax: (602) 640-2165

SSA, Office of Disability Adjudication and Review  
18444 North 25th Avenue  
Phoenix, Arizona 85023  
Telephone: (877) 784-3690  
Fax: (602) 863-1024

SSA, Office of Disability Adjudication and Review  
Rio Nuevo Professional Plaza, Suite 265  
201 N. Bonita Ave.  
Tucson, Arizona 85745  
Telephone: (520) 670-5840  
Fax: (520) 670-6909

## U.S. CITIZENSHIP AND IMMIGRATION SERVICES (USCIS) OFFICES

Before contacting a service center, or field office, individuals may be able to get their questions answered by the USCIS National Customer Service Center (NCSC). The national center can be reached at (800) 375-5283 (TDD 800-767-1833). This toll-free call center provides basic information and, during specified office hours, can connect individuals to live assistance offered in English or Spanish. The NCSC is able to answer most questions, although they cannot provide information about the status of a particular case over the telephone.

### Service Centers

Service centers process a large variety of applications and petitions. The California Service Center is the designated center for servicing individuals from Arizona. Contact information and mailing addresses will depend on the type of application or petition being filed. Details can be found on the USCIS web site at:

[https://egov.uscis.gov/crisgwi/go?action=offices.detail&office=CSC&OfficeLocator.office\\_type=SC&OfficeLocator.statecode=AZ](https://egov.uscis.gov/crisgwi/go?action=offices.detail&office=CSC&OfficeLocator.office_type=SC&OfficeLocator.statecode=AZ).

### Application Support Centers

Application Support Centers provide fingerprinting and related services. There are three (3) offices in Arizona:

USCIS Application Support Center  
2545 East Thomas Road  
Phoenix, AZ 85016-7941

USCIS Application Support Center  
1835 South Alvernon Way, Suite 217  
Tucson, AZ 85711-5693

USCIS Application Support Center  
3250 South 4th Avenue, Suite E  
Yuma, Arizona 85365-4051

### Asylum Offices

Asylum Offices

These offices handle scheduled interviews for asylum-related issues only. Individuals residing in Arizona should contact the:

Los Angeles Asylum Office  
1585 South Manchester Avenue  
Anaheim, CA 92802  
Phone: (714) 808-8000

## **Local Field Offices**

Field offices handle scheduled interviews on applications. They also provide limited information and customer services that supplements the USCIS web site and toll-free phone number. There are two (2) local field offices in Arizona:

Phoenix Field Office  
2035 North Central Avenue  
Phoenix, AZ 85004.

Tucson Field Office  
6431 South Country Club Road  
Tucson, AZ 85706

## LAWYER REFERRAL SERVICES

ASU Law School Pro Bono Programs  
Maricopa County  
Phone: (480) 727-8979

Find Law Online Service  
[www.findlaw.com](http://www.findlaw.com)

Maricopa County Bar Association Lawyer Referral Service  
303 E. Palm Lane  
Phoenix, AZ 85004  
Maricopa County  
Phone: (602) 257-4434  
[www.maricopabar.org](http://www.maricopabar.org)

Pima County Bar Association  
P. O. Box 2189  
Tucson, AZ 85702-2189  
Pima County  
Phone: (520) 623-4625  
Fax: (520) 623-9772  
[www.pimacountybar.org](http://www.pimacountybar.org)

## **COUNTY HEALTH DEPARTMENTS IN ARIZONA**

A complete list of county health departments is available on the state's web site at:  
<http://www.azdhs.gov/diro/LHliaison/countymap.htm>

## **HUMAN SERVICES OFFICES IN ARIZONA**

A complete list of human services offices is available on the state's web site at:  
[http://Arizona.gov/humanserv/st\\_map.htm](http://Arizona.gov/humanserv/st_map.htm)

**INDEPENDENT LEGAL SERVICES PROGRAMS IN ARIZONA**

COMMUNITY LEGAL SERVICES	ARIZONA FOUNDATION FOR LEGAL SERVICES & EDUCATION	ARIZONA CENTER FOR DISABILITY LAW	SOUTHERN ARIZONA LEGAL AID
<p align="center">•</p> <p>Phone: (602) 258-3434 Toll-Free: (800) 852-9075 www.clsaz.org</p> <p><i>Counties Served:</i> La Paz, Maricopa, Mohave, Yavapai, Yuma</p> <p align="center">•</p> <p>Community Legal Services (CLS) is a not-for-profit law firm incorporated in 1952 as a legal aid program organized to promote “equal access to justice for all”.</p>	<p align="center">•</p> <p>Public Legal Websites: AZLawHelp.org LawforSeniors.org LawforKids.org</p> <p><i>Counties Served:</i> All Counties in Arizona</p> <p align="center">•</p> <p>The State Bar of Arizona created the Arizona Foundation for Legal Services &amp; Education as a separate 501(c)3 organization in 1978, charging it with the mission of <b>promoting access to justice for all Arizonans</b>. The Foundation strives to fulfill this mission by preparing Arizona youth for civic responsibility and providing access to justice for Arizonan's most in need. Through the provision of technical and financial assistance to probation &amp; resource officers, teachers &amp; administrators, private attorneys &amp; judges, and legal service attorneys &amp; advocates, the Foundation works to level the playing field, so that all in Arizona have knowledge and access to the justice systems.</p>	<p align="center">•</p> <p>Phone: (602) 274-6287 (Voice/TTY) Fax: (602) 274-6779 Toll-Free: (800) 927-2260 (Toll Free Voice/TTY) www.acdl.com</p> <p><i>Counties Served:</i> All Counties in Arizona</p> <p align="center">•</p> <p>The Arizona Center for Disability Law (the Center) is a federally-designated Protection and Advocacy System for the State of Arizona.</p>	<p align="center">•</p> <p>Phone: (520) 623-9465 Fax: (520) 620-0443 Toll-Free: (800) 640-9465 www.sazlegalaid.org</p> <p><i>Counties Served:</i> Apache, Cochise Gila, Graham, Greenlee, Navajo, Pima, Pinal, Santa Cruz</p> <p align="center">•</p> <p>Southern Arizona Legal Aid, Inc. (SALA) is a non-profit law firm in existence since 1951. SALA provides a variety of free, civil legal aid to qualified low-income individuals and families. SALA's Mission is to provide quality legal services to people who would not otherwise have equal access to justice, in ways which affirm their individual and collective dignity, integrity, and power.</p>

**DISASTER LEGAL SERVICES INTAKE FORM**

*(Legal services are delivered under terms of agreement between YLD and FEMA)*

<b>DATE:</b>	<b>DISASTER NUMBER:</b>
<b>NAME OF APPLICANT:</b>	<b>COUNTY OF RESIDENCE AT TIME OF DISASTER:</b>
<b>CURRENT TEL. NO.:</b>	<b>BEST TIME TO CALL:</b>
<b>CURRENT ADDRESS:</b> <i>(Street, City, Zip)</i>	<b>PRE-DISASTER ADDRESS (if different):</b> <i>(Street, City, County, Zip)</i>
<b>LEGAL PROBLEMS (use reverse if needed)</b>	
<b>MISCELLANEOUS</b>	
1. Has the caller registered for FEMA services? (not required by encouraged) Yes No	
2. Does the caller otherwise have access to legal services? Yes No	
3. Is the request related to the disaster? Yes No	
4. Does the caller live on an Indian reservation? Yes No	
5. Does the request involve a fee-generating case? Yes No	
6. Will this call be referred to a volunteer lawyer? Yes No	
7. Area(s) of law for referral	
<b>INTAKE VOLUNTEER NAME:</b> <i>(Print)</i>	<b>INTAKE VOLUNTEER SIGNATURE:</b>



**DISASTER LEGAL SERVICES CASE CLOSURE FORM**

*(Legal services are delivered under terms of agreement between YLD and FEMA)*

<b>DATE FORM COMPLETED:</b>	<b>DISASTER NUMBER:</b>
<b>NAME OF APPLICANT:</b>	
<b>ATTORNEY WHO PROVIDED ASSISTANCE:</b>  <b>ATTORNEY PHONE:</b>	<b>WERE YOU ABLE TO MAKE CONTACT WITH THE APPLICANT?</b>  <b>YES            NO</b>
<b>DATE ASSISTANCE FROM ATTORNEY BEGAN:</b>	<b>DATE ASSISTANCE FROM ATTORNEY ENDED:</b>
<b>AMOUNT OF TIME SPENT PROVIDING ASSISTANCE</b>	
<b>DOES THE ABA YLD NEED TO DO ANY FOLLOW-UP WITH THIS INDIVIDUAL?</b>  <b>YES            NO</b>	
<b>LEGAL ADVICE GIVEN/OTHER NOTES:</b>	
<b>PLEASE FAX THIS FORM TO THE STATE BAR OF ARIZONA AT 602-271-4930 THANK YOU ONCE AGAIN FOR VOLUNTEERING YOUR TIME!</b>	