

# Need Help?

**A Resource Guide for People Experiencing  
Homelessness During the COVID-19 Pandemic**



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**CITY OF  
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## HOW TO USE THIS GUIDE

This guide is designed to help people living outdoors in Tucson/Pima County remain safe, healthy, and connected during the COVID-19 pandemic. Resources in this guide are accurate as of the date of printing and subject to change. If you have internet access, visit [www.tpch.net](http://www.tpch.net) for current information about community resources and options for people experiencing homelessness.



### Summer Sun Relief

This image lets you know that this is a safe place to go to get out of the sun. Locations may have indoor spaces for you to rest or have shady outdoor areas to get out of the sun.



### Health Screening & Medical Services

This image lets you know that this is a place where health screening and medical services are available.



### Handwashing Stations

This image lets you know that there is a place to wash your hands at this location. Always wash your hands with soap and water for 20 seconds.



### Restrooms

This image lets you know that there is a public or private restroom you can use to relieve yourself and/or take care of your hygiene.



### Food Bags

This image lets you know that you can pick up a food bag or snack pack to take with you for later at this location.



### Hygiene Supplies

This image lets you know that you can pick up basic hygiene items at this location to stay healthy.



### Prepared Meals

This image lets you know that you can get a prepared meal here. The meals may be provided in a “grab and go” fashion to keep you safe.



### Cold Water

This image lets you know that there is cold water at this location for you to quench your thirst. There may be people available to get you water or there might be a cooler for you to take water from when you arrive.

## READY TO GET OFF THE STREETS? WE'RE HERE TO HELP!



### Emergency Shelter

This icon lets you know that these locations are still accepting new residents for shelter. Shelter may be limited to people who meet specific criteria like sex/gender, risk factors, etc.



### Help with Housing

This image lets you know that you can complete a Coordinated Entry assessment at this location. During the assessment, you may complete the VI-SPDAT and be referred to emergency, transitional, or permanent housing options that are available to you.

## ABOUT COVID-19 AND THE GLOBAL PANDEMIC

COVID-19 is an infectious disease caused by a coronavirus which was discovered in December 2019 and has spread rapidly around the globe. Common symptoms include fever, cough, fatigue, shortness of breath, and loss of smell and taste. While most cases in healthy children and adults are mild, infection can be fatal especially in older adults and people with some chronic health conditions. The services available to people experiencing homelessness have changed dramatically since COVID-19 infections first began in Arizona. Many programs are offering reduced services and/or are providing services by phone or through the internet to prevent the spread of the illness.

## HOW IS COVID-19 SPREAD?

The virus is thought to spread mainly from person-to-person between people who are in close contact (within 6 feet) with one another through respiratory droplets produced when an infected person coughs or sneezes. People are thought to be most contagious when they are most symptomatic (the sickest) but some spread might be possible before people show symptoms.

It may also be possible that a person can get COVID-19 by touching a surface or object that has the virus on it and then touching their own mouth, nose, or possibly their eyes, but this is not thought to be the main way the virus spreads.

## PROTECT YOURSELF

There are several steps you can take to protect yourself and others.

- Clean your hands often, either with soap and water for 20 seconds or a hand sanitizer that contains at least 60% alcohol.
- Avoid close contact with people who are sick.
- Put distance between yourself and other people (at least 6 feet).
- Cover your mouth and nose with a cloth face cover when around others.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- Seek medical care if you notice you have a fever, cough, difficulty breathing, diarrhea, or fatigue.
- Avoid crowded places, public transit, and stores whenever possible.

## QUESTIONS ABOUT COVID-19?

Call 211 Arizona by dialing 211 from any Arizona telephone to speak to someone about COVID-19 symptoms, services, and referrals. Find online resources at [www.211arizona.org](http://www.211arizona.org).



**Check out the Safe at Camp section of this guide for more helpful tips to stay safe and healthy during the pandemic.**

## STAYING HEALTHY

We all have a responsibility to protect ourselves and others from COVID-19 and other infectious diseases. Use the tips on the previous page to protect yourself and those around you from COVID-19. You should also pay close attention to your own health and watch for symptoms. Here's a simple daily checklist of symptoms for you to think about.

- ✓ Do I have a fever or feel feverish?
- ✓ Am I feeling chills?
- ✓ Do I have a sore throat or cough (different than usual)?
- ✓ Is it difficult to breathe?
- ✓ Do I have stomach pain or diarrhea (different than usual)?
- ✓ Am I feeling especially tired or having difficulty moving (different than usual)?
- ✓ Am I feeling severe or constant lightheadedness?
- ✓ Do I feel disoriented or confused?
- ✓ Have I lost my sense of smell or taste?

If you notice any new or unusual symptoms, contact one of the health services in the next section for screening and possible testing.

## HEALTH SERVICES WHEN YOU NEED THEM

Even if we do our best to protect ourselves from COVID-19, we might get sick. If you have one or more of the symptoms above, contact your health provider immediately for screening. They may ask you to go to an emergency room or to schedule a telehealth (phone/video) visit. Remember, COVID-19 is serious but most people have only mild symptoms. There's no need to panic but it's important that you get the medical care you need quickly even if you don't feel that sick. By getting medical care, you protect yourself and people around you.

	<b>El Rio Community Health Centers</b>	Call (520) 670-3909 to schedule an appointment at an El Rio clinic or a telehealth visit by phone or video chat.
	<b>VA Medical Center</b> US Military Veterans	3601 S. 6 <sup>th</sup> Ave. (520) 792-1450
	<b>Banner UMC</b> <b>Emergencies Only</b>	1501 N. Campbell Ave. (520) 742-9000
	<b>Banner UMC South</b> <b>Emergencies Only</b>	2800 E. Ajo Way (520) 694-0111
	<b>Northwest Hospital</b> <b>Emergencies Only</b>	6200 N. La Cholla Blvd. (520) 742-9000
	<b>St. Joseph's Hospital</b> <b>Emergencies Only</b>	350 N. Wilmot Rd. (520) 873-3000
	<b>St. Mary's Hospital</b> <b>Emergencies Only</b>	1601 W. St. Mary's Rd. (520) 872-3000
	<b>Tucson Medical Center</b> <b>Emergencies Only</b>	5301 E. Grant Rd. (520) 327-5461

## SAFE AT CAMP

If you are sleeping outside during the pandemic, there are things you can do to lower the risk of COVID-19 infection for yourself and the people you camp with. Here are a few important tips.

- Try to camp near a public handwashing station or restroom so you can use the restroom and wash your hands regularly.
- Keep tents or other sleeping areas at least 10 feet apart.
- It's always safest not to camp alone but limit the number of people in your camp. Try to keep your camp to five people or less.
- Hang out with as few people as possible. Try to spend time only with the same five or less people you are camping with.
- Wear a face covering when you're around others and stay 6 feet apart.
- Keep in touch with an outreach worker to get supplies and let them know where you are. Making sure an outreach worker knows where you're camping makes it easier to locate you if housing becomes available.
- Keep sidewalks clear and dispose of trash to avoid problems in the neighborhood or with law enforcement.
- If you think you might be sick, avoid contact with anyone (even the people you're camping with). Call El Rio Community Health Centers at (520) 670-3909 or the VA at (520) 792-1450 (if you're a veteran). If you are experiencing severe symptoms, call 911.

## IF YOU TEST POSITIVE FOR COVID-19

The City will provide you a place to stay while you get better. This may be at a shelter, hotel, or other facility staffed by a community agency.

While there, you will need to stay inside and not go out. The staff will provide you with meals, clothes, medicine, and anything else you need to stay healthy.



**TIP:** New shelter programs are available for people who are at high risk of medical complications related to COVID-19. If you are pregnant, over age 60, or have a chronic health condition, call a Coordinated Entry location or Outreach team to find out if you're eligible.

## OUTBREAKS CAN BE STRESSFUL

The pandemic is taking its toll on all of us. You might be experiencing new challenges coping with life in a pandemic. People who struggle with depression or other mental illness may have an especially hard time during the pandemic. Fear and anxiety about a disease can be overwhelming and cause strong emotions in adults and children.

### **Coping with stress will make you, the people you care about, and your community stronger.**

Stress during an infectious disease outbreak can include:

- Fear and worry about your own health and the health of your loved ones
- Changes in sleep or eating patterns
- Difficulty sleeping or concentrating
- Worsening of chronic health problems
- Worsening of mental health conditions
- Increased use of alcohol, tobacco, or other drugs

### **Everyone reacts differently to stressful situations.**

How you respond to the outbreak can depend on your background, the things that make you different from other people, and the community you live in.

People who may respond more strongly to the stress of a crisis include:

- Older people and people with chronic diseases who are at higher risk for severe illness from COVID-19
- Children and teens
- People who are helping with the response to COVID-19, like doctors, other health care providers, and first responders
- People who have mental health conditions including problems with substance use

### **Take care of your mental health.**

**Call your healthcare provider if stress gets in the way** of your daily activities for several days in a row.

**People with preexisting mental health conditions** should continue with their treatment and be aware of new or worsening symptoms.

**Just need to talk?  
Call the HOPE Inc Warm Line (520) 770-9909  
Experiencing a mental health emergency?  
Call the Community Wide Crisis Line (866) 495-6735**

## STREET OUTREACH TEAMS

Street outreach teams are still working to help people sleeping outside stay safe and healthy. They can provide food items, hygiene supplies, information, and resources. They can also help connect you to shelter and housing resources.

The street outreach teams listed below can also conduct screening for shelter if you are high risk or have symptoms associated with COVID-19. If you need support, give an outreach team a call.

### City of Tucson



Must be located in Tucson or neighboring communities

(520) 437-3347  
(520) 437-5003

### La Frontera RAPP



Adults with serious mental illness and/or substance use

(520) 882-8422

### Our Family Services



Youth ages 12-24

(520) 323-1708

### El Rio Community Health Center



Children or adults in need of non-emergency medical assistance

(520) 670-3909

### Community Bridges, Inc.



Adults with serious mental illness and/or substance use

(520) 623-4000

### Southern Arizona VA



US military veterans

(520) 792-1450  
(extension 12822)

### OPCS



Adults experiencing homelessness

(520) 546-0122



**TIP:** Outreach teams have access to a wide variety of services and can often help you enroll in benefit programs or schedule appointments for other services from your camp or another community location. Just let them know what you need.



## COOLING STATIONS

The summer sun can be dangerous. Being outdoors all day can lead to dehydration, exposure-related illness, and other risks. Not to mention, it's uncomfortable. Several locations are available to get out of the heat, cool off, hydrate, and get other resources during the summer months. Each of these locations is taking extra precautions to make sure you're safe and limit your exposure to health risks associated with COVID-19.

### Salvation Army Hospitality House



1002 N. Main Avenue  
Phone: (520) 795-9671

7 days/week  
12pm-5pm

### Salvation Army South Corps Center



1625 S. 3<sup>rd</sup> Avenue  
Phone: (520) 620-1076

7 days/week  
12pm-4pm

### Salvation Army Amphi Corps Center



218 E. Prince Road  
Phone: (520) 888-1299

7 days/week  
12pm-5pm

### La Frontera RAPP



1082 E. Ajo Way  
Phone: (520) 882-8422

Monday-Friday  
8am-4pm

### La Frontera Sonora House




Visit RAPP (above) by  
8:30am to sign up

Monday-Friday  
8:30am



### TIP: STAYING SAFE IN THE SUMMER SUN

- 1) Stay hydrated. Your body can lose up to 3 gallons of water per day during the summer. Get plenty of water available and try to drink at least 20 ounces (a large bottle) every hour. If it's available, try to drink electrolyte drinks (Gatorade, Powerade, electrolyte water) if you're feeling especially dehydrated.  
 Look for this icon throughout this guide for water stations.
- 2) Stay out of the sun as much as possible. Visit cooling stations as often as possible and try to stay in the shade when you're outdoors.
- 3) Protect your skin. Visit the day centers in this guide and the cooling stations above for sunscreen, hats, lip balm, and other supplies.
- 4) If you're feeling sick or disoriented, call 9-1-1 or have someone get you medical help. Dehydration can be life-threatening.

## EMERGENCY SHELTER

During the COVID-19 health pandemic, shelter services have changed. Some shelters are not accepting new residents and most shelters have fewer beds than usual. This helps keep the people in shelter safe. There are still shelter options available to you, though. The following shelters are accepting new residents during the pandemic.

<b>Salvation Army Hospitality House</b>	Single adults and families with children	Call (520) 622-5411 for availability.
<b>Primavera Foundation Men's Shelter</b>	Single men	Call (520) 623-4300 for availability.
<b>Primavera Foundation Casa Paloma Women's Shelter</b>	Single adult women	(520) 882-0280
<b>Primavera Foundation Scattered Site Shelter</b>	Single adults, veterans, families with children	Call (520) 882-5383 for availability
<b>OPCS Low-Barrier Shelter</b>	Single adults and families with children	Call (520) 546-0122 for availability
<b>Our Family Services Reunion House</b>	Unaccompanied teens ages 12-17	Call (520) 320-5122 or visit a Safe Place location
<b>Our Family Services Scattered Site Family Shelter</b>	Families with children	Call (520) 323-1708 for availability
<b>Gospel Rescue Mission Center of Opportunity</b>	Single adults, families with children	Call (520) 740-1501 for availability.

Updates to this list will be posted at <http://www.tpch.net/resources> as additional shelters re-open for new guests.










**TIP:** Specialized shelter services are available if you are at high risk of medical complications related to COVID-19 or have been diagnosed with or have symptoms associated with COVID-19.

Complete a basic health assessment with a street outreach worker or Coordinated Entry site to find out if you are eligible. On the Outreach and Coordinated Entry pages of this guide, just look for one of these symbols.



## COORDINATED ENTRY (HOUSING ASSESSMENT)

Coordinated Entry is the system our community uses to help people experiencing homelessness obtain stable housing. During the Coordinated Entry housing assessment, a community navigator or intake worker will ask questions to understand your situation and work with you to identify available housing resources. The worker will refer you to emergency shelter if you are eligible and may complete a VI-SPDAT, the assessment used to place you on a list for referral to longer-term housing services. Because of COVID-19, many locations are offering Coordinated Entry housing assessments by phone only.

<b>Salvation Army</b> 	<b>Phone</b> (520) 622-5411 Tues & Thurs (2PM-5PM)	No in-person assessments during the pandemic.
<b>Primavera Foundation</b> 	<b>Phone</b> (520) 308-3079 M, W, Th, F (1PM-4PM) Tues (8AM-4PM)	<b>In Person</b> HIP Drop-In Center 811 S. 6 <sup>th</sup> Avenue M, W, Th, F (9AM-12:30PM)
<b>Our Family Services</b> 	<b>Phone</b> (520) 323-1708 Tues & Thurs (10AM-1PM) Wed (1PM-4PM)	No in-person assessments during the pandemic.
<b>La Frontera RAPP</b> 	<b>Phone (preferred)</b> (520) 882-8422 Mon-Fri (8AM-4PM)	<b>In Person</b> 1082 E. Ajo Way #100 Mon-Fri (8AM-4PM)
<b>La Frontera Sonora House</b> 	<b>Phone</b> (520) 624-5518 Mon-Fri (10AM-6PM)	No in-person assessments during the pandemic.
<b>OPCS</b> 	<b>Phone</b> (520) 546-0122 Tues (9AM-3PM)	No in-person assessments during the pandemic.
<b>City of Tucson Outreach</b> 	<b>Phone</b> (520) 437-3347 (Cliff) (520) 437-5003 (Robert) Mon-Fri (7:30AM-3:30PM)	In person assessments conducted during street outreach activities.



### WHAT TO EXPECT WHEN COMPLETING A HOUSING ASSESSMENT BY PHONE

- 1) You may be asked to make an appointment for an assessor to call you back or forwarded to their voicemail. Try calling another location or leave a voicemail with your information so that they can call you back.
- 2) You will be read a release of information that you would normally sign in person. You will be asked to give verbal consent over the phone.
- 3) You will be asked to complete a brief health screening to assess eligibility and need for isolation shelter as a result of the COVID-19 pandemic.
- 4) The housing assessment process will take approximately 30 minutes.

## DAY CENTERS

Visiting a day center is a great way to get out of the heat and connect to resources. Because of COVID-19, many day centers are operating differently than usual right now. Day centers may have reduced hours, may be limiting the number of people who can enter the building at any given time, and/or may only be providing services outdoors.

**Primavera Foundation  
Homeless Intervention Program (HIP)**



811 S. 6<sup>th</sup> Ave.  
(22<sup>nd</sup> St. & 6<sup>th</sup> Ave.)

9AM-12:30PM  
M, W, Th, F

**Primavera Foundation  
Casa Paloma Women's Center**



Call (520) 882-0820  
for location

8AM-12:30PM  
M, T, W, Th, F, Sa

**Sister Jose Women's Center**



1050 S. Park Ave.  
(Park & 22<sup>nd</sup> St.)

9AM-12PM  
M, T, W, Th, F, Sa

**La Frontera RAPP**



1082 E. Ajo Way, #100  
Entrance at back  
(Ajo & Park)

8AM-4PM  
M, T, W, Th, F

**La Frontera Sonora House**



Visit La Frontera RAPP  
(above) to sign up.  
Arrive by 8:30AM.

9AM-3PM  
M, T, W, Th, F



**TIP: Stay safe and protect yourself when visiting a drop-in or day center. Keep plenty of distance between you and other people, use hand sanitizer, wear a mask or face covering if available, avoid touching your face. Only go inside if you have to.**

## MEALS

Meal programs may be distributing “grab and go” bags instead of group sit down meals or limiting the number of people in line at any given time. This is to help protect you and prevent the spread of disease.

<b>Casa Maria</b> 	352 E. 25 <sup>th</sup> Street (22 <sup>nd</sup> St & 4 <sup>th</sup> Ave.)	8:30AM-11:30AM Every Day
<b>Z Mansion</b> 	228 N. Church Ave. (Stone & Alameda)	10:30AM T, Th, Sa, Su
<b>Caridad Community Kitchen</b> 	845 N. Main Ave (2 <sup>nd</sup> St. & Main)	3PM-4PM M, T, W, Th, F
<b>Southside Presbyterian Church</b> 	317 W. 23 <sup>rd</sup> St. (22 <sup>nd</sup> St & 10 <sup>th</sup> Ave)	7:30AM-9AM M, F
<b>Holy Family Church</b> 	338 W. University Blvd. (University & Main)	3PM-4PM Su
<b>Grace St. Paul's Episcopal Church</b> 	2331 E. Adams St. (Tucson & Speedway)	9AM-12PM M, W, F
<b>Tucson Sharon Church</b> 	955 N. 10 <sup>th</sup> Ave. (10 <sup>th</sup> Ave. & Speedway)	11AM-12PM T, Th
<b>Northminster Presbyterian Church</b> 	2450 E. Ft. Lowell (Ft. Lowell & Tucson)	5:30PM-6:30PM M
<b>Life in Christ Community Church</b> 	102 E. Palmdale St. (6 <sup>th</sup> Ave & Ajo Way)	6PM-7PM, T, Th 8AM-8:45AM, Sa
<b>Saguaro Community Church</b> 	8302 E. Broadway (Broadway & Sarnoff)	5:30PM-7PM W
<b>Living Faith Christian Center</b> 	4108 E. North St. (Grant & Alvernon)	5:30PM-6:30PM Th
<b>Grace St. Paul's Episcopal Church</b> 	2331 E. Adams St. (Speedway and Campbell)	9AM-12PM M, W, F

# FOOD BAGS & EMERGENCY FOOD ASSISTANCE

You can pick up food bags from locations throughout town. Some of these locations also distribute hygiene supplies and other items. It's best to go to the closest location to you that has all of the supplies you will need. This helps to limit your use of public transit and protects you from exposure to COVID-19. Some locations require you to have documents verifying your identity and that you live in Pima County to pick up food bags.

## Interfaith Community Services



2820 W. Ina Rd.  
(Northwest Tucson)

9AM-1PM  
M, T, W, Th, F, Sa  
5PM-7PM, T

## Interfaith Community Services New Spirit Lutheran Church



8701 E. Old Spanish Trail

10AM-1PM  
T, W, Th

## IMPACT of Southern Arizona



3535 E. Hawser Rd.  
(Catalina, AZ)

8:30AM-12PM  
M, T, W, Th, F

## Community Food Bank



Kino Stadium  
2500 E. Ajo Way  
(Ajo & Country Club)

7AM-10AM  
T, Th

## Community Food Bank Marana



11734 W. Grier Rd.  
Marana, AZ 85653

10AM-1PM, T, Th, F  
3PM-6PM, W  
9AM-12PM  
2<sup>nd</sup> Sat. of month

## Community Food Bank Amado



28720 S. Nogales Hwy.  
Amado, AZ 85645

9AM-3PM, Th  
9AM-12PM  
3<sup>rd</sup> Sat. of month

## Community Food Bank Green Valley



250 Continental Rd.  
Green Valley, AZ

9AM-3PM, T  
9AM-12PM, W, F

## Community Food Bank Nogales



2636 N. Donna Ave.  
Nogales, AZ 85621

8AM-11AM  
T, W, Th, F



**TIP:** Many of the programs described on Day Center and Meals pages of this guide also provide food bags and other supplies. Just look for these symbols.



## MEDICAL & BEHAVIORAL HEALTHCARE

Healthcare providers continue to provide medical and behavioral healthcare throughout the pandemic. Agencies may be using new methods to provide services by phone or video chat. If you are already enrolled in medical and/or mental/behavioral health services, call your provider for more information.

AHCCCS is the Medicaid health program for low-income Arizonans. If you are not enrolled in AHCCCS, you can apply online at <https://www.healthearizonaplus.gov/> or by contacting any of the plans below. If you need help completing an application, contact an outreach worker listed in the Street Outreach Teams section of this guide. The following AHCCCS plans are available in Pima County:

### **Arizona Complete Health – Complete Care Plan**

(888) 788-4408

Medical care, general mental health services, services for members with serious mental illness (SMI), services for foster children enrolled in Comprehensive Medical and Dental Program (CMDP), services for members enrolled with DES/DDD

### **Banner – University Family Care**

(800) 582-8686

Medical care, general mental health services

### **United Healthcare Community Plan**

(800) 348-4058

Medical care, general mental health services

### **American Indian Health Program (Tribal members)**

(800) 334-5283

Medical care, general mental health services, services for members with serious mental illness (SMI).

### **Healthcare for U.S. Military Veterans**

Eligible U.S. military veterans can access medical and behavioral healthcare and a variety of other benefits by contacting the Southern Arizona VA Healthcare System. See the Veteran Resources section of this guide for information.

## RESOURCES FOR MILITARY VETERANS

The Southern Arizona VA Health Care System provides a variety of services to meet the health and well-being needs of military veterans.

- Emergency and routine healthcare
- Mental/behavioral health services
- Extended care and nursing facilities
- Work therapy programs
- Services for LGBT veterans
- Case management
- Substance abuse treatment
- Health education
- Pharmacy
- Caregiver support
- Assistance locating housing

To find out if you qualify or enroll in VA services, contact the Southern Arizona VA's eligibility office at (520) 792-1450 extension 16572 or visit Building 69 on the VA campus (3601 S. 6<sup>th</sup> Avenue, Tucson, AZ, 85723)

U.S. military veterans are also eligible for a number of specialized housing and service programs provided through community partner agencies and the public housing authority. Contact the Southern Arizona VA Healthcare for Homeless Veterans Clinic at (520) 792-1450 (extension 12822) for more information about these programs.

### **Primavera Foundation – Project Action Veterans** (520) 308-3093

Case management, eviction prevention, and other supportive services for veteran families. During the pandemic, Project Action Veterans also has limited shelter options for veterans with no alternative housing.

### **Tucson Veterans Serving Veterans (TVSVF)** (520) 878-7184

TVSV provides outreach, education, networking, peer and moral support, and referral to employment, benefits, health, and housing services for veterans.

### **La Frontera - Rally Point** (520) 838-5600

Rally Point provides crisis hotline, peer support, and navigator services for veterans and military service members and their families.

**National Call Center for Homeless Veterans: (877) 424-3838**  
**National Veteran Crisis Line: (800) 273-8255**  
**Rally Point Arizona Hotline: (855) 725-5948**



## BENEFITS

Government benefits can provide an important lifeline to services and assistance for people experiencing homelessness. Some of the most commonly used benefit programs include:

### **Arizona Healthcare Cost Containment System (AHCCCS)**

Medical and behavioral health care for low-income Arizonans. See the Medical and Behavioral Healthcare section of this guide for information.

### **Supplemental Nutrition Assistance Program (SNAP)**

Monthly food assistance for eligible low-income Arizonans, commonly referred to as food stamps. Apply for SNAP benefits online at **WEBSITE** or by visiting any Arizona Department of Economic Security office.

### **Arizona Long Term Care Services (ALTCS)**

Health insurance and services for individuals who need nursing facility level of care and are 65 or older and/or have a disability. Apply for ALTCS by calling (888) 621-6880 or visiting the Tucson ALTCS Office at 7202 E. Rosewood Street, Suite 125 (Tucson, AZ, 85710).

### **Supplemental Security Income (SSI) & Social Security Disability Income (SSDI)**

SSI provides monthly financial assistance for eligible older adults and people with disabilities who have little or no income and is based on financial need (no prior work history required). SSDI provides monthly financial assistance for people with disabilities and certain family members based on their work history. Learn more about SSI/SSDI eligibility requirements and how to apply by calling (800) 772-1213. Social Security offices are closed for in-person meetings during the pandemic but are available to take your call. You can also work with a SOAR case manager to submit your application (see below).

### **SSI/SSDI Outreach, Access & Recovery (SOAR)**

SOAR case managers are able to help people experiencing homelessness apply for social security. We encourage you to ask any agencies you are working with if they have SOAR staff who can help you with your application. Applications submitted through SOAR have a higher acceptance rate and are processed faster than applications submitted through the Social Security office.

### **Veterans Benefits**

Eligible U.S. military veterans can access medical and behavioral healthcare and a variety of other benefits by contacting the Southern Arizona VA Healthcare System. See the Veteran Resources section of this guide for information.

### **Unemployment Benefits**

If you have recently lost your job, you may be eligible for unemployment benefits (weekly cash assistance). Special unemployment benefits are available for people who lost their job because of COVID-19 pandemic. Apply online at [www.azui.com](http://www.azui.com) or by calling (877) 600-2722.

## DOMESTIC VIOLENCE RESOURCES

Services for people experiencing and/or attempting to flee domestic violence continue to be available throughout the pandemic; however, some services may be provided in different ways (i.e. online support group meetings, etc.). Contact the agencies below for more information.

### **Emerge! Center Against Domestic Abuse** (888) 428-0101 (24-hour bilingual crisis line)

Emerge provides a 24-hour multilingual hotline, emergency shelter and community-based services for individuals and families experiencing domestic abuse. Housing assistance can also be accessed through their shelter and community-based services. Emerge services include crisis intervention, safety planning, domestic abuse education, emotional support, support groups, lay legal services, information and referral, and more. For details about how to access services during the pandemic, you can call their hotline or visit [www.emergecenter.org/COVID-19](http://www.emergecenter.org/COVID-19).

### **Southern Arizona AIDS Foundation Anti-Violence Project** (800) 553-9387 (24-hour bilingual crisis line)

SAAF's Anti-Violence Project provides crisis services for lesbian, gay, bisexual, transgender, queer and questioning (LGBTQQ) people experiencing any form of violence. Services include crisis intervention, case management, safety planning, short term emergency shelter and housing assistance, and connection to other community services for LGBTQQ survivors of violence.

### **Orders of Protection**

If someone has committed or threatened to commit an act of domestic violence against you in the last year, you can petition the court for an order of protection. Petitions are filed at any local court.

Court hours and proceedings are impacted during the COVID-19 health emergency, but petitions for orders of protection are still being accepted and enforced. Your safety is important and local courts and law enforcement are here to help.

**Contact one of the agencies above if you would like assistance filing a petition and/or deciding if an order of protection is right for you.**

## RESOURCES FOR PEOPLE LIVING WITH HIV/AIDS

People living with HIV/AIDS may be at higher risk of severe illness if they contract COVID-19. This is especially true for people with high viral loads or low CD4 counts. It is especially important to maintain regular care and take anti-retroviral medications as prescribed to protect your health. Services continue to be available during the pandemic but may be offered in different ways than you're used to (i.e. by phone or video chat).

### **Southern Arizona AIDS Foundation (SAAF)**

(520) 628-7223

SAAF provides case management, resources and referrals, transportation, food programs, complementary therapies (massage, acupuncture, etc.), individual counseling, support groups, medical benefits management, copayment assistance, dental services, housing services, HIV testing, prevention services, and LGBTQ support services.

### **Tucson Interfaith HIV/AIDS Network (TIHAN)**

(520) 299-6647

TIHAN provides emotional/social support, information and referral services, Poz Café lunches (virtual during pandemic), shopping and errand assistance, prepared meals, monthly care packages containing hygiene and home supplies, assistance with phone costs, and needs-based emergency financial assistance for people living with HIV/AIDS.

### **El Rio Special Immunology Associates**

(520) 628-8287

El Rio provides specialized medical and wellness care for people living with HIV/AIDS. Services include primary care, mental health and substance abuse counseling, medical case management, treatment adherence counseling, nutritional services, on-site laboratory and pharmacy, health education programs, and referrals to specialty care and hospital-based treatment.

### **Banner University Medical Centers – Petersen Clinics**

(520) 626-0962

The Peterson Clinics provide specialty HIV/AIDS care coordination and testing, advocacy, mental health support, treatment adherence support, and referrals and resources to mental health and substance abuse services, oral and dental healthcare, and other services.

### **Pre-Exposure Prophylaxis (PrEP)/Post-Exposure Prophylaxis (PEP)**

PrEP is a daily medication used to reduce the risk of acquiring HIV. PEP is a course of medication taken daily over 4 weeks after potential exposure to HIV. HIV negative people interested in learning more about or obtaining prescriptions for PrEP or PEP treatment can contact SAAF, El Rio, or Banner using the information above.

## HOTLINES

*Emergency hotlines are here to help! If you need immediate assistance with any of these issues, help is just a phone call away.*

Emergencies	911
COVID-19 and Community Resources	211
Community Wide Crisis Line (Mental Health)	(866) 495-6735
Emerge! Domestic Violence Crisis Line	(888) 428-0101
SAAF Anti-Violence Project Crisis Line	(800) 553-9387
Safe Place for Teens	(520) 320-5122
National Human Trafficking Hotline	(888) 373-7888
National Suicide Prevention Lifeline	(800) 273-8255
National Runaway Safeline	(800) 786-2929

## Need more information about COVID-19? Looking for resources not listed in this guide?

Search online at [www.211arizona.org](http://www.211arizona.org)  
or dial 2-1-1 toll-free from any phone  
(live operators 8AM-8PM)



**To request copies of this guide to share with people experiencing homelessness, email [tpch@tucsonaz.gov](mailto:tpch@tucsonaz.gov).**

**Visit us online at [www.tpch.net](http://www.tpch.net) for more  
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