

## How to Use This Guide

This Guide contains information on a variety of no-cost/low-cost programs and services available to low-income individuals or families. Some services have income eligibility requirements, some do not. The Guide is intended to assist individuals in obtaining resources needed to prevent a person or family from falling deeper into a crisis situation.

## Community Information & Referral Numbers

There are many community organizations and programs not included in this guide. If you are in need of help and you do not know where to find it, call Community Information and Referral or use the internet to find programs and services nearest to you. Most libraries provide internet access at no charge.

**Community Information and Referral**  
**24 hours per day/7 days per week**  
**602-263-8856 within Maricopa County**  
**1-800-352-3792 outside of Maricopa County**

**Southern Arizona Community Information and Referral**  
**7am-7pm M-F and 9am-5pm Saturday and Sunday**  
**1-800-362-3474 or 520-881-1794**

You can also find help anywhere in Arizona at [www.az211.gov](http://www.az211.gov)



### COMMUNITY PARTNERSHIP

SRP values our long-standing community partnership with Arizona Community Action Association and is proud to be a sponsor of this resource

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**A special thank you to St. Mary's Food Bank Alliance for providing storage for the People's Information Guide, and to the Association of Arizona Food Banks and their partners for their help distributing this Guide.**

## Who Is Low-Income?

Each year, the U.S. Government decides who is low-income based on the size of a household\* and the amount of money persons in the household make. When you apply for certain kinds of assistance, this information may be used to determine if your household qualifies for help.

Assistance programs may consider other additional factors. For example, some allow deductions for child care or medical expenses. Others consider age or disability. Your household's income may be too high to qualify for one program, but you could still qualify for other programs.

If you need a service that you cannot pay for, use this Guide to learn about the financial assistance and low or no-cost services that are available. Contact the programs for which you may qualify and ask for more specific eligibility information.

\*A household is an individual or group of people living together in the same dwelling.

## Appeals Process

All government programs, and many private/non-profit programs, have an appeals process. This means that if you feel you were denied program services unfairly or that your case was not decided correctly, you can ask that your case be reviewed through an appeals process. Most programs have independent departments or persons, separate from the office that initially decided your case, to review all the information and make an independent decision. This is done to make sure the appeal process is fair and impartial. Every year, cases are reconsidered because a person decides to appeal their case. It is your right as an applicant to ask that your case be reviewed by an appeals process if you think you have been wrongfully denied benefits. If you ask that your case be reviewed through an appeals process and an office refuses to respond to your request, contact your local legal services organization (see page 93) as soon as possible.

## Social Security Number

Your Social Security number is used by the Social Security Administration to track your earnings while you are working, and to track your benefits once you are receiving Social Security benefits. However, many other businesses and government agencies use Social Security numbers for record keeping purposes. If you need a Social Security number, lost your card, or need to change your name on your current card, call or visit a Social Security office. You will need to fill out a one-page application form and, depending on your situation, provide original or certified copies of your birth certificate and a second form of identification. You must be a U.S. citizen or a qualified legal immigrant if applying for a new card. You will need a form of identification for a replacement card. Please contact a Social Security office for acceptable forms of identification. You will need a marriage certificate or divorce papers for a name change.

**For the nearest office, contact the Social Security Administration at:**

**1-800-772-1213**

**Or visit their Web Site at:**

**[www.socialsecurity.gov](http://www.socialsecurity.gov)**

