



STATE BAR OF ARIZONA YOUNG LAWYERS DIVISION

DISASTER ASSISTANCE MANUAL

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

Produced by:
The Young Lawyers Division Executive Council

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INTRODUCTION

The State Bar of Arizona Young Lawyers Division's *Disaster Assistance Manual* was created in 2012 under the leadership of Stefan Palys, ABA YLD District Representation to equip volunteer attorneys with the information they need to effectively provide pro bono services following a disaster. In 2022, the Division undertook the task of updating the manual to update contact information and intervening changes in the law.

While we hope that this updated manual provides beneficial information in your duties as a volunteer attorney, we welcome suggestions for improvements. Please contact the Lawyers Assistance Programs at State Bar of Arizona at (602) 340-7332 with any suggestions or comments.

Additional copies of this manual are available at
www.azbar.org/professionaldevelopment/younglawyersdivision

Please note that the sections of this manual dealing with federally-available disaster benefits were written on the assumption that the volunteer is responding to a federally-declared disaster. Those benefits may not be available in the event of a state-declared disaster.

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

Nicholas J. Brown,
YLD President-Elect 2021-2022

PROCESS OF PROVIDING LEGAL SERVICES

The American Bar Association Young Lawyers Division (ABA/YLD), in conjunction with the Federal Emergency Management Agency (FEMA) and the State Bar of Arizona Young Lawyers Division (SBA/YLD), 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. FEMA and the ABA/YLD District Representative will work with the SBA/YLD to set up a toll-free telephone number for victims of disaster to call and request assistance. The number will be routed to a hotline staffed by State Bar of Arizona (SBA) volunteers. 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 an SBA volunteer or by one of Arizona's many legal aid societies.
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. 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 60.
4. 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 so the case may be reassigned.
5. 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 58.

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 in the event there is a federal disaster declaration. The Federal Housing Finance Agency, which oversees mortgages owned by Fannie Mae or Freddie Mac, has resources available for homeowners adversely affected by COVID-19.

Resources can be found at

<https://www.fhfa.gov/Homeownersbuyer/MortgageAssistance/Pages/Coronavirus-Assistance-Information.aspx>.

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 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 pages 57 & 59 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 fines, liens, 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 Individuals and Households Program (IHP) program to pay for necessary repairs to essential parts of your home. You may apply for IFG funds by telephone at (800) 621-3362-. For TDD assistance call (800) 462-7585, or if you use 711 or Video Relay Service, call (800) 621-3362.

5. What if my landlord won't negotiate with me about 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 as of the date of vacating, 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 regarding 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 Individuals and Households Program (IHP) money from FEMA for replacement of necessary items of personal property. You may apply for IFG funds by telephone at (800) 621-3362-. For TDD assistance call (800) 462-7585, or if you use 711 or Video Relay Service, call (800) 621-3362.

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 must move out only 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 page 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 regarding 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. What if I cannot pay my rent or utilities because of effects from COVID-19?

The Arizona Department of Economic Security's Emergency Rental Assistance Program (ERAP) offers rent and utility assistance to those impacted by the COVID-19 pandemic. Eligible households may receive up to \$3,500 per month in assistance for a maximum of 18 months. Rental and utility assistance are currently available in thirteen counties, while utility-only assistance is available in all Arizona counties. Information and applications can be located at <https://des.az.gov/ERAP>.

11. 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.

12. 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: <https://www.floodsmart.gov/flood-insurance-provider>.

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.

13. 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. An action based solely on the residential disclosure statement required under Arizona law generally must be brought within two years (see Ariz. Rev. Stat. §§ 12-542 and 33-423).

14. 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 specific 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.

15. 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.

16. 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 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 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: <https://des.az.gov/services/child-and-family/cash-assistance>. A paper application can be requested by calling (855) 432-7587.

MEDICAID BENEFITS

During a 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 their county's Arizona Health Care Cost Containment System (AHCCCS). 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 the Social Security Administration 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 by an Administrative Law Judge. 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 pages 57 & 59.

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 are encouraged to use the Administration's online services as much as possible. Log in at 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 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 specific provisions of individual 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 specific 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 pages 57 and 59.

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 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 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
Allianz Global Corporate and Specialty (AGCS)	(800)-950-5872
Auto-Owners	(888) 252-4626
Cincinnati Insurance Company	(877) 242-2544
Cotton States	(800) 457-1658
Encompass Insurance	(800) 588-7400
Farmer's Insurance Group	(800) 435-7764
Fireman's Fund	(888) 347-3428
Geico	(800) 861-8380
Grange	(800) 445-3030
Hartford Insurance Company	(860) 547-5000
Liberty Mutual	(800) 290-8711
Nationwide	(800) 421-3535
Progressive	(800) 776-4737
Prudential	(800) 778-4357
Safeco Insurance	(800) 332-3226
State Farm	(800) 782-8332
St. Paul/Travelers	(800) 252-4633
USAA	(800) 531-8722
The General	(866) 519-7422
American Family	(800) 692-6326
Universal Insurance Group	(800) 425-9113
AAA	(800) 922-8228
United Property and Casualty Insurance Co	(888) 256-3378
Assurant	(800) 358-0600

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) 364-3100.

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 azdhs.gov/licensing/vital-records/index.php . 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 is available here:

- Apache County Clerk (928) 337-7550
- Cochise County Clerk (520) 432-8600
- Coconino County Clerk (928) 679-7600
- 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) 372-5375
- Mohave County Clerk (928) 753-0713 [Kingman] (928) 453-0701 [Lake Havasu City] (928) 758-0730
- Navajo County Clerk (928) 524-4188
- Pima County Clerk (520) 724-3200
- Pinal County Clerk (520) 509-3555
- Santa Cruz County Clerk (520) 375-7700
- Yavapai County Clerk (928) 771-3312
- Yuma County Clerk (928) 817-4210

An action can be made for the restoration and substitution of lost or destroyed documents in the superior court of the county where the loss or destruction occurred pursuant to A.R.S. 39-142.

Vehicle Title

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

Contact the Arizona Department of Transportation, Motor Vehicle Division by calling (602) 255-0072, (602) 712-3222 (hearing impaired) or by accessing the department's web site at azdot.gov 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.

- Visa- (800) 847-2911
- Capital One- (800) 227-4825
- Wells Fargo- (800) 869-3557
- BMO- (800) 361-3361

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?

Visit va.gov/records/get-military-service-records/ which directs you to sign into milConnect allowing sign in, registration, or upgrade to a Premium DS Logon account. Once signed in, click or tap correspondence/documentation then select Defense Personnel Records Information (DPRIS) from the drop-down menu. Then choose the personnel file tab. Select Request My Personnel File. Fill out the form and select the boxes next to the document(s) you'd like to request. Click on the Create and Send Request button.

To submit an emergency request to National Personnel Records Center (NPRC), visit eVetRecs at vetrecs.archives.gov/VeteranRequest/home.html. For natural disasters, place the words "Natural Disaster" in the comments section of eVetRecs or in the "Purpose" section of the Standard Form (SF 180)

Other ways to request:

- Mailing or faxing a Request Pertaining to Military Records (Standard Form SF 180) to the National Personnel Records Center (NPRC).
- NPRC telephone number: (314) 801-0800
- Fax number: (314) 801-9195
- Write NPRC at 1 Archives Drive, St. Louis, Missouri, 63138
- Visit NPRC in person
- Contact your state or county Veteran's Agency

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 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?

The Arizona Department of Transportation, Motor Vehicle division may be contacted at 602- 255-0072 or 520-629-9808 or by accessing the department's web site at www.servicearizona.com/. The web site typically will post information specific to a specific disaster. Always check this site for additional information. Replacement licenses or identification cards are sometimes 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, date of birth, last four digits of your social security number, and license number. If you do not know your license number, contact customer service at the phone numbers listed above.

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 (800) 916-8800, Equifax (888) 548-7878, 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. If you use online services (particularly for banking, credit cards, and other financial transactions), enable multifactor authentication to make it more difficult for criminals to compromise your accounts.

Immigration Documentation

1. How do I replace my immigration documentation?

Forms to request replacement documents can be downloaded from www.uscis.gov/forms. Specific forms include:

- Employment Authorization Document (Work Permit)
- Legal Permanent Resident Card (Green Card)
- Naturalization Certificate
- U.S. Passport

- Fee waivers

Information about services available to those affected by natural disasters can be found at:
<https://www.uscis.gov/archive/immigration-help-available-to-those-affected-by-natural-disasters>

A list of immigration offices serving Arizona are:

USCIS Phoenix Field Office
1330 South 16th Street
Phoenix, AZ 85034

USCIS Application Support Center
4475 S Coach Drive
Tucson, AZ 85714

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

Insurance Documents

1. Can I replace my insurance documents?

National Flood Insurance Program website <https://www.floodsmart.gov/how-do-i-start-my-flood-claim>
Arizona Department of Insurance phone number (602) 364-3100; website <https://difi.az.gov/>

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. 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 to locate an office.

Shot (Immunization) 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 & Medicare/Medicaid 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. 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 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 <https://www.ssa.gov/myaccount/replacement-card.html> to locate an office.

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 <https://travel.state.gov/content/travel/en/passports/have-passport/lost-stolen.html> to request a replacement passport. Toll free number for Department of State: 1-888- 874-7793.

Wills

1. My loved one has died, and the original will was 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 established 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 was 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.

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”¹ are eligible for a FEMA grant. The maximum grant to any individual or family is currently set at \$37,900². The Arizona Department of Human Services (602) 506-5911, [see 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.

¹ “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.

² As of March 2022.

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
- Adults who have had a “qualified” immigrant status for at least 5 years, and other adults listed above.

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) website at 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 immigrants 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

3455 Wilshire Blvd. #108 - 62

Los Angeles, CA 90010

Phone: (213) 639-3900

Fax: (213) 639-3911

Email: info@nilc.org Web site: www.nilc.org

United States Citizenship and Immigration Service

Phoenix Field Office

1330 S. 16th Street

Phoenix, AZ 85034

Phone: (800) 375-5283

A list of immigration offices serving Arizona can be found on page 56.

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, provided the unemployment continues to be a result of the disaster. The maximum weekly benefit amount payable is determined under the provisions of the state law for unemployment compensation in the state where the disaster occurred. However, the minimum weekly benefit amount payable is half (50%) of the average benefit amount in the state. 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_WagCln_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

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

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 centers in Arizona are:

Veterans Health Administration - VISN Offices			
Station ID	Facility	Address	Phone
10N18	VISN 18: VA Southwest Health Care Network	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	Northern Arizona VA Health Care System	500 North Highway 89 Prescott, AZ 86313	928-445-4860 Or 928-445-4860
644	Phoenix VA Health Care System	650 E. Indian School Road Phoenix, AZ 85012	602-277-5551 Or 602-277-5551
678	Southern Arizona VA Health Care System	3601 South 6th Avenue Tucson, AZ 85723	520-792-1450 Or 800-470-8262
649GE	Anthem CBOC	3618 West Anthem Way, Bldg. D, #120 Anthem, AZ 85086	623-551-6092 Or 800-949-1005 X 7200
644	Buckeye VA Health Care Clinic	213 E. Monroe Ave., Buckeye, AZ 85326	623-386-6093
678GC	Casa Grande CBOC	1876 E. Sabin Drive, Building A Ste 15 Casa Grande, AZ 85222	520-836-2536
649GE	Cottonwood CBOC	501 South Willard Cottonwood, AZ 86326	928-649-1523
649GB	Flagstaff CBOC	1300 W. University Ave. Suite 200 Flagstaff, AZ 86001	928-226-1056 Or 800-949-1005 X 7820
644	Globe-Miami VA Health Care Clinic	5860 S. Hospital Drive, Suite 111 Globe, AZ 85501-9449	928-425-0027
678GE	Green Valley CBOC	380 W. Vista Hermosa Drive #140 Green Valley, AZ 85614	520-629-4900
649GA	Kingman CBOC	1726 East Beverly Avenue Kingman, AZ 86409	928-445-4860 X 6830 Or 800-949-1005 X 6830
649GC	Lake Havasu City CBOC	2035 Mesquite, Suite D Lake Havasu City, AZ 86403	928-680-0090 Or 800-949-1005 X 7300
644GA	Northwest VA Health Care Clinic	13985 W. Grand Avenue, Suite 101 Surprise, AZ 85374	623-251-2884
644GD	Payson VA Health Care Clinic	1106 N. Beeline Highway Payson, AZ 85541	928-472-3148
678GD	Safford Clinic	711 South 14th Avenue Safford, AZ 85546	520-629-4900
644GB	Show Low VA Health Care Clinic	5171 Cub Lake Road, Suite C380 Show Low, AZ 85901	928-532-1069
678GA	Sierra Vista Clinic	101 N. Coronado Drive Suite A Sierra Vista, AZ 85635	520-792-1450 Or 520-792-1450
644BY	Southeast VA Health Care Clinic	6950 E. Williams Field Road, Bldg. 23 Mesa, AZ 85212-6033	602-222-6568
644GE	Thunderbird VA Health Care Clinic	9424 N. 25th Ave. Phoenix, AZ 85021	602-633-6900
678GF	VA Northwest Tucson Clinic	2945 W. Ina Road Tucson, AZ 85741	520-792-1450 Or 800-470-

678GG	VA Southeast Tucson Clinic	7395 S. Houghton Road Ste 129 Tucson, AZ 85747	8262 520-792-1450 Or 800-470-8262
470-8262	Yuma Clinic	2555 E. Gila Ridge Road Yuma, AZ 85365	520-792-1450 Or 800-470-8262
05161V	Chinle Vet Center Outstation	Navajo (Indn) Rt. 7, Old an Bldg. Chinle, AZ 86503 Mailing Address: P.O. Box 1934 Chinle, AZ 86503	928-674-3682
05162	Hool Vet c:entecOutstation	P.O. Box 929, 1 Main St. Hotevilla, AZ 86030	928-734-5166 Or 877-927-8387
0524	Mesa Vet C.enter	1303 South Longmore, StJite 5 Mesa, AZ 85202	480-610-6727 Or 877-927-8387
0517V	Phoenix Vet Center	77 E. Weldon Ave., Suite 100 Phoenix, AZ 85012	602-640-2981 Or 877-927-8387
0518V	Prescott Vet C.enter	3180 Stillwater OriVe, Suite A Prescott, AZ 86305	928-778-3469 Or 877-927-8387
0521V	Tucson Vet Center	3055 N. Rrst Avenue Tucson, AZ 85719	520-882-0333 Or 877-927-8387
0533V	West Valley Vet Center	14050 N. 83rd Avenue Suite 170 Peoria, AZ 85381	623-398-8854 Or 877-927-8387
0537V	Yuma Vet Center	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 federally- declared disaster, you may be eligible for financial assistance from the U.S. Small Business Administration (SBA). Any business – regardless of size –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 nor 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 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. 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 businesses' 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 or not 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. Compliance information regarding the Americans with Disabilities Act is available on the Department of Justice’s web site at 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

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

ASPCA Professional

www.aspcapro.org/resources-and-related-links.php

Access information regarding pets affected by disasters

Humane Society of the United States

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

Home Again Microchip Recovery

(866) 738-4324

www.homeagainid.com

HELPFUL PHONE NUMBERS AND WEBSITES- FEDERAL GOVERNMENT

Federal Emergency Management Agency www.gema.gov 800-621-3362	Department of Health and Human Services https://www.hhs.gov/programs/index.html 877-696-6775
Federal Disaster Assistance Process for Individuals www.fema.gov/assistance.individual 800-621-3362	Center for Disease Control www.emergency.cdc.gov 888-232-6348
Department of Homeland Security www.dhs.gov/direct_contact_information 202-282-8000	National Association of County and City Health Officials https://www.naccho.org/membership/lhd-directory?searchType=standard&lhd-state=AZ 202-783-5550
Administration for Community Living www.acl.gov/contact 202-401-4634	Small Business Administration https://www.sba.gov/funding-programs/disaster-assistance 800-827-5722
Social Security Administration www.ssa.gov 800-32-0778	

HELPFUL PHONE NUMBERS AND WEBSITES- STATE OF ARIZONA

<p>Administrative Office of the Courts 1501 W Washington Street, Suite 411, Phoenix, AZ 85007 www.azcourts.gov/contactus.aspx</p> <p>Administrative Services 602-452-3500</p>	<p>Arizona Power Authority 1810 W. Adams St Phoenix, AZ 85007 https://powerauthority.org/about-us/contact 602-368-4265</p>
<p>Arizona Corporation Commission 1200 W Washington Street, Phoenix, AZ 85007 400 W Congress, Tucson, AZ, 85701 www.azcc.gov/contact</p> <p>Corporation Division: 602-542-3026 Hearing Division: 602-542-4250 Docket Control: 602-542-3477 Utility Complaints: 602-542-41251 and 520-628-628-6550 Safety: Pipeline: 602-262-4449 Railroad: 602-542-7772</p>	<p>Arizona Attorney General’s Office Phoenix Office 2005 N Central Ave Phoenix, AZ 85004-2926 (602) 542-5025</p> <p>Tucson Office 400 West Congress South Building, Suite 315 Tucson, AZ 85701-1367 (520) 628-6504</p> <p>Prescott Office 1000 Ainsworth Dr. Suite A-210 Prescott, AZ 86305-1610 (928) 778-1265 https://www.azag.gov/contact-us</p>
<p>Arizona Department of Administration 100 N 15th, Ave., Suite 401, Phoenix, AZ 85007 602-542-1500 www.azdoa.gov 602-542-1500</p>	<p>Auto Theft Authority 100 North 15th Ave, Suite 261, Phoenix, AZ 85007 https://difi.az.gov/auto-theft-authority 602-364-3100</p>
<p>Arizona Department of Agriculture 1688 W Adams, Phoenix, AZ 85007 www.azd.gov 602-542-4373</p>	<p>Commission for the Deaf and Hard of Hearing 100 N 15th Ave #104. Phoenix, AZ 85007 https://www.acdhh.org/about-the-commission/location/ 602-542-3323</p>
<p>Arizona Department of Commerce 100 N 7th Ave, Suite 400, Phoenix, AZ 85007 www.azcommerce.com/joinus 602-845-1200</p>	<p>Arizona Health Department 150 North 18th Avenue, Phoenix, Arizona 85007 https://www.azdhs.gov/contact.php (602) 542-1025</p>
<p>Arizona Health Care Cost Containment System (AHCCS) AHCCCS Administration 801 E Jefferson Street, Phoenix, AZ 85034 602-417-4000</p>	<p>Department of Economic Security https://des.az.gov/about-des/contact-us/des-program-and-services-contact-numbers 602-542-4791</p>
<p>Arizona Long Term Care System (ALTCS) 801 E Jefferson Street, Phoenix, AZ 85034 Azahcccs.gov/members/altcslocations.html 888-621-6880</p>	<p>Arizona Department of Education https://www.azed.gov/contact-arizona-department-education 602-542-5393</p>

County Health Departments

Apache County

75 West Cleveland Street (2nd Floor)
PO Box 697
St. Johns, AZ 85936
<https://www.apachecountyaz.gov/Public-Health-Services>
(928) 337-7932

Cochise County

1415 Melody Lane Building A
Bisbee, AZ 85603
<https://www.cochise.az.gov/372/Health-Social-Services>
520-432-9400

Coconino County

219 E Cherry Avenue, Flagstaff, AZ 86001
<https://www.coconino.az.gov/2124/Health-and-Human-Services>
928-379-7120

Gila County

1400 E Ash Street, Globe, AZ 85501
https://www.gilacountyaz.gov/government/health_and_emergency_services/health_services/index.php
928-425-3231

Graham County

921 W. Thatcher Boulevard, Safford, AZ 85546
<https://www.graham.az.gov/>
928-428-3250

Greenlee County

253 Fifth St
P.O. Box 936 Clifton, AZ 85533
<https://www.co.greenlee.az.us/departments/health-county-services/>
(928) 865-2601

La Paz County

1112 S Joshua Ave. #206, Parker, AZ 85344
<https://reports.mysidewalk.com/39b7553f58>
(928)-669-1100

Maricopa County

301 W Jefferson Street, Phoenix, AZ, 85003
<https://www.maricopa.gov/5302/Public-Health>
602-506-3011

Mohave County

700 W Beale Street, Kingman, AZ 86401
<https://www.mohave.gov/ContentPage.aspx?id=127&cid=153>
928-753-9141

Navajo County

117 E Buffalo St, Holbrook, AZ
<https://www.navajocountyaz.gov/Departments/Public-Health-Services>
928-524-4750

Pima County

3950 S County Club Road, Ste, 100, Tucson, AZ 85714
https://webcms.pima.gov/government/health_department/
520-724-7770

Santa Cruz County

2150 N Congress Drive, Nogales, AZ 85621
<https://www.santacruzcountyaz.gov/148/Health-Services>
520-357-7900

Yavapai County

1090 Commerce Drive, Prescott, AZ 86305
<https://yavapaiaz.gov/chs/>
(928) 771-3122

Yuma County

2200 W 28th Street, Yuma, AZ, 85364
<https://www.yumacountyaz.gov/government/health-district> (928)
317-4550

Department of Emergency and Military Affairs

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

State Human Resource Office
Phone: (602) 464-6513

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-
2774

Human Resource Office, Director Phone: (602)
267-2731

Risk Management/Loss Prevention Phone: (602)
267-2807

Ombudsman
Phone: (602) 267-2731

Emergency Management Division Phone:
(602) 244-0504

Additional Contact Information

Resource Management Phone: (602) 244-0504
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
Phone: (602) 364-1003
Fax: 602-364-1052

Department of Homeland Security

1700 W. Washington Suite 210
Phoenix, AZ 85007
www.azdohs.gov
Phone: (602) 542-7030
Fax: (602) 364-1729

Department of Transportation

1655 W. Jackson Street, MD 111F
Phoenix, Arizona 85007
www.azdot.gov
Phone: (602) 712-7355

Statewide Programming Manager
206 S. 17th Ave. MD 310B
Phoenix, AZ 85007
Phone: 602-712-7376
Fax: 602-712-6412

Statewide Programming Manager
STIP Program Coordinator
206 S. 17th Ave. MD 310B
Phoenix, AZ 85007
Phone: 602-712-8144
Fax: 602-712-6412

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 801 E Jefferson St.
Phoenix, Arizona 85034
(602) 417-4193

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

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

Phoenix, Arizona 85012-2068
www.azdvs.gov/

Executive Assistant Phone: (602) 234-8415

Public Information Officer Phone: (602) 234-8413

Department of Public Safety 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

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

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
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

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

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

Division of Emergency Management

5636 East McDowell Rd.
Phoenix, Arizona 85008
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
Phone: (602) 542-4331
Fax: (602) 542-7601

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

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

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

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
Phone: (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

Phone: (602) 542-1025

Public Health Services Medical Director

Phone : (602) 542-2950

Chief Medical Officer

Phone: (602) 364-3860

Public Health Preparedness Services Assistant Director

Phone: (602) 542-1023

Epidemiology & Disease Control Services Bureau Chief

Phone: (602) 364-1889

Emergency Preparedness Bureau Chief

Phone: (602) 364-3571

Emergency Medical Services & Trauma System Bureau Chief

Phone: (602) 364-3149

Deputy Bureau Chief

Phone: (602) 364-3165

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

Public Health Statistics Bureau Chief

Phone: (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

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 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
Notary Public Information (602) 542-4758
Finance and Budget (602) 542-6171
Tradename/Trademark Limited Partnerships UCC - (602) 542-6187
Communications Director (602) 542-4283
Charities Telemarketing Information (602) 542-6187
Computer Services Fax: (602) 542-1575
Southern Arizona Office 400 W. Congress Street, Room 252 Tucson, Arizona 85701 Phone: (520) 628-6583
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
West Washington, Suite 103 Phoenix, Arizona 85007 Fax: (602) 542-7386
Phoenix Office-Customer Service Center 1700

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

COCHISE COUNTY

Cochise Clerk of Superior Court

101 Quality Hill Rd

Bisbee, AZ 85603

(520) 432-8570

Superior Court

COCONINO COUNTY

Cococino County Clerk of Superior Court County Courthouse
200 N. San Francisco St.
Flagstaff, AZ 86001
(928) 779-6535
Superior Court

GILA COUNTY

Gila County Clerk of Superior Court Gila County Superior Court

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

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 <https://www.ssa.gov/agency/contact>.

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

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

Social Security Administration

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

Social Security Administration

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

Social Security Administration

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

Social Security Administration

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

Social Security Administration

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

Social Security Administration

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

Social Security Administration

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

Social Security Administration

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

Social Security Administration

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

Social Security Administration

3808 N 1st 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 85721
Telephone: (520) 790-2580

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.

Application Support Centers

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

USCIS Application Support Center
1330 S 16th St
Phoenix, AZ 85034

USCIS Application Support Center
4475 S Coach Dr
Tucson, AZ 85714

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
14101 Myford Rd
Tustin, CA 92780
Phone: (714) 368-5700

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
1330 S 16th St
Phoenix, AZ 85034.

Tucson Field Office
4475 S Coach Dr
Tucson, AZ 85714

LAWYER REFERRAL SERVICES

Arizona Legal Center Maricopa County
Phone: (480) 727-0127

Find Law Online Service
www.findlaw.com

Maricopa County Bar Association Lawyer Referral Service
3030 N 3rd St Ste 1260
Phoenix, AZ 85012
Phone: (602) 257-4434
www.maricopabar.org

Pima County Bar Association Lawyer Referral Service
P. O. Box 2189
Tucson, AZ 85702-2189
Pima County
Phone: (520) 623-4625
Fax: (520) 623-9772
www.pimacountybar.org

COUNTY HEALTH DEPARTMENTS IN ARIZONA

A complete list of county health departments is available on the state's web site at:
<https://www.azdhs.gov/contact.php>

HUMAN SERVICES OFFICES IN ARIZONA

A complete list of human services offices is available on the state's web site at:
<https://www.maricopa.gov/5270/Human-Services>

INDEPENDENT LEGAL SERVICES PROGRAMS IN ARIZONA

<p>COMMUNITY LEGAL SERVICES</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> <ul style="list-style-type: none"> • <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>ARIZONA FOUNDATION FOR LEGAL SERVICES & EDUCATION</p> <p>Public Legal Websites: AZLawHelp.org LawforSeniors.org LawforKids.org</p> <p><i>Counties Served:</i> All Counties in Arizona</p> <ul style="list-style-type: none"> • <p>The State Bar of Arizona created the Arizona Foundation for Legal Services & Education as a separate 501(c)3 organization in 1978, charging it with the mission of promoting access to justice for all Arizonans. 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 & resource officers, teachers & administrators, private attorneys & judges, and legal service attorneys & advocates, the Foundation works to level the playing field, so that all in Arizona have knowledge and access to the justice systems.</p>	<p>ARIZONA CENTER FOR DISABILITY LAW</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> <ul style="list-style-type: none"> • <p>The Arizona Center for Disability Law (the Center) is a federally-designated Protection and Advocacy System for the State of Arizona.</p>	<p>SOUTHERN ARIZONA LEGAL AID</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> <ul style="list-style-type: none"> • <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>
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DISASTER LEGAL SERVICES INTAKE FORM

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

DATE:	DISASTER NUMBER:
NAME OF APPLICANT:	COUNTY OF RESIDENCE AT TIME OF DISASTER:
CURRENT TEL. NO.:	BEST TIME TO CALL:
CURRENT ADDRESS: <i>(Street, City, Zip)</i>	PRE-DISASTER ADDRESS (if different): <i>(Street, City, County, Zip)</i>

LEGAL PROBLEMS (use reverse if needed)

MISCELLANEOUS

Has the caller registered for FEMA services? (not required by encouraged) Yes No

Does the caller otherwise have access to legal services? Yes No

Is the request related to the disaster? Yes No

Does the caller live on an Indian reservation? Yes No

Does the request involve a fee-generating case? Yes No

Will this call be referred to a volunteer lawyer? Yes No

Area(s) of law for referral

INTAKE VOLUNTEER NAME: (Print)	INTAKE VOLUNTEER SIGNATURE:

DISASTER LEGAL SERVICES CASE CLOSURE FORM

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

DATE FORM COMPLETED:	DISASTER NUMBER:
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NAME OF APPLICANT:

ATTORNEY WHO PROVIDED ASSISTANCE:	WERE YOU ABLE TO MAKE CONTACT WITH THE APPLICANT?
ATTORNEY PHONE:	YES NO

DATE ASSISTANCE FROM ATTORNEY BEGAN:	DATE ASSISTANCE FROM ATTORNEY ENDED:
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AMOUNT OF TIME SPENT PROVIDING ASSISTANCE

DOES THE ABA YLD NEED TO DO ANY FOLLOW-UP WITH THIS INDIVIDUAL?

YES NO

LEGAL ADVICE GIVEN/OTHER NOTES:

PLEASE FAX THIS FORM TO THE STATE BAR OF ARIZONA AT 602.271.4930
THANK YOU ONCE AGAIN FOR VOLUNTEERING YOUR TIME!