

# COMMUNITY SERVICES SYSTEM



**A Home & Community Based Services  
System for Frail Elderly & Younger  
Disabled Adults**



**Community Services System  
3950 S. Country Club Road  
Tucson, AZ 85714  
(520) 243-8375**

*In Partnership with*

**Pima Council on Aging  
8467 E. Broadway  
Tucson, AZ 85712  
(520) 790-7262**



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## WHAT IS THE COMMUNITY SERVICES SYSTEM?

The **Community Services System (CSS)** is a partnership between Pima County Government and Pima Council on Aging (PCOA) that was established in 1978. CSS is a non-medical coordinated delivery system that provides in-home and community based services to frail elderly and younger physically disabled residents of Pima County. CSS supports families in their caregiving role, as well as assisting those clients who do not have family support. The CSS continuum of services reduces the possibility of premature or inappropriate nursing home placement and enhances each client's ability to remain independent. CSS is integrated into the administrative structure of Pima Health System (PHS).

- *Pima Health System is an enterprise department of Pima County Government*
- *Pima Council on Aging is the Area Agency on Aging for Pima County*

## CSS MISSION

*The Mission of CSS is to assist frail elderly and younger physically disabled residents of Pima County in remaining safely at home for as long as possible and enhancing each individual's quality of life and their ability to remain independent.*

## WHY DO WE NEED A COMMUNITY SERVICES SYSTEM?

To achieve the goal of assisting frail elderly and/or physically disabled individuals to remain safely in their own homes and preventing or delaying nursing home placement, there must be a process that accomplishes the following:

1. Facilitates access to a complete continuum of services ranging from in-home care to community-based care;
2. Facilitates the choice of the most appropriate services for the client's unique condition, problems and concerns;
3. Ensures the integrated and coordinated delivery of services to each client;
4. Ensures periodic reviews of the appropriateness of the services that each client receives.

Without such a process, many clients would not receive the assistance they need because they do not know about the services. Clients may feel overwhelmed by all the complexities of an uncoordinated range of agencies, or they may lack the physical ability to go to each separate agency and "shop" for the services they need.<sup>1</sup>

In Pima County, this process exists through the CSS. Providing services to the frail elderly and younger physically disabled adults through the CSS enables us to better

meet the clients' needs because:

1. A continuum of services exists ranging from in-home services (home care, home repair and adaptation, home delivered meals, respite service, shopping service, emergency response system) to community-based services (congregate nutrition centers and adult day health programs). These services are supplemented by the Caregiver Education and Support Program.
2. Each client has a case manager assigned to them who is responsible for assessing the client's situation and needs. This permits the case manager to advocate for the client and coordinate the services the client receives.
3. The CSS is administered by PHS. PHS is responsible for the ongoing development and maintenance required to sustain the entire system.

### **HOW IS THE PROGRAM FUNDED?**

CSS is a non-entitlement program supported by a variety of different funding sources such as DES-Aging & Adult Administration, Pima Council on Aging, Pima County Government, The United Way, the City of Tucson, Cost Share Contributions and Donations. These funds are blended together by PHS to allow maximum efficiency and effectiveness in services. The fixed level of funding requires the delivery of effective and efficient services allocated in an equitable manner to meet the needs of the greatest number of clients.

PHS receives the funding and then contracts with various agencies to provide the services. Contracted services are provided at no cost to eligible clients, although donations are accepted. No client will be denied services if unable to donate.

<sup>1</sup>The information in this section was derived from: Gottesman, Leonard E., Barbara Ishizaki and Stacy Mong Macbride. "Service Management – Plan and Concept in Penn." *The Gerontologist*, Volume 19, no.4 (8/79).

### **WHO IS ELIGIBLE?**

The CSS serves frail elderly and younger physically disabled members of our community, who are in need of supportive services, to remain safely at home. To be eligible for services offered through the CSS clients must either be frail elderly (ages 60 and over) or younger physically disabled (ages 18-59) and meet the following criteria:

- Monthly income: Targeted Financial eligibility is set at 150% of the Federal Poverty Guidelines. See the Targeted Financial Eligibility Guidelines in the CSS Provider Manual for specifics. The financial eligibility targets allow room for case managers to exercise their discretion by completing a budget worksheet with the client. Once completed the case manager reviews the budget/assessment with their supervisor who then, together with the case manager, makes the eligibility determination.
- Moderate assistance required for at least two Activities of Daily Living (ADL) (i.e. hands on help needed for bathing, dressing, etc.) or moderate assistance

required for at least two Instrumental Activities of Daily Living (IADL) (i.e., help with laundry, shopping, house work, etc.).

This is assessed by the case manager when a client, family member or agency makes a referral to the system. Due to limited funding, services are targeted to those residents with the greatest social and economic need.

- Clients can not be receiving services through the ALTCS Program or through another federally funded program.

### **WHO IS BEING SERVED BY THE SYSTEM?**

There are approximately 2,500 clients receiving services through the CSS each year. Of these, 86% are elderly (60 and over), and the remaining clients are young physically disabled adults (18 - 59). The system serves ages ranging from 18 to over 100 with 55% of the total population over 75 years of age. About 74% of the clients are: women; 25% are African American; Hispanic or Native American and 64% of the clients live alone.

The CSS serves rural Pima County (Catalina, Marana, Green Valley, Sahuarita, Arivaca, Ajo, and Vail) as well as the Tucson metropolitan area.

### **HOW IS THE COMMUNITY SERVICES SYSTEM ADMINISTERED?**

The CSS is administered by PHS. This role includes the following:

#### Funding

PHS applies for funding for the CSS from a variety of different sources. Funding may include Social Service Block Grants, Older Americans Act Title III, State funds, Pima County funds, City of Tucson, United Way, Pima Council on Aging and any other appropriate grants.

#### Request for Proposals

PHS then incorporates the available funding and contracts with various agencies to provide the services. This process results in an integrated service system, approved by the Pima County Board of Supervisors, to provide specific services to eligible clients of the CSS.

#### Monitoring

PHS is responsible for on-going monitoring of the services provided by these contracted agencies. This includes ensuring compliance with all program and fiscal requirements of the contract. PHS also requires case managers along with their clients to complete client satisfaction questionnaires to ensure that services are offered in an appropriate manner and meet the needs of the people they are intended to serve. Case management monitoring is done jointly with Pima Council on Aging.

## Planning

PHS participates in all applicable local and State planning committees in order to represent the needs of our clients. PHS also plays a strong advocacy role with funders and the community to ensure that there is an awareness of the needs of the frail elderly and younger physically disabled.

## Training/Coordination

PHS is an available resource for training and technical assistance to all of our contracted providers. In addition, PHS plays a vital role in the coordination of the delivery system. A major benefit of the CSS is that the clients do not have to untangle a maze of services where each functions without knowledge of the others.

The following are ways in which PHS ensures this vital role:

- PHS utilizes a computerized client assessment and care plan called the Arizona Standardized Client Assessment Plan (ASCAP). This centralized system ensures that there is a standard database on all clients.
- PHS conducts community orientations to keep all players informed about the service delivery system.
- PHS contracts require that all new case managers and appropriate provider agency staff receive orientation to the targeted population prior to providing services.
- PHS provides in-service training programs, through their Education & Training department, for CSS providers.
- Monthly case management supervisor meetings are conducted to keep all case management agencies up-to-date of changes and to address issues as they arise.
- PHS staff are available to consult with CSS agency providers. PHS offers technical assistance and intervention to solve problems at every level within the CSS.

## Financial Management

PHS is responsible for the financial management of this complex, multiple fund service system. Several automated systems are utilized in order to meet all obligations to appropriately manage and report the financial status of the CSS.

## Reporting

PHS uses both the data obtained from the ASCAP and the automated claims processing system to prepare the required financial, demographic and program reports. Additionally, PHS produces numerous management reports for use by PHS staff and providers in planning and monitoring the status of the CSS.

## **HOW DO YOU ACCESS THE COMMUNITY SERVICES SYSTEM?**

All inquiries and referrals must start with a call to the Central Intake Unit at PCOA - (520)-790-7262.

## **WHAT IS THE CSS PROGRAM MODEL?**

### **Central Intake**

The initial screening of all referrals to the CSS is performed by the CSS Central Intake Unit located at Pima Council on Aging. The Central Intake Unit:

- Accepts referrals from family, physicians, hospital discharge workers, community agencies and individuals seeking information and/or services.
- Conducts a telephone screening to determine preliminary eligibility.
- Assists and refers individuals deemed ineligible for CSS services to other more appropriate community resources.
- Assigns potentially eligible individuals to a case management agency for an in depth in-home assessment.
- Monitors and tracks each intake to ensure timely assessment and eligibility determination.

After assignment to one of the case management agencies a case manager contacts the individual, arranges an in-home assessment and completes the Arizona Standardized Client Assessment Plan (ASCAP) form to determine needs and eligibility. If the individual meets the eligibility criteria the case manager develops an individualized service plan and authorizes the necessary services. For individuals that do not meet the financial and/or needs requirements, the case manager will refer them to other community services and/or refer them back to Central Intake for further assistance.

### **Case Management**

CSS utilizes a case management system to evaluate client needs, to authorize and monitor services and to manage costs within the parameters of the program. The case management system stresses client choice, self-determination, individual service planning and preservation of independence. The case manager assists each eligible client to access the array of services available through CSS as well as services and programs outside the CSS to most effectively meet each individual's needs. Case management services are provided by four local agencies that are responsible for

specified geographic service areas of Pima County. See the Case Management Service Area Map included in the back of this booklet (Appendix A) for a complete listing of zip codes and corresponding case management agencies. The contracted case management agencies are non-profit agencies that have a long history of service and commitment to the community.

- *Catholic Social Services*
- *Jewish Family and Children's Services*
- *Marana Health Center*
- *Our Family Services, Inc.*

The cooperation and collaboration between the Case Management Agencies, Pima Council on Aging and Pima Health System is vital to the success of the Community Services System.

### **WHAT SERVICES ARE PROVIDED BY THE COMMUNITY SERVICES SYSTEM?**

The needs of most CSS clients are met through services provided by PHS contracted agencies. These services include:

#### **Case Management**

Prospective clients are referred to a case management agency for an in-home assessment. The client is assigned a case manager who will work with him/her as long as he/she remains in the system. The case manager assesses the client's needs and determines the client's eligibility for services. The case manager meets with the client and his/her family to develop a service plan based on the client's needs and resources. The case manager implements the plan by authorizing CSS services for the client and contacting other community agencies for additionally needed services. The case manager also monitors the client's progress and serves as an advocate for the client.

#### **Home Care**

This program provides personal care, housekeeping, and shopper services. A home care team leader visits the client's home after receiving authorization from the case manager. A care plan is developed based upon assessment of the client's level of functioning and need for service. The care plan is reviewed as frequently as the client's condition requires, but at least every three months. The specific components of the Home Care Program are as follows:

***Attendant Care Services*** – This service provides a combination of personal care and housekeeping services. The personal care service helps maintain the client's personal hygiene and activities of daily living. The housekeeping service provides assistance in the performance of activities related to routine household maintenance at the client's residence.

***Housekeeping*** – This service provides assistance in the performance of activities related to routine household maintenance at the client's

residence. The goal is to maintain safe and sanitary living conditions for the client.

Cleaning tasks include: dusting, cleaning floors, kitchens, bathrooms, ovens, refrigerators, washing dishes, changing linens, doing laundry, and if necessary, preparing a simple meal, shopping and storing household supplies and medicines.

**Personal Care** – This service provides assistance to meet essential personal physical needs. The goal is to help the client maintain their personal hygiene and activities of daily living.

Some of the tasks may include: assisting with showering, bathing, shampooing, and dressing; transferring to wheelchair or bed; routine ambulatory activities; and assistance with eating.

**Shopping Service** - The case manager may authorize shopping service for clients who are unable to shop for themselves and have no family or friends who can do their shopping. When the shopping service coordinator receives the referral, he/she assigns the client a shopping day based on the availability of a shopper serving other clients in the same geographic area. The shopper calls each client at an arranged time prior to the shopping day to obtain the client's shopping list. Shoppers visit the clients who do not have a telephone in order to get the shopping list. The shopper takes the shopping lists of all the clients being serviced at the given time and purchases the food and household supplies for the clients at one grocery store in the area. The client cannot go with the shopper to the store. The shopper cannot do bulk shopping. The purchases are then delivered to each client's home.

Shoppers cannot purchase alcoholic beverages and do not go to more than one store for clients in a given area. However, the shopper can pick up a client's prescription at a pharmacy near the grocery store.

### **Nutrition Services** (Appendix B)

**Congregate Meals** – The Congregate Meal Program provides socialization and nutrition services to frail elderly and physically disabled clients through congregate meal centers in Pima County.

**Home Delivered Meals** – The Home Delivered Meals Program delivers nutritious frozen meals to homebound clients. When a client is referred to the program, staff assesses each client's needs and authorizes the delivery of meals, if appropriate. Although special diets are not available through the Home Delivered Meals Program, all meals are low-fat, low-sugar and low-salt. Each meal provides one-third of the U.S. Recommended Daily Allowance of nutrients.

Meal recipients must be:

- able to feed themselves and store meals.
- unable to attend a congregate nutrition center.
- unable to obtain meals from other resources (i.e., family, friends).

### **Adult Day Health Care**

Adult day health participants are more severely impaired and at a higher risk of institutionalization than participants at congregate meal centers. They require more staff assistance and a more structured environment. Each center is staffed with a nurse, a social worker, a program coordinator and several program aides.

Adult day health services are available daily and hours are dependent on the participant. Some participants are scheduled to attend the center one day per week, while others may require the service more frequently.

The Adult Day Health Center provides services such as:

- A hot meal and snacks.
- Educational and recreational activities, such as arts and crafts, films, music, speakers, bingo, card games, cooking, discussion groups and field trips.
- Health surveillance by the center's nurse.
- Training in personal care, meal planning and preparation, budgeting, using public transportation, accessing community resources and other activities of daily living.
- Individual and group counseling.

Each client is assessed by the Center's social worker after referral by the CSS case manager. The client then receives services according to the individualized plan. Each client's plan is reviewed every six months by the center's staff.

### **Home Repair and Adaptation**

This program offers services such as modification of existing fixtures or structures to help clients cope physically with their disabilities. (For example, grab bars can be installed around a toilet, or a wheelchair ramp can be built.) The service can only modify, repair or replace health or safety hazards at the client's residence. (For instance, electrical wiring or plumbing problems can be repaired or a faulty door can be replaced.) Structural repairs to walls or ceilings that are necessary to the client's health and safety can also be made.

The CSS case manager assesses the need for this service and authorizes it on the service plan. The maximum allowable costs for this service is \$750.00 per client per year.

### **Emergency Response System**

EAS is a personal, 24-hour emergency response system that helps clients remain safely in their own homes. The components of the EAS system are the electronic alert equipment located in the client's home and an emergency central base station. Also vital to this service are the

individuals designated by the client as emergency responders.

In case of an emergency, the client pushes a button, either on the EAS unit attached to the telephone or on the remote control unit that the client may wear. The EAS unit automatically dials the base station and transmits an emergency signal. Upon receiving the call, staff retrieves the client's data card and then telephones the client to determine the problem. If the client does not answer, a responder chosen earlier by the client (such as a friend) is immediately called. The responder then goes to the client's home and takes the necessary action. The responder also pushes the reset button on the Lifeline unit which signals the base station that help has arrived. Staff then calls the responder to learn the nature of the problem and to determine if additional help is needed. If the responder is not available, 911 is called.

### **WHAT SERVICES ARE AVAILABLE FOR CAREGIVERS?**

The following programs are provided by PHS to augment the services available in the CSS:

**Caregiver Education and Support Program** – The Caregiver and Education Support Program, a community service of PHS brings together individuals who are caring for elderly or disabled adults. Since 80% of caregiving is provided at home by family members, support and information available through the Caregiver Program may preclude or delay nursing home placement.

The Caregiver Education and Support Program includes:

***Support Groups for Caregivers*** – Caregivers have the opportunity to attend professionally facilitated support groups. Caregiver Support Groups are offered in English & in Spanish at various times of the day and at various locations in Pima County. Groups meet weekly for eight week sessions. The groups provide information (i.e., stress management, the grieving process, communication strategies, etc.), as well as the benefit of peer support. Ongoing support is available through monthly drop-in groups.

***Information and Referral Services*** – Program staff maintain an extensive resource file. Caregivers may call for information about community resources and/or to discuss current caregiving issues.

**Individual and Family Counseling** – For caregivers who need individual assistance, program staff are available to provide short-term counseling centered around caregiving issues. Program staff members are professionally trained and experienced.

**Caregiver's Resource Library** – A collection of books, articles, magazines, audio and video tapes are available which address topics of concern to caregivers. The material in this library is available for loan to caregivers.

**Practical Skills Classes** – Provide relevant information for people taking care of frail or disabled family, friends, or neighbors who are 60 years of age or older. Classes are typically two hours long, taught by licensed nurses and clinical social workers. Classes are held in various locations throughout Pima County. Class topics include but are not limited to some of the following: Caring for the Caregiver, Caring for Someone with Dementia, Back Safety, Body Mechanics and Transfers, Family Dynamics in Caregiving, etc.



Community Services System Case Management Services Areas by Zip Code

CATHOLIC SOCIAL SERVICES	85601 *(Arivaca), 85614, 85629, 85640* (Amado), 85645 (Amado), 85706, 85713, 85714, 85735, 85736, 85745, 85746, 85757
JEWISH FAMILY & CHILDREN'S SERVICES	85641* (Vail), 85707 (DM Military), 85708 (DM Civilian), 85710, 85711, 85712, 85715, 85730, 85747, 85748, 85749, 85750
MARANA HEALTH CENTER	85652, 85653, 85654, 85743
OUR FAMILY SERVICES	85701, 85704, 85705, 85716, 85718, 85719, 85737* , 85738(P.O Box) , 85739* , 85741, 85742, 85755

85321 town of Ajo ~ Catholic Social Services

For residents in areas listed below, ask in which County they pay taxes:

85601 community of Arivaca, mostly in Pima County.

85640 community of Amado, mostly in Santa Cruz County, a small part in Pima County.

85641 Vail is partly in Pima County, parts of J- Six- Ranchetts are in Cochise County.

85737 parts are in Pinal County.

85739 includes Saddlebrooke, which is in Pinal County.

**INSERT MAP HERE**

## APPENDIX B

### PIMA COUNCIL ON AGING SOCIALIZATION & NUTRITION PROGRAM 2007-2008 Program Year

**SENIOR CENTER MEALS** (congregate meals) and **PIMA MEALS ON WHEELS** (home delivered meals) are publicly subsidized nutrition programs that may be available to elderly residents of Pima County who meet eligibility criteria. Service availability depends upon funding. Limited funding may be available to provide meals for disabled individuals (age 18-59). Meals are provided by community non-profit agencies under contract with the Pima Council on Aging: Catholic Social Services, The Salvation Army, City of Tucson Parks and Recreation Department and the Tucson Urban League. Funding is provided by the federal Older Americans Act, Social Service Block Grant, USDA, State of Arizona, local individual contributions, and City, County and United Way dollars.

All meals are prepared to meet 1/3 of the RDA for nutrients needed by persons age 55 and over. While the average meal cost is \$5.00-5.50, fees are not charged; however, individuals are encouraged to donate toward the cost of services. These donations are then used to provide additional meals to expand the availability of the service.

**SENIOR CENTER ELIGIBILITY:** Elders aged 60 or over (or spouse regardless of age) who are in greatest social and economic need for meals and/or socialization. Advance registration for meals is required. Call individual centers for program and menu information. A transportation subsidy may be available, on a donation basis, for disabled persons aged 60 or over (or spouse regardless of age) who are registered for Van Tran or Handicar through the Regional ADA Office and are unable to afford public transportation to a PCOA nutrition center.

**FOR FURTHER INFORMATION:** Call Center Manager of site closest to person's home (list attached). Call PCOA at 790-0504 to solve problems, if needed.

**HOME DELIVERED MEAL ELIGIBILITY:** Elders aged 60 or over (or spouse regardless of age) who are in greatest social and economic need and are at risk of not meeting their daily nutritional requirements because: (a) they are homebound with two or more deficiencies in instrumental activities of daily living such as inability to prepare meals, shop for food, do housework, laundry, etc. as determined by an in-home assessment; (b) they are homebound and have no other meal preparation assistance available to them that would meet their nutritional requirements; and, c) they are temporarily incapacitated following hospital discharge or accident.

Very limited funding is available for disabled individuals, age 18-59, who are clients in the Pima County Community Services System and who meet the above functional criteria.

**FOR FURTHER INFORMATION:** Call the Community Services System Intake Helpline at 790-7262 or the provider agency that serves the client's zip code area. (Map attached). Call PCOA at 790-0504 to solve problems, if needed.

DE/PCOA 8-18-2008

**PIMA COUNCIL ON AGING SOCIALIZATION & NUTRITION PROGRAM  
2007-2008 Program Year**

SERVICE

PROGRAM MANAGERS

Congregate and Home  
Delivered Meals

ROBIN LANDERS, PROGRAM COORDINATOR (520) 791-4070  
[robin.landerson@tucsonaz.gov](mailto:robin.landerson@tucsonaz.gov) FAX: (520) 791-5314  
CITY OF TUCSON SENIOR NUTRITION PROGRAM  
Armory Park Senior Center  
220 South 5th Avenue  
Tucson, Arizona 85701

Congregate and Home  
Delivered Meals

LINDA HUTCHINGS, PROGRAM DIRECTOR (520) 624-1562  
[lindahccs@aol.com](mailto:lindahccs@aol.com) FAX: (520) 519-1303  
CATHOLIC SOCIAL SERVICES  
WESTSIDE SENIOR NUTRITION PROGRAM  
5009 E. 29<sup>th</sup> St.  
Tucson, Arizona 85711

Congregate and  
Home Delivered Meals

LYNETTE NINO, PROGRAM COORDINATOR (520) 792-1352  
THE SALVATION ARMY FAX: (520) 628-3189  
SENIOR SERVICES  
[Lynette.nino@usw.salvationarmy.org](mailto:Lynette.nino@usw.salvationarmy.org)  
1021 North 11th Avenue  
Tucson, Arizona 85705

Congregate Meals

KARINA COVINGTON (520) 791-9522 Ext 247  
[KCovington@tucsonurbanleague.org](mailto:KCovington@tucsonurbanleague.org) FAX: (520) 623-9364  
TUCSON URBAN LEAGUE  
2305 S. Park Ave.  
Tucson, Arizona 85713

GENERIC ELIGIBILITY:

Older persons aged 60 and over (or spouse regardless of age) and \*disabled persons within the Pima County Community Services System in greatest social and economic need who:

1) are at risk of not meeting their daily nutritional requirements and/or do not have sufficient opportunities for social interaction;

2) are homebound with two or more limitations of instrumental activities of daily living such as inability to prepare meals, shop, do housework, laundry, etc., as determined by a in-home visit;

3) are homebound and have no other meal preparation assistance available to them to meet their nutritional requirements;

\*Funding is very limited for disabled persons, age 18-59.

ACCESS:

FOR CONGREGATE MEALS: call the center manager of site closest to person's home to pre-register.

FOR HOME DELIVERED MEALS: call the Community Service System Intake Helpline at (520) 790-7262. If home delivered meals are the ONLY service needed, call the provider agency according to the potential client's zip code as listed below:

FOR TRANSPORTATION SUBSIDY: call center manager of site closest to client's home for information about registering for ADA service.

Call Pima Council on Aging at (520) 790-0504 if there are further questions or problem resolution is required.

**CATHOLIC SOCIAL SERVICE**

**SALVATION ARMY**

**CITY OF TUCSON**  
**(ARMORY PARK)**

**(520) 624-1562 FAX: 519-1303 (520) 792-1352 FAX: 628-3189 (520) 791-4070 FAX: 791-5314**

85653 – Marana	85710	85701
85654 – Rillito	85711	
85321 - Ajo	85712	
85614 - Green Valley	85713 – East of I-10/Campbell	
85629 - Sahuarita	85714 – East of Campbell	
85704	85715	
85705	85716	
85706	85718 - *	
85713 - West of I-10	85719	
85714 - West of Campbell	85730*	
85735	85747 (Vail/Rita Ranch)	
85737*	85748 (Wrightstown)	
85741	85749*	
85742*	85750*	
85743	85641* (Vail Area, N of I-10)	
85746		

CSS & SA may have daily delivery in some zip code areas. Call the provider for updated information.

DA/PCOA 8-18-2008

**\*DENOTES LIMITED SERVICE AREA**

