

# TERROS Mobile Crisis

**REFERRAL BOOK**  
2012

# TERROS REFERRAL INDEX

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- How to report suicidal comments on Facebook
- TERROS information
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- Phoenix Fire Resources for fire fighters, members and family
- Psychiatric D/O's and Med info
- CISD/M Info
- 110 things to do for less \$\$\$ in AZ
- Miscellaneous

## On-Line Resources for Information:

- **Community Information and Referral** [www.cirs.org](http://www.cirs.org)
- **Magellan Provider information:**  
<http://www.magellanofaz.com/mypage-en/find-a-provider/provider--clinic-directories.aspx>

*If you find any mistakes, old information, or have new resources, please submit to your manager so this may be updated.*



Alphabetical Listings	Phone	Quick Reference: Notes
Access to Care Point West Valley	877-931-9142	824 n 99 <sup>th</sup> Ave, Avondale, 85323
Access to Care Point East Valley	877-931-9142	358 E. Javelina Avenue, Suite 101, Mesa, AZ 85210
APS (Adult Protective Services)	877-767-2385	Department of Economic Security (DES), Adult Protective Services <a href="http://www.de.state.az.us/aaa">www.de.state.az.us/aaa</a>
Area Agency on Aging	602-264-4357	Senior Help line: Will help route to right department: available 24/7
Banner Appointment Line M-Th 8a-6p, Fri-Sun 8a-8p	602-254-HELP 800-254-4357	To check bed availability for psych / detox services (Private Insurance or Medicare)
CPS Hotline	1-888-SOS-CHILD	
Community Info & Referral	602-263-8856 800-352-3792	<a href="http://www.cirs.org">www.cirs.org</a>
Community Bridges CC	602-273-9999	2770 E Van Buren, Phoenix 85008
Community Bridges EV	480-962-7711	560 S Belleview, Mesa 85204
Connections Arizona (UPC)	602-416-7600	903 N. 2 <sup>nd</sup> St., Phoenix, 85004
Interpreter Services for Deaf Clients:		* * It will take approximately 1 hour to have interpreter arrive on scene
Arizona Interpreting Services (deaf)	480-961-7331 office	602-851-7635 (emergency pager)
Arizona Freelance Interpreters (deaf)	480-595-9515	Leave message if no one answers after hours
Valley Center for the Deaf (deaf)	602-267-1921 (7a-5p)	After hours: 480-921-1300
Language Line	1-877-261-6608	<b>Code: 544071 will need: Ct DOB, last 4 of SSN</b>
Recovery Innovations (RRC)	602-650-1212	Recovery Response Center (RRC)
Shelter – Overflow	602-252-3650	
Poison Control	800-222-1222	
PAD – EMPACT team* See flyer	480-784-1514 xt1158	
SMI evaluation- CPR	480-804-9542 x350	
Warmline (4pm – 12am) M – F 12p – 12a	602-347-1100	peer-to-peer telephone services for non-crisis callers living with mental illness and or addiction
Women’s Resource Center, Fresh Start	602-252-8494	1130 E McDowell Rd, Phoenix 85006 <a href="http://www.wehelpwomen.com">www.wehelpwomen.com</a> ; for women ages 18 years or older who are seeking information, resources and assistance in their quest for emotional and financial independence
Notes:		

## Quick Reference

Alphabetical Listing of Referrals	Phone	Provider Network Organizations notes
<b>ADULT PNO's</b>		<a href="http://www.magellanofaz.com/media/438255/maricopa%20county%20clinic%20system%20contact%20information_12-12-11_update.pdf">http://www.magellanofaz.com/media/438255/maricopa%20county%20clinic%20system%20contact%20information_12-12-11_update.pdf</a>
<b>Choices Clinics:</b> <a href="http://www.choicesnetwork.org/">http://www.choicesnetwork.org/</a>		
Arcadia	<b>602.957.2220</b>	331 N. 44 <sup>th</sup> St., Ste 100, Phx, 85018
Enclave	<b>480.929.5100</b>	1642 S. Priest Dr. Ste. 101, Tempe 85251
Midtown	<b>602.264.4331</b>	3333 N. 7 <sup>th</sup> Ave., Phoenix, 85013
South Central	<b>602.323.3000</b>	1616 E. Roeser Rd., Phoenix, 85040
Townley	<b>602.944.9810</b>	8836 N. 23 <sup>rd</sup> Ave., Ste. B-1, Phoenix, 85021
West McDowell	<b>602.278.1414</b>	5030 W. McDowell Rd., Ste. 16, Phoenix, 85035
<b>People of Color Network:</b> <a href="http://www.pocn.com/">http://www.pocn.com/</a>		
Centro Esperanza	<b>480.615.3800</b>	310 S. Extension, Mesa 85210
Comunidad	<b>602.251.0650</b>	1035 E. Jefferson St. Ste. A, Phoenix 85034
Capitol Center	<b>602.252.7330</b>	1540 W. Van Buren St., Phoenix, 85007
<b>Partners in Recovery:</b> <a href="http://www.partnersinrecovery.us.com/">http://www.partnersinrecovery.us.com/</a>		
East Valley	<b>480.218.3280</b>	4330 E. University Dr., Mesa, 85205
Metro Center	<b>602.997.9006</b>	10204 N. 31 <sup>st</sup> Ave., Ste. 200, Phoenix, 85051
West Valley	<b>623.583.0232</b>	11361 N. 99 <sup>th</sup> Ave., Ste. 601, Peoria, 85345
Hassayampa Campus	<b>928.684.51321</b>	811 N. Tegner, Ste. 121, Wickenburg, 85390
<b>Southwest Network:</b> <a href="http://www.southwestnetwork.org/dnn/ServicesForAdults/tabid/77/Default.aspx">http://www.southwestnetwork.org/dnn/ServicesForAdults/tabid/77/Default.aspx</a>		
Bethany Village	<b>602.353.2340</b>	4210 W. Bethany Home Rd., Glendale, 85301
Garden Lakes	<b>623.932.6950</b>	4170 N. 108 <sup>th</sup> Ave., Phoenix, 85037
Hampton	<b>480.838.5550</b>	1440 S. Country Club Dr. Ste. 12, Mesa, 85210
Highland	<b>602.241.4600</b>	4707 N. 12 <sup>st</sup> , Phoenix, 85014
Osborn	<b>602.269.5300</b>	3640 W. Osborn Rd., Ste. 1, Phoenix, 85019
Saguaro	<b>602.652.3500</b>	3227 E. Bell Rd., Ste. 170, Phoenix, 85032
San Tan	<b>480.786.8200</b>	1465 W. Chandler Blvd., Bldg. A, Chandler, 85224
<b>Child &amp; Adolescent PNO's:</b>		<a href="http://www.magellanofaz.com/media/455157/summary%20of%20direct%20and%20specialty%20services%20rev%20201.23.2012.pdf">http://www.magellanofaz.com/media/455157/summary%20of%20direct%20and%20specialty%20services%20rev%20201.23.2012.pdf</a>
<b>People of Color Network (PCN)</b>	<b>(888) 788-4488 602-253-3084</b>	<ul style="list-style-type: none"> <li>• Centro de Amistad</li> <li>• Chicanos Por La Casa</li> <li>• Ebony House</li> <li>• EMPACT-SPC;</li> </ul>
<b>Southwest Network (SWN)</b> (open until 7 pm Mon – Fri) <a href="http://www.southwestnetwork.org/dnn/ServicesForChildren/tabid/76/Default.aspx">http://www.southwestnetwork.org/dnn/ServicesForChildren/tabid/76/Default.aspx</a>	<b>(888) 343-0177 Emergency: 602-793-3796 Day time 602-509-5458 after hour/WE</b>	<ul style="list-style-type: none"> <li>• Arizona Children's Association</li> <li>• Phoenix Interfaith</li> <li>• Touchstone Behavioral Health</li> <li>• Southwest Human Development</li> <li>• Bayless and Associates</li> <li>• Black Family and Child Services</li> <li>• Rio Salado Beh. Health</li> </ul>
<b>Quality Care Network (QCN)</b> <a href="http://www.qcnaz.com/index.php?option=com_content&amp;view=article&amp;id=61&amp;Itemid=148&amp;lang=en">http://www.qcnaz.com/index.php?option=com_content&amp;view=article&amp;id=61&amp;Itemid=148&amp;lang=en</a>	<b>602-773-4900</b>	<ul style="list-style-type: none"> <li>• A New Leaf;</li> <li>• Devereux;</li> <li>• Jewish Family &amp; Children's Services;</li> <li>• Valle Del Sol</li> <li>• Mountain Health and Wellness</li> </ul>
<b>General Mental Health &amp; Substance Abuse Providers</b>		<a href="http://www.magellanofaz.com/media/437219/intake%20gmhsa%20providers%202011.pdf">http://www.magellanofaz.com/media/437219/intake%20gmhsa%20providers%202011.pdf</a>
<b>Notes:</b>		

Alphabetical Listing of Referrals	Phone	Aging & Disabled notes
<b>AARP</b> -American Assoc. of Retired Persons	866-389-5649	<a href="http://www.aarp.org">www.aarp.org</a>
<b>ABIL</b>	602-256-2245	AZ Bridges to Independent Living – Advocacy & Programs by & for persons w/ Disabilities <a href="http://www.abil.org">www.abil.org</a>
<b>Alzheimer’s Association -24 Hr Helpline</b>	800-272-3900	24 Hr Helpline (services available in Spanish) <a href="http://www.alz.org">www.alz.org</a>
<b>Area Agency on Aging</b>	602-264-2255	
<b>Elder Law Hotline</b>	1-800-231-5441	8:00 am – 4:00 pm; 60 yrs and older, AZ resident – resident must call, NO third party calls
<b>Foundation for Senior Living</b>	602-285-1800	Seniors, Adults with Disabilities and Caregivers, without regard to race, religion or socio-economic status <a href="http://www.fsl.org">www.fsl.org</a>
<b>Arizona Ombudsman Office:</b> <b>See below</b>		<a href="http://www.azleg.gov/ombudsman/dept_director.asp#elderly">http://www.azleg.gov/ombudsman/dept_director.asp#elderly</a>
Adult Care Facilities (Nursing Homes, Assisted Living, Adult Foster Care): Complaints	(602)542-6454	
Adult day care Department of Health Services (DHS) Assisted Living	602)364-2641	<a href="http://azdhs.gov/als/hcb/">http://azdhs.gov/als/hcb/</a>
Aging: Advice and Information	(602)542-4710	Governor's Advisory Council on Aging <a href="http://www.de.state.az.us/gaca/">www.de.state.az.us/gaca/</a>
Elder Affairs: Consumer Fraud, Telemarketing	(602)542-2124	Attorney General's Office <a href="http://www.azag.gov/seniors/index.html">www.azag.gov/seniors/index.html</a>
Financial Assistance	(602)542-4446	Department of Economic Security (DES), Arizona Senior Resources <a href="http://www.de.state.az.us/senior/financial.asp">www.de.state.az.us/senior/financial.asp</a>
Legal Information	(602)542-2124	Arizona Attorney General <a href="http://www.azag.gov/seniors/index.html">www.azag.gov/seniors/index.html</a>
Medicare Cost Sharing	(602)417-5010 (800)528-0142	Arizona Health Care Cost Containment System (AHCCCS), Qualified Medical Beneficiaries (QMB) <a href="http://www.ahcccs.state.az.us/services/programs/MCS.asp">www.ahcccs.state.az.us/services/programs/MCS.asp</a>
Senior Discounts (Utilities)	(602)542-4446 (800)357-4486	Department of Economic Security (DES), Division of Aging and Community Service <a href="http://www.de.state.az.us/senior/financial.asp">www.de.state.az.us/senior/financial.asp</a>
<b>Maricopa County Public Fiduciary</b>	<b>602.506.5922</b>	It is the responsibility of the Public Fiduciary to protect the legal rights and financial interests of vulnerable adults needing guardianship and conservatorship and to administer decedent estates where there is no one else able to do so. It is the Public Fiduciary's role to balance protection with autonomy so that people may live in a way they choose with the support of family and friends. web: <a href="http://www.maricopa.gov/pubfid/">http://www.maricopa.gov/pubfid/</a>
<b>Duet: Partners in Health and Aging</b>	<b>602.274.5022</b> <b>Mon – Fri 8a.m. – 4:30p.m.</b>	To promote health and well-being through a broad range of services to homebound adults, caregivers, faith communities, and grandparents raising grandchildren. <a href="http://duetaz.org/index.php/about-us/">http://duetaz.org/index.php/about-us/</a>
<b>Arizona Senior Center Association</b>	<b>602.534.6407</b>	The Arizona Senior Center Association (ASCA) is a professional organization that promotes both the quality of senior centers in Arizona and the well-being of our seniors; if you work in the field of senior services you should consider joining ASCA. <a href="http://www.arizonaseniors.net/">http://www.arizonaseniors.net/</a>
<b>NOTES:</b>		





Alphabetical Listing of Referrals	Phone	<b>ASSISTANCE: Language, Deaf &amp; Hard of Hearing</b> Notes
<b>C.O.P.D.</b>	<b>602-792-1906 (voice or TDD)</b>	Community Outreach Program for the Deaf
<b>Interpreter Services for Deaf Clients:</b>		* It will take approximately 1 hour to have interpreter arrive on scene
<b>Arizona Interpreting Services (deaf)</b>	<b>480-961-7331 office</b>	602-851-7635 (emergency pager)
<b>Arizona Freelance Interpreters (deaf)</b>	<b>480-595-9515</b>	Leave message if no one answers after hours
<b>Valley Center for the Deaf (deaf)</b>	<b>602-267-1921 (7a-5p)</b>	After hours: 480-921-1300
<b>Language line</b>		
<b>East Valley Deaf Club</b>		5025 N. Central Ave., Phoenix
<b>Apache Trails Apartment for Deaf Residents</b>	Video phone: 480.305.0201	2428 E. Apache Blvd., Tempe

Alphabetical Listing of Referrals	Phone	Child & Adolescent
ANASAZI <a href="http://www.anasazi.org">www.anasazi.org</a>	480.892.7403	(Wilderness Therapy) 1424 South Stapley Dr. Mesa, Arizona 85204
Bayless Behavioral Solutions	602.368.8716 602.230.7373	
*Big Brother's / Big Sister's	602-264-2447	
Boys and Girls Club	1-800-854-club	
Boy Scouts	602-955-7747	
Call A Teen	602-252-6721	Charter school, GED classes, vocational training, workforce investment act, Youth Build (18-24yrs old) obtain GED & learn carpentry
Canyon State Academy (Residential for Teens)	480-987-9700	Accepts AHCCCS
Childhelp Children's Center	602-271-4500	
Crisis Nursery (Phx)	602-273-7364	Children up to 8 years old
Crisis Nursery (Mesa)	480-969-2308	Children up to 12 years old
Friendly House	602-416-7328	Youth Services: Charter school; daycare call for requirements
Head start – City of Phoenix	602-262-4040	
Headstart – Maricopa County	602-506-5911	
JAG (Glendale) (run by A New Leaf-23hrs Respite for teens)	623-847-7040	Address: 8581 N 61 <sup>st</sup> ave, Glendale 85302
Jewish Family & Children's Services	602-279-7655	Admin Offices
Parc Place	480-917-9301	2190 North Grace Blvd. Chandler, Arizona 85224 Male and female adolescents ages 12 to 18. Who are experiencing problems with substance abuse and emotional or behavioral issues
Phoenix Job Corps.	602-254-5921	
Mayfield House ( Mesa) (run by A New Leaf – 23hrs respite for teens)	480-464-7468	Address: 217 W University, Mesa AZ 85203 youth/family services for offenders, pre-delinquent youth, and families. Ages 8-17 years.
The New Foundation	480.945.3302	1200 N. 77 <sup>th</sup> St., Scottsdale 85257 <a href="http://www.thenewfoundation.org/">http://www.thenewfoundation.org/</a>
S.T.O.P. – Support Through Other Parents	623-846-5464	(formerly Tough love) Tuesday Pm 7-9:15; Thursday 7–9:15 *For parents of children of ALL ages*
SW Autism Research & Resource Center	602-304-8717	Support for individuals and families <a href="http://www.autismcenter.org">www.autismcenter.org</a>
Teen Lifeline	602-248-8336	
Tumbleweed Center for Youth Development::		
Tumbleweed Open Hands (ages 11-17)	602-841-5799 1.866.SAFE.703	Crisis shelter for 11-17 years olds (confidential location)
Tumbleweed – Young Adult Program	602.468.2417	transitional living program for 16-18 year olds (can take pregnant/parenting teens)
Learning Center/WIA Programming	602.264.6035	1950 W. Heatherbrae Dr., PHX 85013 HS and Workforce Investment Act employment programs for homeless youth
Tumbleweed- Phoenix Youth Resource Center and Street Outreach Program	602.462.5611	1641 East McDowell Road, Phoenix Day Resource Center for homeless youth and young adults ages 12-25 years old. Provides basic needs and case management services. Street Outreach to Phoenix areas five nights a week.
Tumbleweed --- Tempe Youth Resource Center and Street Outreach Program	480.966.2036	17 East 7 <sup>th</sup> Street, Tempe Day Resource Center for homeless youth and young adults ages 12-25 years old. Provides basic needs (laundry, food, shower services, referrals, clothing, hygiene, etc) along with case management services. Street Outreach to East Valley cities three nights a week.
Tumbleweed - START	602.667.0607	based at Learning Center, but scattered site apartment program Transitional Housing for homeless young adults ages 18-25 years old
Tumbleweed - GreenHouse	602.667.0607	based at Learning Center, but scattered site apartment program Transitional Housing for LGBTQ homeless young adults ages 18-25 years old
Tumbleweed - Tempe HAY/HPRP		based at the Tempe Youth Resource Center, but scattered site apartment program =Transitional Housing for homeless young adults in Tempe ages 18-25 years old (*must enter case management services at Tempe Youth Resource Center first, referral should be made to TYRC).
Tumbleweed – 24-hour crisis hotline	1-866-841-5799	Mobile response to youth (18 and under) in crisis (this would be a referral a team could provide to a youth that they felt might runaway or be in an

		unsafe place as an alternative to reach out for help). Teams should not call themselves (calls need to be youth initiated), they should call Open Hands if looking for a safe alternative for a youth.
<b>Ujima House (girls in 1<sup>st</sup> and 2<sup>nd</sup> trimester)</b>	<b>602-973-2685</b>	at-risk unwed teenage girls 13-18
<b>YMCA</b>	<b>602.404.9622</b>	<a href="http://www.valleymca.org/index.cfm">http://www.valleymca.org/index.cfm</a>
<b>NOTES:</b>		
<b>Child &amp; Adolescent</b>		

- Note: Most cities have park and rec programs that are more cost effective for children and adolescents to participate in after school and summer activities/sports.
- Note: For children / adolescents in CPS custody, can educate caregiver regarding CPS stabilization services and provide phone number for the CPS Stabilization Manger.
  - NOTE: You must complete the CPS referral form and give it to Stabilization manger.



Alphabetical Listing of Referrals	Phone	Cultural Diversity Notes
Arizona Buddhist Temple	602.278.0036	
Chinese Cultural Center	602.2737266	668 North 44 <sup>th</sup> Street Ste 228
Lutheran Social Services of the Southwest	602.248.4400	
Native American Community Center	602.266.6363	
<b>Spanish Speaking</b>		
Al-Anon	602-275-4343	Centro de Informacion de Arizona
Catholic Charities Community Services*	602-997-6105	Multiple services – sliding fee
Centro de Amistad of Guadalupe AZ	480-833-0227	Mental health and substance abuse; Medicaid & self pay*
Centro de Ayuda*	602-255-0123 480-924-3400	Legal Assistance with immigration and taxes; community referral to various services – most services free*
Friendly House	602-257-1870	Immigration issues
Gamblers Anonymous – Spanish	(888) 665-8346 888 NOJUEGO	Arizona Spanish Hotline Number
Immigration – domestic violence	602-997-6105	Immigration Domestic Violence: eligible immigrant women leaving abusive situations
NOTES:		

**Cultural Diversity**

Alphabetical Listing of Referrals	Phone	GLBTQ Notes
GLBT Health ( <a href="http://www.glbthealth.org">www.glbthealth.org</a> )	617-988-2605 x 201	also: <a href="http://www.hbgdo.org">www.hbgdo.org</a>
Int'l Foundation for Gender Education	781-899-2212	also: <a href="http://www.gender.org">www.gender.org</a> (ifge.org)
Joshua Tree Feeding Program, inc	602-264-0223	<a href="http://ww.joshuatreefeedingprograminc.org">ww.joshuatreefeedingprograminc.org</a>
PFLAG*	602-843-1404	<a href="http://www.pflag-phoenix.org">www.pflag-phoenix.org</a> *Parents & Friends of Lesbians & Gays
Phoenix Q-Line	1-800-527-4747	24 hour crisis hotline/ Info. Referral for Phoenix are GLBTQ youth and families
The Sylvia Rivera Law Project	212-337-8550	<a href="http://srlp.org">srlp.org</a>
Transgender Awareness Training	(802) 453-5370	<a href="http://tgtrain.org">tgtrain.org</a>
GLBT Health ( <a href="http://www.glbthealth.org">www.glbthealth.org</a> )	617-988-2605 x 201	also: <a href="http://www.hbgdo.org">www.hbgdo.org</a>
Grief Outreach Associates	602-808-8661	
One-n-ten	602-754-1175	Today: <b>one n ten</b> currently serves over 200 youth per week between our weekly discussion groups in Phoenix, Tempe, and Glendale, and at our <b>one n ten</b> youth center in Phoenix. <b>One n ten</b> is currently focused on enhancing and expanding our youth programs and services. We are working to increase public awareness of <b>one n ten</b> and to promote issues of importance to valley youth. We continue to reach out to the community for partners to help us in this effort. Please contact us if you would like to be involved with <b>one n ten</b> and our work toward safer environments for LGBTQ youth. <a href="http://oneten.org/">http://oneten.org/</a>
The TREVOR Lifeline	1.866.488.7386	"The Trevor Project is the leading national organization providing crisis intervention and suicide prevention services to lesbian, gay, bisexual, transgender, and questioning youth" <a href="http://www.thetrevorproject.org/lifelinechat">http://www.thetrevorproject.org/lifelinechat</a>
Tumbleweed - GreenHouse	602.667.0607	based at Learning Center, but scattered site apartment program Transitional Housing for LGBTQ homeless young adults ages 18-25 years old <a href="http://www.advocatesforyouth.org/glbtc-issues-home">http://www.advocatesforyouth.org/glbtc-issues-home</a>
PFLAG		We, the parents, families and friends of lesbian, gay, bisexual and transgender persons, celebrate diversity and envision a society that embraces everyone, including those of diverse sexual orientations and gender identities. Only with respect, dignity and equality for all will we reach our full potential as human beings, individually and collectively. PFLAG welcomes the participation and support of all who share in, and hope to realize this vision. <a href="http://www.pflagphoenix.org/chapter/what_is_pflag.html">http://www.pflagphoenix.org/chapter/what_is_pflag.html</a>
Pride Guide AZ, community resources, Phoenix		<a href="http://www.gayarizona.com/resources.html">http://www.gayarizona.com/resources.html</a>
Phoenix – Community Resources — Advocacy		<a href="http://1vcc.org/">http://1vcc.org/</a>
On-line		

**GLBTQ**

Alphabetical Listing of Referrals	Phone	<b>Grief &amp; Loss</b> Notes
The Compassionate Friends (TCF)	480-752-1832	<a href="http://www.compassionatefriends.org">www.compassionatefriends.org</a> ; assist families after death of a child
Franciscan Renewal Center	480-948-7460	<a href="http://www.thecasa.org/">http://www.thecasa.org/</a> Grief Support Group (Tuesdays, 5:30 p.m. - 7:00 p.m.) This group is for individuals grieving the loss of a loved one.
Healing Rainbows: LGBT Support Group	602.636.5390	Hospice of Arizona, contact Debra <i>offered exclusively for those in the GLBT community (including family members) who've experienced a death</i>
Grief and Bereavement Support Group	602-678-1313	Hospice of Arizona (groups available for children who are grieving)
Grief Support Group	602-530-6970	Hospice of the Valley
M.I.S.S. Foundation	623-979-1000	Support Groups for after the death of a child
New Song Center for Grieving Children	480-951-8985	<a href="http://www.thenewsongcenter.org">www.thenewsongcenter.org</a>
Pet Grief Support Service Helpline	602-995-5885	<a href="http://www.caaainc.org/petgriefsupport.htm">www.caaainc.org/petgriefsupport.htm</a>
Stepping Stones of Hope	602-264-7520	4000 N. 7st St., Ste 108, Phx AZ 85014 – Grief Camps and other info.
Hospice of the Valley – on-line listings		<a href="http://www.hov.org/grief_support_groups.aspx">http://www.hov.org/grief_support_groups.aspx</a>
<b>On-line</b>		
<a href="http://www.GriefNet.org">www.GriefNet.org</a>	- - -	We have almost 50 e-mail support groups and two web sites. Our integrated approach to on-line grief support provides help to people working through loss and grief issues of many kinds.
<b>NOTES:</b>		
<b>Grief, Loss, and Trauma</b>		

Alphabetical Listing of Referrals	Phone	Health & Medical Notes
<b>General</b>		
American Heart Association	1-800-242-8721	
Arizona Smokers Helpline	1-800-556-6222	
A Place Called Home	602-942-1572	
Clinicia Adelante, Inc. (Family Medical Care)		Payment at time of service unless otherwise arranged. Accept AHCCCS
Clinicia Adelante Buckeye	623-386-4814	
Clinicia Adelante Gila Bend	928-683-2269	
Clinicia Adelante Mesa	480-491-6235	
Clinicia Adelante School-based Clinics	623-386-6114	
Clinicia Adelante Surprise	623-546-2294	
Clinicia Adelante Wickenburg	928-684-9555	
Diabetes Information and Resource hotline	1-800-480-6534	
Healthcare Connect (320 E. McDowell 85004)	602-288-7564	
Maricopa Integrated Health System (MIHS)	602-344-8181	Financial assistance program: Maricopa Integrated Health System has professionals ready to walk you through the AHCCCS application process. Call the clinic nearest you to begin the application process. Based on federal guidelines, you may be eligible to receive medical care from Maricopa Medical Center. (Based on AHCCCS denial) A sliding fee scale will be used to determine the percentage of your bill you will pay. To find out more about the sliding scale, call the MIHS Business Office at 602.344.8181.
MIHS – Desert Vista	480-344-2100	Treatment is provided at affordable rates for those who do not have insurance or public benefits (i.e., Medicare, AHCCCS). Treatment is provided by psychiatric residents under the supervision of Board Certified attending psychiatrists
Mission of Mercy Mobile Clinic	717-642-9062	Mobile clinic – see attached schedule: <a href="http://www.aMissionOfMercy.org">www.aMissionOfMercy.org</a> Appointments recommended due to volume
Mountain Park Health Centers:		For those individuals without insurance, there is an affordable sliding fee program, with co-pays starting at \$25
Mountain Park Health Center - Maryvale	623-247-6266	4616 N. 51 <sup>st</sup> Ave. Ste 203
Mountain Park Health Center - Phoenix	602-286-6090	690 N. Cofco Center, Ste 230, 85008
Mountain Park Health Center – South Phx	602-243-7277	635 E. Baseline Rd., Phx, 85042
Mountain Park Health Center – Tempe	480-921-1100	1492 S. Mill Ave. Ste 312
Mountain Park Health Center – Tolleson	623-936-6795	9169 W. Van Buren
Healthcare for the Homeless	602-372-2110	220 S. 12 <sup>th</sup> Ave., Phoenix, 85007
National Chronic Pain	916-632-0922	
National Health Information Center	(800) 336-4797	9 - 5pm Eastern time; <a href="http://www.health.gov/nhic">www.health.gov/nhic</a>
Tobacco Cessation Program	602-344-1440	Maricopa Integrated Health System; Primary care referral requested
NOTES:		
<b>Health and Medical</b>		

Alphabetical Listing of Referrals	Phone	<b>Health &amp; Medical</b> Cont'd Notes
<b>HIV Resources</b>		
CASA de Shanti (AIDS housing)	602-276-7554	
Concilio Latino de Salud (AIDS Services)	602-285-0970	
HIV Care Directions	602-344-6550	
HIV/AIDS grief group	602-277-9551	
McDowell Healthcare Center (HIV)	602-224-0030	
Phoenix Shanti Group	602-279-0008	
Southwest Center for Hiv/Aids	602-307-5330	(Formerly Body Positive)
<b>RX Assistance</b>		
CopeRx Card	888-227-8315	Open to all AZ residents; provides substantial discounts on prescription drug prices
Free Medicine Foundation	(888) 812-5152	
Fry's Grocery		Offers many generics for \$4 / 30 days OR \$10 / 90 days
Health Med Assistance	(877) 277-9769	
Helping Hands Helping those in need	1-877-482-6033	Apply Online or over the phone at 877-482-6033...the process takes about 10-15 minutes. At that time, we will check the facts to see if you qualify for these. The only fees are a one time set up fee of \$20 and a one time fee of \$15/prescription to help us help you get started in the process. If you have not received your medications within 90 days, everything but the one time set up fee is refundable
Medications for low Income (www.pharma.org)	(800) 762-4636	
NeedyMeds	-----	<a href="http://www.NeedyMeds.com">www.NeedyMeds.com</a> "the best resource for Patient Assistance Programs"
Prescription Assistance	(888) 477-2669	
Target Stores		Offers many generics for \$4 / 30 days OR \$10 / 90 days
Walmart/Sam's club		Offers many generics for \$4 / 30 days OR \$10 / 90 days
NOTES:		

## Health and Medical

<b>Hospitals</b>					
<b>Alphabetical Listing of Referrals</b>	<b>Phone</b>	<b>P</b>	<b>A</b>	<b>BX</b>	<b>Notes</b>
Arizona State Hospital	602-244-1331				2500 E Van Buren, Phoenix 85008
Arizona Heart Hospital	602-532-2130				
Arrowhead Community	623-561-1000 623-561-7222 (ER)				18701 N. 67 Ave, Glendale 85308
Aurora Beh Health - Glendale	623-344-4400				6015 W. Peoria <b>(NO ER)</b>
Aurora Beh Health – Tempe					6350 S. Maple Ave., Tempe 85283
Banner – Cardon Children’s Medical Center	480-412-5437				1400 S. Dobson Rd., Mesa 85202
Banner Scottsdale Beh Health	480- 941-7500 602-588-5555			X	7575 E. Earll, Scottsdale 85251 <b>(NO ER)</b> 5555 W Thunderbird, Glendale 85306 <b>(602) 588-4700 (Beh Health)</b>
Banner Thunderbird*				X	
Banner Desert	480-835-3000				1400 S. Dobson Rd, Mesa 85202
Banner Baywood	480-321-2000 480-321-4200 (ER)				6644 E. Baywood Ave., Mesa AZ 85206
Banner Good Samaritan*	602-239-2000 602-239-2222 (ER)			X	111 E. McDowell Rd, Phoenix 85006
Banner Estrella	623-327-4000				9201 W. Thomas
Banner Ironwood	480-394-4000				37000 N Gantzel Rd., San Tan Valley 85140
Boswell Memorial	623-977-7211				10401 W. Thunderbird, Sun City 85351
Carden’s Children’s Hospital					
Chandler Regional	480-963-4561 480-821-3210				475 S. Dobson, Chandler 85224
Del Webb Memorial	(623) 214-4000				14502 W. Meeker, Sun City West 85375
Del Webb - SAGE	623.214.4042				
Desert Vista	(480) 344-2000				570 E. Brown Rd, Mesa 85201 <b>(NO ER)</b>
Haven Senior Horizons	623.236.2000			X	1201 S. 7 <sup>th</sup> Ave., Suite 200, Phoenix, 85007 <b>(NO ER)</b>
J.C.Lincoln-Deer Valley	(623) 879-6100 (623) 879-5353				19829 N. 27 <sup>th</sup> Ave, Phoenix 85027
J.C.Lincoln-N. Mtn	(602) 943-2381				250 E. Dunlap, Phoenix 85020
Maricopa Medical Center	(602) 344-5011 (602) 344-5411 (ER)				2601 E. Roosevelt, Phoenix 85008
Maryvale	(623) 848-5000 (623) 848-5200 (ER)				5102 W. Campbell Ave, Phoenix 85031
Mayo Clinic Hospital	(480) 515-6296 (480) 969-9111 (ER)				5777 E. Mayo Blvd, Phoenix 85054
Mercy Gilbert Medical Center	480-728-8000				3555 S. Val Vista Dr. Gilbert 85296
Mesa General	(480) 969-9111 (480) 844-6285 (ER)				0515 N. Mesa Dr, Mesa 85201
Paradise Valley	(602) 923-5000 (602) 923-5100 (ER)				3929 E. Bell Rd, Phoenix 85032
Phoenix Baptist	(602) 249-0212				2000 W. Bethany Home, Phoenix 85015
Phoenix Children’s	602-933-1000 602-546-1900 (ER)				1919 E. Thomas Rd, Phoenix, 85016
Phoenix Indian	(602) 263-1200				4212 N 16 <sup>th</sup> St, Phoenix 85040
Phoenix Memorial	(602) 258-5111 (602) 824-3220				1201 S. 7 <sup>th</sup> Ave, Phoenix 85007
St Joseph’s	(602) 406-3000 (602) 406-3361 (ER)				350 W. Thomas Rd, Phoenix 85013
St Luke’s - Phoenix	(602) 251-8100 (602) 251-8183 (ER)			X	1800 E. Van Buren, Phoenix 85006 (602) 251-8535 (Beh Health)
St Luke’s - Tempe	(480) 968-9411				1500 S. Mill Ave, Tempe 85281
Scottsdale Healthcare – Shea	(480) 860-3000 (480) 860-3810 (ER)				9003 E. Shea Blvd, Scottsdale 85260
Scottsdale Healthcare - Osborn	(480) 675-4800 (480) 675-4800 (ER)				7400 E. Osborn, Scottsdale 85251
Valley Lutheran	(480) 981-2000				6644 E. Baywood Ave, Mesa 85206
VA Medical Center	(602) 277-5551				650 E. Indian School, Phoenix 85012
West Valley	(623) 882-1500				13677 W. McDowell, Goodyear 85338
Wickenburg Regional					520 Rose Lane, Wickenburg 85390

# Hospitals

**POLICE & FIRE**  
Notes

Alphabetical Listing of Referrals	Police - Phone	Fire - Phone
Apache Junction	(480) 982-8260	(480) 982-4440
Avondale	(623) 333.7000	(623) 333.6000
Buckeye	(623) 386-4421	(623) 386.5906
Chandler	(480) 782-4130	(480) 782.2120
DPS (Air Patrol)	(602) 223-2000	
El Mirage	(623) 933-1341	(623) 583.7968
Gilbert	(480) 503-6500	(480) 503.6300
Glendale	(623) 930-3000	(623) 931.5600
Goodyear	(623) 932-1220	(623) 932.2300
Guadalupe	(602) 876.1011	(480) 839.1112
Maricopa County Sheriff	(602) 876-1011	
Maricopa County Sheriff	(800) 352-4253	
Mesa	(480) 644-2211	(480) 644.2101
Paradise Valley	(480) 948-7418	* served by Phoenix Fire
Peoria	(623) 773-8311	(623) 773.7279
Phoenix Camelback CSU	(602) 224-1555	
Phoenix Police (info)	(602) 262-7626	(602) 495.5555
Phoenix Crime Stop	(602) 262-6151	
Silent Witness	(602) 261-8600	
	480.948-6377 1-800-343.TIPS	<a href="http://www.silentwitness.org/">http://www.silentwitness.org/</a>
Scottsdale	(480) 391-5000	(480) 312.8000
Sun City		623.974.2321
Surprise	(623) 222-4000	(623) 222.5000
Tempe	(480) 966-6211	(480) 858.7200
Tolleson	(623) 936-7186	(623) 936.8500
Wickenburg	(928) 684-5411	(928) 684.7702
Youngtown	(623) 974-3665 admin offices	(623) 974-2321

**Notes:**

**Police & Fire**

Alphabetical Listing of Referrals	Phone	Shelters & Homeless Assistance Notes
CONTACT (Shelter Hotline)	(602) 263-8900	(800) 799-7739
Andre House –Hospitality Center	(602) 252-9023 or	213 S. 11 <sup>th</sup> Ave., Phoenix, 85007 on CASS campus – meals, clothes closet, showers, laundry facilities, lockers (small charge), artist attic
Andre House –Transitional Housing	602-255-0580	
Catholic Social Services	623-875-0519	Emergency, transitional; families; intakes-Thursdays
CASS -central AZ shelter services	(602) 256-6945	(230 S. 12th Ave. 85007)
Family Shelter Site	(602) 944-0960	"Vista Colina" alternate number: 602-870-8778
Case Management	(602) 256-6933	
Health Care for the Homeless	(602) 372-2110	Medical
Health Care for the Homeless	602-372-2130	Social Services
Overflow	(602) 252-3650	(1214 W. Madison 85007)
Community Voice Mail	800-352-3792	For goal directed ind. Who are in crisis/homeless, in collaboration with participating agencies
Church on the Streets	602-257-8918	
East Valley Men's Center	(480) 610-6722	Employed Men only
Family Promise	602-294-0222	Families only with children; when vacancies
Florence Crittenton	602-277-5441	24 hr residential/crisis intervention female 10-17
Gift of Mary	(602) 254-8424	Single females age 18 and over
Homebase Youth	602-263-7773	
Homeward Bound	1-888-254-4297	18 yrs until 22; Resource Program; outreach; mobile medical, etc.
House of Refuge – Sunnyslope Inc.	602-263-7654	Telephone for appointment; families w/ at least one minor child
House of Refuge – Sunnyslope Inc.	602-678-0223	Transitional, no violent criminals or sex offenders
Jesus Cares Ministries, Inc.	480-831-1737	NOT AN EMERGENCY SHELTER; single pregnant women, homeless women, and troubled teens ages 12-25
La Mesita, Family Shelter	480-834-8723	Families with children only
Labors Community Service Agency	602-263-5741	Families
Maggie's Place	602-257-4648	Pregnant women 18 and older; stay until baby is 6 mths
Morning Star Retreat	602-272-3662	Men 18 years +; no sex offenders – ex-felons okay
Nova Safe Haven	602-528-0758	MUST HAVE REFERRAL
Open Hands (tumbleweed)	602-841-5799	
Ozanam Manor / St. Vincent De Paul	602-495-3050	Elderly (50+) and disabled (18+) must have phone ID
Phoenix Rescue Mission	602-233-3000	
Salvation Army	480-833-8322	Men, women, and families and assorted assistance
Save the Families	480-898-0228	Transitional and affordable rental - families
Spirit of God Ministries – Headquarters	602-272-3662 or 602-316-7161	Headquarters for: 12 <sup>th</sup> Ave Retreat; 30 <sup>th</sup> Ave Shelter, and Morning Star Retreat – males 18 and over
S.T.A.R.T.	602-667-0607	tumbleweed - transitional 18-22; by referral
Streets of Joy	602-795-1635	Males 18 and older; no sex offenders
Tempe Youth Resource Center	480-966-2036	Drop in day resource center
TLC Women's	(480) 223-1107	
Transitional Living communities	480-461-3136	Adult males, females, ex-felons, and sex offenders; transitional 90 day commitment
UMOM	602-275-7852	Female, male, children, families, call for intake
UMOM watkins	(602) 252-3650	1120 W. Watkins 85007; woman & families
Women in Recovery	480-464-5764	transitional
YWCA haven house	602-258-0990	Women & Children
		<b>Shelters &amp; Homeless Cont'd</b>

Domestic Violence		<b>Shelters – Domestic Violence</b> notes
D.O.V.E. Area Agency on Aging	602-264-4357	The DOVES® program assists victims of late-life Domestic Violence (ages 50+) overcome the unique challenges older victims face in attempting to protect themselves and leave their abusers <a href="http://www.aaaphx.org/DOVES+PROGRAM">http://www.aaaphx.org/DOVES+PROGRAM</a>
Chandler	480-821-1024	My Sister's Place
Chandler	480-821-1024	Pathways
Glendale	623-930-2438	Family Advocacy Center
Glendale	623-939-6798	A New Leaf – Faith House
Goodyear	623-932-4404	New Life Center
Guadalupe	480-839-2926	Centro De Amistad
Mesa	480-644-4075	Center Against Family Violence
Mesa	480-988-9242	House of Refuge East
Mesa	480-835-5555	A New Leaf – Autumn House
Mesa	480-898-0228	Save the Family
Phoenix	602-944-4999	Chrysalis
Phoenix	602-269-1515	De Colores
Phoenix	602-258-2785	Dignity House – Prostituted Women
Phoenix	602-534-2120	Family Advocacy Center
Phoenix	602-997-6105	Immigration Domestic Violence: eligible immigrant women leaving abusive situations
Phoenix	602-452-4640	Shelter without walls
Phoenix	602-244-0089	Sojourner Center
Scottsdale	480-481-0402	Chrysalis
Surprise	623-584-0473	Eve's Place (alt. 623-537-5380)
<b>Other resources</b>		<b>Abuse / Sexual Assault</b>
AZ Coalition Against Domestic Violence (ACADV)	1-800-799-SAFE 800-787-3224 (TTY)	Arizona's only statewide legal advocacy hotline for victims and survivors of domestic violence. Available Monday – Friday, 8:30 a.m. to 5:00 p.m. Staffed by knowledgeable staff, interns and volunteers with over 20 year's lay legal advocacy experience. The AzCADV Legal Advocacy Hotline Staff Are NOT attorneys and cannot give legal advice. Able to provide information to Spanish-speaking callers. Confidential and safe
AZ South Asians for Safe Families (ASAFSF)	1-877-723-3711	ASASF's mission is to increase awareness of domestic violence and provide support services to victims of DV in the South Asian community in Arizona and to emphasize the importance of a safe family environment
EMPACT-SPC sexual assault hotline	480-736-4949	
Victim Witness Program- Glendale	623-930-2436	
Mesa	480-644-3232	
Peoria	623-773-7019	
Phoenix	602-534-2123	Phoenix Police Department
Phoenix	602-261-8192	City of Phoenix Victim Services
Scottsdale	480-481-0565	
Scottsdale	480-312-4226	Scottsdale Victim Assistance
Surprise	623-222-4312	
Tempe	480-350-5400	Tempe Social Services CARE& Crisis Response Team
SARI		
NOTES:		

Alphabetical Listing of Referrals	Phone	Substance & Addictions Notes
Alcoholics Anonymous - AA	(602) 264-1341	Alternate: (623) 930-7770
Alanon/Alateen	(602) 249-1257	Toll free: (800) 344-2666
Anasazi	1-800-678-3445	various services including substance abuse
Calvary Center	602-279-1468	program is for men and women, 18 years and older, who are struggling with substance abuse and problem gambling. those in search of a Christian or spiritual 12-step program; those who struggle with relapse or dual diagnosis; and for individuals looking for a nurturing, safe environment to begin a new life in recovery. We recognize that each client may be in different stages with regard to spirituality and we commit to meet each client at their point of need.
Center for Behavioral Health - Phoenix	602-253-6553	opiate addiction
Center for Behavioral Health - Tempe	480-897-7044	opiate addiction
Center for Hope (Community Bridges)	(480) 461-1711	for T19 mothers/pregnant females
Cocaine Anonymous	(602) 279-3838	
CMA – Crystal Meth Anonymous	623-535-4190	
Intensive Tx Systems, Inc	(602) 248-0550	Substance abuse; methadone
Living Once Again (alcoholism/drug addictions)	(602) 475-7711	
Marijuana Anonymous	800-766-6779	
Maverick House	623-931-5810	NOVA program – Residential Treatment Program, accepts AHCCCS
Methamphetamine Hotline	(888) 466-6384	
Narcotics Anonymous	(480) 897-4636	
Native American Connections	602-424-2060	Substance use disorders and co-occurring mental health disorders Specialty services for pregnant, post partum, and parenting women Specialty services for women and men with dependent children including therapeutic interventions for children and family members; Traditional Native healing practices and ceremonies call for more programs/info
New Arizona Family inc. (NAFI)	602-553-7300	NAFI's Continuum of Care includes residential programs, recovery from substance abuse; counseling; childcare; day programs; outpatient programs; referral services; support groups; medical, nutritional, psychological and behavioral therapy; classes; and other programs geared toward a more healthy and self-sufficient life
Nicotine Anonymous	480-990-3860	
Salvation Army ARC - Men's Program	602-256-4500	
Salvation Army ARC - Women's Program	602-256-4500	
Set Free Baptist CD Program (Roosevelt/24th St)	(602) 267-1511	
Parc Place	(480) 917-9301	ages 13-17; secure residential facility;
TASC - Phoenix	(602) 254-7328	drug testing; counseling
TASC - Mesa	(480) 898-1849	Hrs: 11 am - 9 pm
TEEN Challenge	(602) 271-4084	3 to 6 month residential program for adolescents and 12-14 month residential programs for adults designed to help men and women learn how to live drug-free lives. We challenge the residents to embrace the Christian faith.
AA – Teens Valley wide	602-202-7269	480-969-6144 East Valley; 623-937-7770 West Valley
Valley Hope - 1-800 number	1 (800) 544-5101	<a href="http://www.valleyhope.org">www.valleyhope.org</a>
Valley Hope - Chandler	(480) 899-3335	residential, day or partial care, medically monitored detox; family services; ins or private pay
Valley Hope - Phoenix	(602) 298-7800	Outpatient
Valley Hope - Tempe	(480) 831-9533	Outpatient

## Substance Use & Addictions

Alphabetical Listing of Referrals	Phone	Self Help Groups and Advocacy Notes
<b>Advocacy</b>		
AZ Coalition Against Domestic Violence (ACADV)	1-800-799-SAFE 800-787-3224 (TTY)	Arizona's only statewide legal advocacy hotline for victims and survivors of domestic violence. Available Monday – Friday, 8:30 a.m. to 5:00 p.m. Staffed by knowledgeable staff, interns and volunteers with over 20 year's lay legal advocacy experience. The AzCADV Legal Advocacy Hotline Staff Are NOT attorneys and cannot give legal advice. Able to provide information to Spanish-speaking callers. Confidential and safe
Advocates for the Disabled	602-212-2600 602-212-2702 (TDD)	Provides brief legal advice and self-help materials based on its resources and the needs of disabled persons. <a href="http://www.advocatesforthedisabled.org">www.advocatesforthedisabled.org</a>
AZ Center for Disability Law	602-274-6287	
The Birth to Five Helpline	(877) 705-5437 (KIDS)	Family
Family Resource Center	480-969-2308	
NAMI (national alliance mentally ill)	1-800-950-NAMI (6264)	
AZNAMI	602-244-8166	1-800-626-5022
the Family Involvement Center	602-288-0155	<a href="http://www.familyinvolvementcenter.org">www.familyinvolvementcenter.org</a>
MHA (mental health assoc. of AZ)	480-994-4407	
MIKID	1-800-35MIKID	Mentally Ill Kids in Distress; <a href="http://www.mikid.org">www.mikid.org</a>
Raising Special Kids	602-242-4366	
<b>Groups / Support</b>		
American Self-Help Clearinghouse		<a href="http://www.selfhelpgroups.org">www.selfhelpgroups.org</a>
Alcoholics Anonymous - AA	602-264-1341	Alternate: (623) 930-7770 on-line: <a href="http://www.aaphoenix.org">www.aaphoenix.org</a>
Al-Anon	602-249-1257 480-969-6144	<a href="http://www.al-anon-az.org">www.al-anon-az.org</a>
Arizona Postpartum Warmline	888.434.MOMS (6667)	This is a voice-mail system. Trained volunteers will return your call between 9A -9P seven days a week.
Brain Injury Assoc. of AZ	<a href="http://www.biaaz.org">www.biaaz.org</a>	Support and resources for person with brain injuries and their families
CODA (Co-dependency) Meeting Information	602-277-7991	
Depressed Anonymous	602-231-0868	
Emotions Anonymous	480-969-6813	<a href="http://www.emotionsanonymous.org/">http://www.emotionsanonymous.org/</a>
Gamblers Anonymous	602-266-9784 480-598-1226	<a href="http://www.gamblersanonymous.org/">http://www.gamblersanonymous.org/</a> -recover from a gambling problem
Gam-Anon	602-266-9784 480-598-1226	For spouse, family, close friends
Gamblers Anonymous – Spanish	(888) 665-8346 888 NOJUEGO	Arizona Spanish Hotline Number
Mental Health Association of Arizona	480-994-4407	Various support groups: Anxiety, Bipolar Bears, Depression, etc., -call for times locations
Narcotics Anonymous	480-897-4636	
NAMI (National Alliance on Mental Illness) AZ		
Pills Anonymous	602-400-6100	
Postpartum Depression	602-865-5908	Banner Thunderbird Medical Center; 2 <sup>nd</sup> and 4 <sup>th</sup> Wed of month – free
Postpartum Depression “Baby, Mother and More”	480-890-1870	Free support group – 1 <sup>st</sup> Tuesday of the month
SMARTRecovery		
Survivors of Suicide	480-784-1514x 1108	(Empact-SPC) 2 <sup>nd</sup> and 4 <sup>th</sup> Tuesday, 7:30-9:30 pm – peer facilitated, no charge, donations accepted
Teen lifeline	480-248-TEEN	
TeenLink	602-235-9678	

On-line Resources	
Child and Adolescent Bipolar Foundation	<a href="http://www.cabf.org">www.cabf.org</a> or <a href="http://www.bpkids.org">www.bpkids.org</a>
Depression and Bipolar Support Alliance	<a href="http://www.ndmda.org">www.ndmda.org</a>
To Report a Suicidal Person on Facebook	<a href="http://www.facebook.com/help/?search=suicidal#!/help/contact.php?show_form=suicidal_content">http://www.facebook.com/help/?search=suicidal#!/help/contact.php?show_form=suicidal_content</a>
<b>Self Help Groups &amp; Advocacy</b>	

<b>Drop in Centers</b>		
<b>C.H.E.E.R.S.</b>	<b>602-246-7607</b>	Check criteria- usually for client's getting services through SMI system Center 4 health, Enlightenment, Enrichment, Empowerment Renewal Services 1950 W. HEatherbrae Ave., Ste 5; <a href="http://www.cheers.org">www.cheers.org</a> Hours: Mon/Fri: 8a – 4p; Weds 8a – 1p; and Tues./Thur: 8a – 7p
<b>North Phoenix Visions of Hope</b>	<b>602-404-1555</b>	15044 N. Cave Creek Rd. #2; Mon – Fri: 8:30 – 2:30 pm
<b>SELFF (Survivors Educating Loving Friends and Family)</b>	<b>480-649-3642</b>	For a ride call 480-649-3642 between 7:15 am and 7:45 pm 340 W. University, ste 19; Hours: Mon – Thurs: 7a – 4p; Fri 7a – 3p
<b>SOON (Survivors on Our Own)</b>	<b>602-231-0071</b>	2144 E. Roosevelt; Mon – Fri 8a – 4p
<b>SOON – West</b>	<b>623-932-2735</b>	605 N. Central; hours Mon – Fri: 9 am – 4 pm

<b>Hotlines</b>	<b>Phone</b>	<b>Notes:</b>
<b>4Troubled Teens</b>	<b>1-866-828-0178</b>	Learn about wilderness therapy and specialty boarding schools for troubled teens
<b>APS</b>	<b>877-767-2385</b>	
<b>Cancer Information Service</b>	<b>1-800-4CANCER</b>	
<b>CPS</b>	<b>888-SOS-CHILD</b>	
<b>Alcohol Hotline</b>	<b>1-800-alcohol</b>	help and referral for alcohol/drug; 24/7
<b>Childhelp USA</b>	<b>1-800-4-A-CHILD</b>	Nat'l child abuse hotline-victims, offenders, parents
<b>CONTACT (Shelter Hotline)</b>	<b>602-263-8900</b>	(800) 799-7739
<b>Girls &amp; Boys Town Nat'l Hotline</b>	<b>1-800 448-3000</b>	24 hours
<b>HIVCARE confidential 24-hours</b>	<b>1-877-HIV-7020</b>	HIV CARE is a <b>confidential</b> 24-hour information line for helping people with HIV/AIDS who need medical care. People can also get help with food, dental, counseling, social services and treatment. Services are available in English and Spanish. No insurance is required.
<b>MADD</b>	<b>1-877-MADD-HELP</b>	<a href="http://www.madd.org">www.madd.org</a>
<b>MADD – AZ</b>	<b>602-240-6500</b>	<a href="http://www.madd.org/az">www.madd.org/az</a>
<b>National AIDS hotline</b>	<b>1-800-342-AIDS</b>	24 hour info, ed., answers
<b>National AIDS Information Clearinghouse</b>	<b>1-800-458-5231;</b>	<b>TTY/TDD: 1-800-243-7012</b>
<b>AIDS hotline - Spanish</b>	<b>1-800-344-SIDA -</b>	<b>Spanish</b>
<b>National Center for Missing and Exploited Children</b>	<b>1-800-THE-LOST</b>	report in of regarding missing child
<b>National DV Hotline</b>	<b>1-800-799-SAFE</b>	
<b>National Runaway Hotline</b>	<b>1-800-621-4000</b>	
<b>National Runaway Switchboard</b>	<b>1-800-Runaway</b>	
<b>National Sexual Assault Hotline</b>	<b>1-800-656-HOPE</b>	RAINN
<b>National STD Hotline</b>	<b>1-800-227-8922</b>	
<b>Parents Anonymous Family Lifeline</b>	<b>800-352-0528</b>	(24 hr. bilingual):
<b>S.A.F.E.</b>	<b>1-800-Don't-Cut</b>	Self Abuse Finally Ends -
<b>Teenlife Line</b>	<b>602-248-teen</b>	

**Notes:**

Alphabetical Listing of Referrals	Phone	<b>VARIOUS</b> Notes
<b>Animals / Pets</b>		
Arizona Animal Welfare	602-273-6850	
Arizona Humane Society (emergency animal holding)	602-997-7585 x1025	Emergency placement - Project Safehouse – assist victims of DV
MCSO -	602-876-1212	Emergency placement - "MASH" unit – For victims of DV only
<b>Legal</b>		
Advocates for the Disabled	602-212-2600 602-212-2702 (TDD)	Provides brief legal advice and self-help materials based on its resources and the needs of disabled persons. <a href="http://www.advocatesforthedisabled.org">www.advocatesforthedisabled.org</a>
Arizona Center for Law in the Public Interest	602-274-6287	
ASU School of Law Legal Clinic	480- 965-6968	Offers a wide range of legal assistance from consultations to court representation. These services are provided by volunteer student attorneys. The availability of assistance is restricted by the amount of students who are currently volunteering.
Centro de Ayuda (legal assistance w/immigration)	602-255-0123	
Community Legal Services	602-258-3434	Community Legal Services provides high quality civil legal services to applicants whose income is near poverty level.
Friendly House	602-257-1870	Immigration Services
Justice for Children	602-235-9300	Justice For Children-AZ is a national nonprofit agency providing advocacy and legal services to child victims of documented abuse and to their protective family members when traditional avenues of protection fail to ensure safety. <a href="http://www.justiceforchildren.org">www.justiceforchildren.org</a>
Lawyer Referral Service	602-257-4434	
Maricopa County Conciliation Services	602-506-3296	Offers mediation and conciliation services for spouses who are considering or who are in the process of divorce. The focus of this brief counseling is to assist spouses in making an informed and thoughtful decision regarding their future. Mediation is a process in which parents meet with a professional mediator to try and reach an agreement with respect to child custody and parenting time. These services are designed to avoid lengthy legal battles.
Victim – ASU Crime Victim’s legal assistance	480-965-5640	Provides legal advice, and assistance to victims of a crime during a criminal proceedings. The project provides services ranging from consultations to court representation. To be eligible for these services an individual must be the victim of a crime and cannot have been charged for a crime. Call between 8am - 5pm, M-F for an intake interview appointment
Volunteer Lawyers Program	602-258-3434	The Volunteer Lawyers Program provides high quality civil legal services to applicants whose income is near poverty level
<b>TRANSPORTATION</b>		
AZ Center for the Blind and Visually Impaired	602-273-7411	
Bus ticket assistance	602-267-4122	Salvation Army
	602-254-7450	Interfaith Cooperative Ministries
	602-261-6852	St. Vincent De Paul TAC
Dial-a-Ride – Glendale	623-930-3500	*persons who meet the eligibility requirements of the Americans with Disabilities Act (ADA)
--Phoenix	602-253-4000	*Other persons with disabilities
--Tempe/Scottsdale	480-633-0101	*Senior citizens age 65 and older
Greyhound bus Station	(800) 231-2222	
Phoenix City Bus (Valley Metro)	(602) 253-5000	<a href="http://www.valleymetro.org">www.valleymetro.org</a>
<b>VOLUNTEER</b>		
Make a Difference	602-973-2212	<a href="http://www.makeadifference.org">www.makeadifference.org</a>
Volunteer Center	602-263-9736	<a href="http://www.volunteerphoenix.org">www.volunteerphoenix.org</a>
DES volunteer services	602-347-6381	

Alphabetical Listing of Referrals	Phone	Veterans Notes
Phoenix VA Health Care System	602-277-5551	650 E. Indian School Rd. Phoenix, AZ 85012
VA Help Line	1-888-214-7264	24 hours – 7 days toll free in AZ Please contact our VA Help Line if you need medical advice, have a question about your medication, or need to schedule a non-urgent appointment. Your location determines which number to use.
VA Help Line	602-222-6550	
Veterans CRISIS Call	1-800-273-TALK	Press 1 to be connected to VA help line
Disabled American Veterans (DAV) VAMC Mahal Bldg#2 Rm 102	602-249-0425	Meet 2 <sup>nd</sup> Wednesday 7:00 pm
DAV – Glendale	623-931-7320	
DAV – Scottsdale	480-947-9301	
Military 1 source	<a href="http://www.militaryonesource.mil/">www.militaryonesource.mil/</a>	<b>Military OneSource</b> supports every phase of military life including deployment, parenting, financial management, education, child care, spouse employment, ...
Sallies Place	Outreach: 602-254-5752	Another Collaborative Endeavor for our Women Veterans Sallie's Place is a project in the works and is for Women Veterans and their children. The complex is located just a few blocks from <a href="#">Mary Ellen's Place</a> . It features full sized two bedroom apartments <a href="http://veteransfirstltd.org/sallies-place/">http://veteransfirstltd.org/sallies-place/</a> <b>2-22-13</b>
Vet Center – West Valley	623.398.8854	<b>14050 N. 83<sup>rd</sup> Ave, Ste 170, Peoria, 85381</b> The West Valley Vet Center provides Readjustment Counseling Services to eligible veterans and their families, including, but not limited to individual, group, and family counseling
Vet Center – East Valley	480.610.6727	<b>1303 S. Longmore, Ste #5, Mesa, 85202</b>
Notes:		
<b>VETERAN update 2-22-13</b>		

**TERROS Main Office** 3003 N. Central Suite 200 (602) 685-6000  
**TERROS Payroll Issues** (602) 512-7294  
**TERROS Human Resources Issues** (602) 685-6056  
**TERROS Emergency IT Cell:** (602) 390-5008  
TERROS IT Help:  
**TERROS Intake/Appointments** (602) 685-6000

For a more thorough list, please refer to the directory on the intranet.

#### **Administration**

3003 North Central Ave Ste 200  
Phoenix, AZ 85012  
[View on Google Maps](#)

#### **Community Prevention**

3302 N. 35th Avenue, Suite 8  
Phoenix, AZ 85017  
[View on Google Maps](#)

#### **McDowell Campus – Counseling, L.A.D.D.E.R. and Families F.I.R.S.T.**

4909 East McDowell Road  
Phoenix, AZ 85008  
[View on Google Maps](#)

#### **West Counseling and Families F.I.R.S.T.**

3864 North 27th Ave  
Phoenix, AZ 85017  
[View on Google Maps](#)

#### **Mesa Counseling**

1455 South Stapley Drive, Suite 13  
Mesa, AZ 85204  
[View on Google Maps](#)

#### **Metro L.A.D.D.E.R.**

10220 North 31st Ave, Suite 120  
Phoenix, AZ 85051 [View on Google Maps](#)

#### **East Mesa Counseling**

6344 East Broadway, Suite 107  
Mesa, AZ 85206  
[View on Google Maps](#)

#### **East Valley LADDER**

6344 East Broadway, Suite 118  
Mesa, AZ 85206  
[View on Google Maps](#)

#### **HIV Services**

1029 North 1st Street  
Phoenix, AZ 85004  
[View on Google Maps](#)

#### **Peoria Counseling**

10270 North 67th Avenue, Suite 106-109  
Glendale, AZ 85302  
[View on Google Maps](#)

## How to report suicidal content/threats on Facebook

by [American Foundation for Suicide Prevention](#) on Tuesday, February 15, 2011 at 9:16am ·  
Facebook Help: How do I help someone who has posted suicidal content on the site?

- If you have encountered a direct threat of suicide on Facebook, please immediately contact law enforcement.

You can submit reports of suicidal content to Facebook by clicking:

[http://www.facebook.com/help/?search=suicidal#!/help/contact.php?show\\_form=suicidal\\_content](http://www.facebook.com/help/?search=suicidal#!/help/contact.php?show_form=suicidal_content)

- For reports in the United States, we also recommend that you contact the National Suicide Prevention Lifeline, a 24/7 hotline, at 1.800.273.TALK (8255). If possible, please encourage the user who posted the content to contact the Lifeline as well. You can view a list of suicide prevention hotlines in other countries by visiting <http://www.befrienders.org> and choosing from the dropdown menu at the top of the page.

We encourage you to learn about how to identify and respond to warning signs of suicidal behavior online at the following address: <http://www.suicidepreventionlifeline.org/GetHelp/WhatifSomeoneIKnowNeedsHelp.aspx>

### **National Suicide Prevention Lifeline:**

Lifeline wants people to report to Facebook first, as Facebook has the ability to provide identifying information and the process is faster if they can report all info to the Lifeline at that time.

Facebook works with the Lifeline once the content is reported.

(If it is international, then Facebook works with the appropriate international organization.)

Facebook receives the notification, then provides the Lifeline with all information about the user. Unfortunately, Lifeline cannot comment on the process from Facebook's end but believes that given Facebook's sensitivity to suicide risk and knowing that their safety team works on the weekends, the Lifeline believes that the process is pretty quick and that it is the most efficient and quickest method for a user to receive help.

**Where is Observation Services for Child & Adolescent (OSCA) located?**

This Outpatient program takes place on the Child & Adolescent Unit of the Behavioral Health Center at St. Luke's.

**Who is allowed to come to OSCA?** Any individual age 5 to 17 who is a **Magellan consumer with active AHCCCS enrollment, or AHCCCS/CMDP insured, and does not have private insurance.** The client must reside in Maricopa County. It is recommended that you (the legal guardian and patient) go through the proper channels in the Magellan RBHA system (your outpatient provider) to get referred for an assessment in the OSCA program. *However, neither a referral nor appointments are required to be seen in the program.*

If the patient has an emergency medical condition, the patient will be appraised and transferred to the nearest hospital emergency department.

**What to expect when you arrive on the unit:**

1. The unit is divided into two separate entities. The patient will be taken to the side that is appropriate for his/her age, as well as developmental level.
  2. Once on the unit, the patient will be searched and vitals (blood pressure, temperature, etc.) will be taken. Admission paperwork will be completed by a St. Luke's unit staff member.
  3. **After the admission paperwork is complete, the patient will be assessed by a Practitioner, Registered Nurse, or Licensed Social Worker.**
  4. Depending on the nature of the unit, the entire process (from the time you enter the unit until the assessment is completed) may take several hours. But, generally speaking—most are seen and completed in three hours.
  5. **YOU (LEGAL GUARDIAN) MUST REMAIN WITH THE PATIENT THROUGHOUT THE ENTIRE ADMISSION PROCESS. You cannot leave and come back.**
  6. Siblings of the identified patient are not allowed on the unit. Please arrange for these siblings to be cared for while the assessment process takes place.
- \* **The OSCA program is operated solely by Practitioners. THERE IS NO PSYCHIATRIST IN THE OSCA program!**
  - \* The Practitioner makes all clinical decisions and recommendations about the patient.
  - \* If the patient is admitted for up to 23 hours, the legal guardian will be given a "Discharge Return Time" to return before the 23 hours are up. (For example, if you enter the Behavioral Health Center and sign the Conditions of Admissions at 3:30pm and the patient is admitted, you will be given a specific time that must be prior to 2:30pm because that is when the 23 hour time period expires).
  - \* Only the "**LEGAL GUARDIAN**" can sign in/out a patient and he or she must return at the specified time for the "Discharge Return".
  - \* **At the "Discharge Return" you will know whether or not the patient meets criteria to remain in the hospital longer** (this is called "Inpatient Hospitalization") **or if the patient will be discharged back to you.** The Practitioner will meet with the patient several hours before your "Discharge Return Time" so that arrangements either way can be completed by the time you arrive.
    - o IF **DISCHARGE** is the recommendation, the patient's assigned Provider Network will help the St. Luke's Discharge Planner develop a plan of care. If the Provider Network does not agree with Discharge, they must follow the protocol to attempt to get Magellan's approval despite the Practitioners' recommendations.
    - o IF **INPATIENT** is the recommendation, the St. Luke's Discharge Planner will attempt to get authorization from Magellan. If Magellan does not approve, other communication with all parties is initiated until an agreement is reached.
  - \* **We are not to be used as a Pharmacy or to request refill of medications.** The client's medication will not be altered during the up to 23 hour monitoring period- *Unless absolutely necessary, as determined by the Practitioner,* (after consultation with the outpatient provider if one is assigned).
  - \* If the patient meets criteria and the Practitioner feels that the patient will benefit from the up to 23-hour program and the "psychiatric issue" will not de-escalate, the patient will be admitted for up to 23 hours.
  - \* The patient will also receive a brief physical/nursing assessment by either the Practitioner or RN. Medical problems that can be easily addressed will be monitored while the patient is in OSCA.
  - \* Our focus in OSCA is family centered and we hope to achieve 100% satisfaction from your visit. The families' needs will be assessed during the admission process so that positive outcomes are the result of this observation period.

(Received 2/6/12 lsi)

## **Phoenix Fire Resources for members and family members:**

### **Ron Tapscott - Member Assistance Program 602.722.4087**

- Our Department Therapist. Used for our member and family. Call him anytime. It is confidential, free of charge, will meet at any location requested by the member. He can also help Navigate our members through the system.

### **AetnaEAP**

1.888.238.6232 Dial #1 (Member Services) & #1 (Outpatient Counseling Services) Our Password is 4PHXFIRE

- Members are eligible for 6 sessions at no cost; this includes any household member. These appointments, when billed, do not include your name and are confidential. The Department does not know if you access these services. Try to find them a therapist that also takes their personal insurance so that if they go over 6 sessions it's covered.

### **CR Program Supervisors Phoenix Fire - Kerry Ramella 602.618.4491**

- The CR Program is a group of dedicated, professionally trained adults who provide assistance to the citizens of the Greater Phoenix area. Their Supervisors have Master's degrees and are available to assist you with our members in anyway. They work alongside our members so our members may not want this FD resource notified. However, they are available upon a member's request.

### **City of Phoenix Behavioral Health Benefits through medical insurance:**

- Our members have access to one of the three medical insurance plans: All are Confidential, have multiple counselors, involve minimal co-pays and deductibles.

### **CIGNA HMO -- services provided by CIGNA Behavioral Health, (800) 343.2183**

- Pre-Authorization required
- \$10 co-pay for counseling session up to 30 sessions
- In-Patient \$100 per day \$300 max. 42 day max stay.
- Intensive Outpatient treatment, 30 visits, covers 100% after \$50 co-pay

### **Blue Cross Blue Shield HMO – call Biodyne, (800) 224.2125**

- Call Biodyne for list of counselors or In-patient facilities
- \$10 co-pay for counseling session up to 30
- In-Patient \$100 per day \$300 max up to 30 days
- Intensive Outpatient treatment, 30 visits per member. \$10-\$50 co-pay per program.

### **Blue Cross Blue Shield PPO -- services provided BCBS of Arizona, (800) 232.2345**

- \$10 co-pay for counseling session up to 30 sessions
- In-Patient \$100 per day \$300 max. 30 day max stay.
- Intensive Outpatient treatment, 30 visits per member. \$10-\$50 co-pay per program.

**In-Patient Treatment (anywhere will work)-** These location have been screened by us. Call ahead if member is on duty and in uniform.

- St. Lukes Behavioral health. 602-251-8535
- Banner Health (Scottsdale Location) 480-941-7500

### **Medical Consultations, Information, and Referrals:**

- Phoenix Fire Department Health and Fitness Center 602.495.5797
- Access to doctors for medical issues Monday - Friday 9a-3p



# navigator

## PROGRAM HIGHLIGHTS

- The Crisis Transaction Navigator (CTN) program is designed to assist individual community members with “mapping out” appropriate services based on individualized needs. The navigator’s role is to help with the coordination of services while empowering self-sufficiency and reducing the probability of future crisis.
- 14 Day Peer-Based assistance with community
- Bridge for the community to resources and supports

## SERVICES (NOT LIMITED TO)

- Completing AHCCCS applications
- Securing or maintaining housing
- Assistance in accessing Medical care
- Engaging Behavioral Health Services/SMI Evaluation
- Connecting with Substance Abuse treatment
- Community resources (food boxes, clothing, identification, programs)
- Employment/Vocational
- Accessing VA benefits [for eligible veterans]
- LGBTQ resources

## QUALIFICATIONS

- Minimal risk for Danger to Self or others; Low acuity for psychiatric symptoms
- 18 and older
- Individual should be voluntary to accept service by CTN
- NOT receiving Title 19 SMI case management
- This program is ideal for Non-Title 19 individuals who are not case managed and receiving services or who may be enrolled but are without any connection to behavioral health or substance abuse services.

## HOW TO MAKE A REFERRAL

You may fax a referral [preferred] or call in a referral to the following:

480-517-9872 (fax) 480-736-4955 (hotline)