



ARIZONA DEPARTMENT  
OF HEALTH SERVICES



**RESILIENT** *Arizona*  
CRISIS COUNSELING PROGRAM



Contact Information:  
Thomas Bond, Director, Communications  
Email: [Thomas.Bond@CrisisNetwork.org](mailto:Thomas.Bond@CrisisNetwork.org)  
Phone: 602-399-5127

## **Resilient Arizona Crisis Counseling Program to Provide Free and Confidential Support and Connections to Resources for Arizona Residents Impacted by COVID-19**

***Bilingual Statewide Program Accessible via 2-1-1 Arizona***

FOR IMMEDIATE RELEASE

Tempe, Arizona, [June 24, 2020] – In partnership with the Arizona Department of Health Services (ADHS) and the Arizona Health Care Cost Containment System (AHCCCS) and made possible by Federal Emergency Management Agency Grant funding, Crisis Response Network (CRN) announces that the new Resilient Arizona Crisis Counseling Program was launched on June 22, 2020 to provide 100% free and confidential support and connections to resources for Arizona residents impacted by the COVID-19 Pandemic.

Accessible via CRN's existing 2-1-1 statewide information and referral phone number, the Resilient Arizona Crisis Counseling Program is a bilingual (English and Spanish), federally-funded program that will connect callers to crisis counseling providers in their area throughout the state of Arizona.

The mission of Resilient Arizona CCP is to assist individuals and communities in recovering from the psychological effects of the Coronavirus pandemic through crisis counseling services which include community-based outreach, emotional support and educational services.

Crisis counseling seeks to prevent the onset of diagnosable disorders by helping individuals understand they are experiencing common reactions to extraordinary occurrences. All services are provided at no cost and are available to anyone who has been impacted by the pandemic. These services are provided in safe, accessible telephonic and virtual locations. Services can be provided in a group setting or one-on-one and include supportive crisis counseling, education, development of coping skills, and connection to appropriate resources.

Crisis counselors help enhance social and emotional connections to others in the community, and promote effective coping strategies and resilience. The counselors also work closely with community organizations to familiarize themselves with available resources to then refer and connect individuals and families to other necessary services.

Crisis counseling services for the Resilient Arizona Crisis Counseling Program will be provided by the following organizations:

- Crisis Preparation and Recovery (CPR)
- Empact – Suicide Prevention Center
- Family Involvement Center (FIC)
- La Frontera Center
- The Guidance Center (TGC)
- RI International

While counseling provider hours will vary, bilingual live-answer service on 2-1-1 is available from 8 a.m. to 8 p.m. seven days per week. On July 1, 2020, new funding from the Arizona Department of Economic Security will allow 24/7 operation of bilingual live-answer service on the statewide line.

Further information on the Resilient Arizona Crisis Counseling Program can be accessed through its website, [www.resilientarizona.org](http://www.resilientarizona.org).

“On behalf of CRN, I want to express our sincere gratitude to the Arizona Health Care Cost Containment System for the opportunity to provide access to these potentially life-saving crisis counseling services to Arizona residents affected by the COVID-19 pandemic through 2-1-1,” said Justin Chase, President/CEO of Crisis Response Network. “We are also very grateful to the crisis counseling providers with whom we are working in this important program.”

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*The award-winning, nationally recognized Arizona Department of Health Services is responsible for leading Arizona's public health system including responding to disease outbreaks, licensing health and childcare facilities, operating the Arizona State Hospital, and improving the overall health and wellness of all Arizonans. <https://www.azdhs.gov/>*

*Founded in 1982, the Arizona Health Care Cost Containment System serves 1.8 million children and adults in Arizona who meet qualifications for acute or long-term federal Medicaid healthcare coverage. Built on a system of competition and choice, AHCCCS is a \$14 billion program that operates a mandatory managed care system. Contracted health plans coordinate medical services delivered by more than 80,000 healthcare providers. [www.azahcccs.gov](http://www.azahcccs.gov)*

*Resilient Arizona Crisis Counseling Program is a federally-funded program that helps people and communities recover from the effects of disasters and/or pandemics through short-term interventions that provide emotional support, crisis counseling, and connection to community supports. [www.resilientarizona.org](http://www.resilientarizona.org)*

*2-1-1 Arizona, originally known as Community Information and Referral Services, was founded in 1964 and incorporated as a private, nonprofit 501(c)(3) organization in 1979. In 2017, Crisis Response Network, Inc. acquired the program, which transforms lives by linking individuals and families to vital services throughout Arizona. [www.211arizona.org](http://www.211arizona.org)*

*Crisis Response Network is a Tempe-based non-profit organization dedicated to helping individuals by Inspiring Hope and Empowering Transformation from HOPE to HEALTH through a continuum of health care services. [www.CrisisNetwork.org](http://www.CrisisNetwork.org)*