

Member Newsletter

Working together for a healthier you

Teen Connection peer support

Recovery Empowerment Network (REN) provides behavioral health peer support and other services to help those on their recovery in the Phoenix metro area.

According to REN CEO, April Dickerson, “We go from A to Z in our peer services, from helping those in crisis all the way to providing supported employment services when someone is at that place in their recovery.”

For over 15 years, REN has helped adults in recovery. Their newest program is Teen Connection Night. Teen Connection is a new peer group focused on helping youth ages 14 to 17.

Youth who need peer support can meet up at REN twice a month from 5:30pm-7:30pm. They can enjoy a meal with new friends in a safe place. They can talk about their recovery with other teens who share similar experiences.

REN staff also sees a need to support youth transitioning into adulthood with life skills. Some of these skills include budgeting, social connections and other educational options. REN is dedicated to helping youth avoid homelessness, drug use or other harmful experiences.

Recover coach Jennifer Alonzo said, “I have six years of recovery! As a youth who dealt with problems I felt alone and the programs back then were tailored to adults. I experienced trauma. I didn’t have the needed independent living skills or coping skills. REN’s Teen Connection Night would have helped me as a youth by providing peers that could relate to me in a safe place.”

For more information about signing up a youth for Teen Connection, visit <https://renaz.org/teen-night>.

Snapshots of Success: Hayley R.

Today, Hayley is a new mother to a healthy baby boy and has support from family, her partner and health care providers. Only a short time ago, she was living on the streets and in an abusive relationship. Hayley was not engaged with her clinical team, skipped provider appointments and was no longer taking medication.

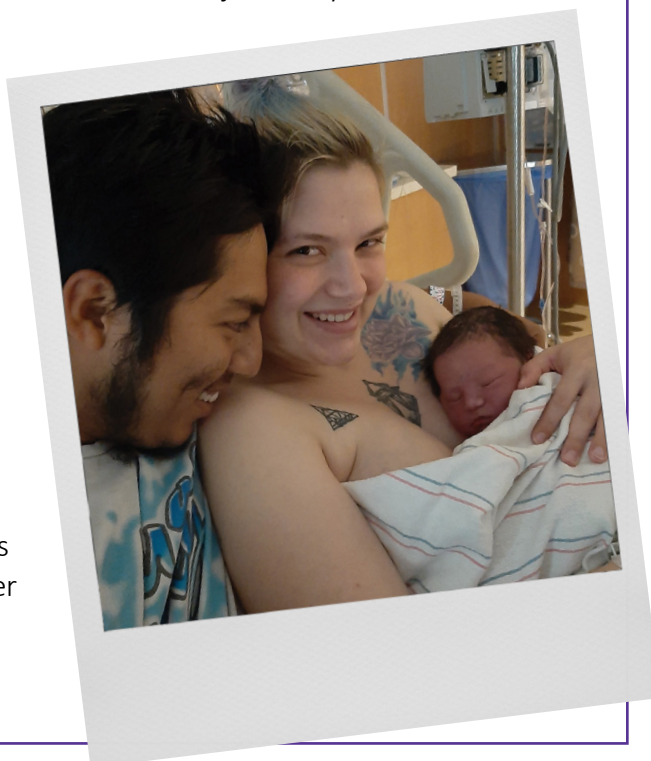
Hayley found recovery in the CHEEERS Peer Doula Program. Hayley said her Peer Doula, Carlie, “provided a safe space, group therapy, resources and was just really comforting and helpful.”

The program provided Hayley and her partner with pregnancy education and a birthing plan. After giving birth, she received additional resources and referrals for postpartum services.

Hayley is looking forward to the next steps in her recovery and building a caring home life with her new family.

Watch stories of hope

Recovery is possible. And everyone’s recovery is personal. Visit our YouTube channel to see other recovery stories: <https://bit.ly/3yWH253>.



Crisis facilities

Crisis facilities are available throughout the greater Phoenix metro area. During times of crisis, or emergencies, you can choose any hospital or other setting for emergency care.

These emergency settings may be easier for you to use:

Psychiatric urgent care

Connections AZ Urgent Psychiatric Care Center (UPC)

1201 S. 7th Ave.
Phoenix, AZ 85007
602-416-7600

RI International Recovery Response Center (RRC)

11361 N. 99th Ave.
Peoria, AZ 85345
602-650-1212, press 2

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Crisis facilities

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Community Bridges Community Psychiatric Emergency Center (CPEC)

358 E. Javelina Ave.
Mesa, AZ 85210
1-877-931-9142

Detox centers

Community Bridges Central City Addiction Recovery Center (CCARC)

2770 E. Van Buren St.
Phoenix, AZ 85008
1-877-931-9142

Community Bridges East Valley Addiction Recovery Center (EVARC)

560 S. Bellview Rd.
Mesa, AZ 85204
1-877-931-9142

Crisis Psychiatric Outpatient 24 hours a day, 7 days a week

Community Bridges West Valley Access Point

824 N. 99th Ave.
Avondale AZ 85323
1-877-931-9142

Youth Express & Crisis Services (New provider)

MIND 24-7
1-844-MIND247 (844-646-3247)

Locations:

2728 N. 24th Street
Phoenix, Arizona 85008

1138 South Higley Road
Mesa, Arizona 85206

10046 North Metro Parkway
Phoenix, Arizona 85051



**Get behavioral
health crisis support.**

Text HOPE to 4HOPE (44673)

Texting hours of operation are:

M-F 2:00 – 10:00 PM

Sat-Sun 8:00 AM – 2:00 PM

**Or call, 602-222-9444,
24 hours a day, 7 days a week**

Message frequency varies- message and data rates may apply. Text HELP for help. STOP to opt-out. View terms, conditions, and privacy information here: 4hope2day.org

Snapshots of success: Tonya C.

A job can empower a person's recovery, but a career can empower someone's life dreams. This is the case for Tonya, who has started her own dog walking and pet sitting business in the West Valley.

Tonya receives services from Copa Health to treat severe anxiety. When she was ready to start working again, they referred Tonya to the Vocational Rehabilitation (VR) Program. VR is a work program that helps individuals receiving mental health services or with disabilities prepare for, secure, retain, regain or advance in a job.

Tonya stated, "I sought job help at first, but then Heather [the VR counselor] told me about this other program where I could start my own business and be able to work, instead of having to deal with another job that I might lose because of my mental health."

Tonya worked with Heather and Odyssey Services Corp. to create a business plan that she presented to VR. The business plan was approved, and Tonya founded Your Pets Matter Too in 2021.

"It's going really well," said Tonya. "I have quite a few clients and I'm busy! It was the perfect business for me. I love dogs and I love cats, so it was such a good fit. I couldn't have done it without [VR]."

Get Connected to VR

If you are interested in receiving VR services talk with your case manager about a referral. Contact the VR general information line at **1-800-563-1221** or visit the VR website at <https://bit.ly/3PIKrzF> to find the nearest office.



Snapshot of success: Ken S.

Ken's path to independent living is looking up after some challenges. This spring, he accepted an entry level Peer Support position. His next goal is to live in his own place with the help from the Housing Opportunities & Meaningful Employment (HOME) program, created by La Frontera EMPACT.

Ken used the skills he gained in this program to apply for jobs, interview and follow up with hiring companies. He worked hard to find work for over a year. He went through setbacks such as being laid off from a job after a few weeks and being told he didn't have enough experience to become a peer support specialist. Ken never gave up on his work goals though, and his employment specialist never gave up on Ken.

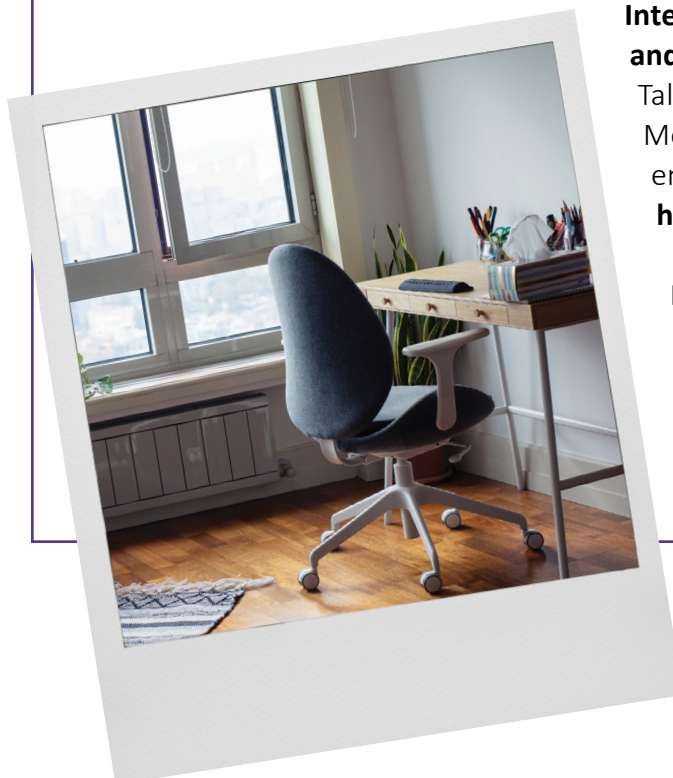
Currently, Ken is living in temporary housing, but he is working with his Housing Navigator on creating a budget and other independent living skills. He is excited for the next step in his life and helping others to succeed.

Interested in Supportive Housing and Employment?

Talk with your case manager or visit the Mercy Care website to find housing or employment providers:

<http://bitly.ws/sLD9>

Mercy Care members can also reach out directly about the HOME program by emailing **HomeReferrals@lafrontera-empact.org**.





Valley movers help members into their new homes

If you've ever received moving assistance from Mercy Care, it was likely Fast Action Movers that did the job. Since 2003, Mario Caperon has been providing moving services to members with a Serious Mental Illness (SMI) designation with his company Fast Action Movers. Mr. Caperon has been a staple in the behavioral health community. He is well-known by all the health home providers.

"Mario and his crew are always very caring and compassionate to our members. They show up on time. They are even available to coordinate with the team and member ahead of time. Mario has been a reliable and dependable resource for our population," said Sharika Smiley, SMI administrator for Community Bridges, Inc.

The moving services that Mr. Caperon provides are an important part of the Housing First Model. It is well-known that members with an SMI designation or substance use issue have a chance to thrive if they have housing. Members may start off in temporary housing, but the goal is for them to have their own place.

Mr. Caperon noted, "Relocating customers can have its obstacles. Every job is different because each customer has a unique set of challenges. Many of them are in difficult situations. We do our best to provide orderly, time efficient services that are as stress-free as possible. At the end of the day, we are in the business of service – helping people."

Mercy Care recognizes and is thankful to Mr. Caperon for his past and continued commitment to our members.

Grant-funded programs to aid in recovery and mental health

Did you know Mercy Care helps manage recovery and mental health grant funding to behavioral health providers? The funding is made possible by the Substance Abuse and Mental Health Services Administration (SAMHSA). Even if your AHCCCS benefits don't cover some of these services, you may still be able to get treatment through these grant-funded programs. These programs also help people who are uninsured.

Mental Health Block Grant (MHBG)

The MHBG provides mental health treatment services to:

- Adults with a Serious Mental Illness (SMI) designation.
- Children diagnosed with Serious Emotional Disturbance (SED).
- People experiencing a First Episode of Psychosis (FEP).

For information on MHBG funding, visit <https://bit.ly/3c9roun>.

Substance Abuse Block Grant (SABG)

The SABG provides substance use treatment services to adults and youth. For information on SABG funding, visit <https://bit.ly/3uJn4bA>.

State Opioid Response (SOR) Grant

The SOR grant helps give access to Medication Assisted Treatment (MAT), integrated care, and opioid and stimulant use addiction recovery services. For information about treating an opioid addiction, visit <https://bit.ly/3aBu3MS>. For ACC members, call **602-263-3000** or **1-800-624-3879** (TTY/TDD 711) to get connected to care. For RBHA members, call **602-586-1841** or **1-800-564-5465** (TTY/TDD 711). Representatives are available 24 hours a day, 7 days a week.



Everyone can use a little extra support...

Sign up for the Pyx Health app to:

- Find resources to support your physical and mental health.
- Connect with compassionate humans for a friendly chat or help with resources.
- Feel better each day with companionship and humor.



Simply search 'Pyx Health' in the Apple or Google Play stores or use your smartphone and go to www.HiPyx.com to get the app.



Caring for the community with no cost behavioral health services

City of Phoenix residents who are uninsured or underinsured can now get behavioral health services at no cost to you!

You don't need health insurance to get behavioral health services such as mental health screenings, counseling and therapy, substance use treatment, outreach, and case management.

These services are available to all City of Phoenix residents, including individuals, adults or children, and families. To receive services, go to any of the agencies available throughout the Phoenix area closest to you, confirm you are a City of Phoenix resident, and complete a screening to begin receiving the help you need.

Services are available at many locations throughout the Phoenix area. Visit www.getwellphx.com or call **866-642-1582** Monday-Friday 8 am-5 pm for more information.

Mercy Care

4500 E. Cotton Center Blvd
Phoenix, AZ 85040

Contract services are funded under contract with AHCCCS. This is general health information and should not replace the advice or care you get from your provider. Always ask your provider about your own health care needs.

Mercy Care is administered by Aetna Medicaid Administrators, LLC, an Aetna company.

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Call Mercy Care RBHA Member Services at **602-586-1841** or **1-800-564-5465**; (TTY/TDD **711**). We're available 24 hours a day, 7 days a week. 24-hour nurse line: **602-586-1841** or **1-800-564-5465**.

www.MercyCareAZ.org

How do I talk to someone about suicide?

Sometimes when a loved one is struggling in their life, they may be considering suicide. It's important to know the warning signs and to seek help.

They may say they want to die, talk about feeling hopeless, having no purpose or being a burden to others. Listen to them carefully. Let them know you are there for them. Get them connected to resources.

Other times a loved one is thinking about suicide but doesn't tell anyone. Look for warning signs such as them being withdrawn, sleeping too much or not enough, increasing drug or alcohol use, or being anxious, agitated or reckless. Ask them if they are considering suicide. Let them know that suicide is a serious matter. Connect to helping resources.

The National Suicide Prevention Lifeline phone number is **988**. Caring reps are available 24 hours a day, 7 days a week. They offer support in English and Spanish.

Call **1-800-273-TALK (8255)** at any time for help if a friend is struggling and you need support.

National Suicide Prevention Lifeline phone number
988 or 1-800-273-TALK (8255)

More Resources:

www.save.org

<https://suicidepreventionlifeline.org/help-someone-else/>

<https://www.bethe1to.com/bethe1to-steps-evidence/>

www.mercycareaz.org/wellness/crisis



For a behavioral health crisis

Mercy Care members can call the Behavioral Health Crisis Line 24 hours a day, 7 days a week.

Central Arizona

- Maricopa County: **1-800-631-1314, 602-222-9444**, TTY/TDD: **1-800-327-9254, 602-274-3360**
- Salt River Pima Maricopa Indian Community: **1-855-331-6432**
- Gila River and Ak-Chin Indian Communities: **1-800-259-3449**
- Ft. McDowell Yavapai Nation: **480-461-8888**
- San Lucy District of the Tohono O'odham Nation: **480-461-8888**
- Text **HOPE** to **4HOPE (44673)**

Southern Arizona

- Cochise, Graham, Greenlee, La Paz, Pima, Pinal, Santa Cruz and Yuma counties, or the San Carlos Apache Tribe: **1-866-495-6735**
- Tohono O'odham Nation: **1-844-423-8759**
- Pascua Yaqui Tribe: Tucson **520-591-7206**; Guadalupe **480-736-4943**

Northern Arizona

- Gila, Apache, Coconino, Mohave, Navajo and Yavapai counties: **1-877-756-4090**
- White Mountain Apache Tribe: **928-338-4811**
- Navajo Nation: **928-551-0508**

Veterans Crisis Line: **1-800-273-8255**, press 1

National crisis text line: Text **HOME** to **741741**, about any type of crisis.

<https://www.crisistextline.org/text-us/>

National suicide prevention hotline: **1-800-273-8255**

Teen Lifeline phone or text: **602-248-TEEN (8336)**

Crisis Line staff can help:

- Provide crisis support over the phone
- Dispatch a crisis mobile team to support you in the community
- Arrange for transportation to take you somewhere safe
- Help you arrange counseling or connection to your outpatient provider
- Provide options for dealing with other urgent situations

Always call 911 in life-threatening situations.

If you need someone to talk to

Call the Warm Line, **602-347-1100**. It's a support line operated by credentialed peer support specialists. Available 24 hours a day, 7 days a week.