

Mental Health Crisis Resources

(Please note, the terms mental health and behavioral health are used interchangeably)

Crisis Hotlines & Crisis Text Lines: Crisis Hotlines & Text Lines are a phone number people can get immediate emergency telephone counseling, service referrals and support for those in mental and emotional distress. The following are **FREE** of charge:

- **Community-Wide Crisis Line:** 520-622-6000 or 1-866-495-6735 – crisis phone line for individuals experiencing severe emotional distress, mental illness or substance use available 24 hours a day, 7 days a week. Trained crisis line staff can provide access to emergency psychiatric and substance addiction services, resources and information for both adults and youth.
- **Crisis Text Line:** Text HOME to 741741 - support at your fingertips, free and available 24 hours a day, 7 days a week.
- **Disaster Distress Helpline:** 1-800-985-5990 or text TalkWithUs to 66746 - 24-hour counseling and support to people experiencing emotional distress related to natural or human-caused disasters.
- **Veteran's Crisis Line:** 1-800-273-8255 (press 1) or text 838255 – a confidential resource available 24 hours a day, 7 days a week to all veterans, service members, National Guard and Reserve and their family members and friends. Caring qualified responders are specially trained and experienced in helping Veterans of all ages and circumstances.

Suicide Prevention Hotlines:

- **Suicide Prevention Lifeline:** 1-800-273-TALK (8255) - offers emotional support for people in suicidal crisis or emotional distress available 24 hours a day, 7 days a week.
- **Teen Lifeline:** 1-602-248-8836 or 1-800-248-TEEN (8336) - a safe, confidential, crisis hotline where teens help teens make healthy decisions through this peer counseling and suicide prevention services. Calls and texts are answered by teens 3 - 9 pm every day. After hours' calls are taken by adult crisis line staff that can provide access to emergency psychiatric and substance addiction services.
- **LGBTQ Youth Crisis Hotline:** 1-866-488-7386 or text START to 678678 – a national 24-hour confidential suicide hotline for LGBTQ youth ages 13 – 24.

Other Crisis Hotlines:

- **Emerge Center Against Domestic Abuse:** 520-795-4266 or 1-888-428-0101 - a bilingual domestic abuse crisis-hotline that offers crisis intervention, safety planning, information and referrals.
- **Southern Arizona Against Sexual Assault (SACASA):** 520-327-7273 or 1-800-400-1001 - offers 24-hour sexual assault crisis services. Callers can get immediate crisis intervention and help, advocacy support, therapy and education for individuals and families impacted by sexual trauma.

Non-Crisis Mental Health Resources:

Warm Lines: Warm Lines are a phone number people can call to talk to a trained listener in times of non-emergency distress. Operators can simply listen and help sort out caller's thoughts and deescalate feelings of anguish. Callers get support and learn about available mental health and recovery resources relevant to them or their loved ones.

- **HOPE Inc., Warm Line:** 520-770-9909 or 1-844-733-9912 - free, non-emergency support phone line for anyone who needs to talk. Peer support operators have first-hand experience in living with mental illness and/or substance use - either through personal experience or the experience of a close family member.
- **Youth Warm Line:** 520-770-9909 – this warm line provides the same support as the HOPE Inc, Warm Line but is designed specifically for youth ages 13 - 17. Operators will provide age-appropriate referrals to agencies in the community.

Other Mental Health Resources:

There are many mental health providers and resources available in Pima County. The following are search engines and/or phone numbers that can help direct a person to the appropriate resource depending on need:

- **211 Arizona:** dial 2-1-1 or visit 211arizona.org - an Information and Referral Service that operates 24 hours a day, seven days a week. Live operator service is available in English and Spanish. Operators will help individuals and families find resources that are available to them locally. For mental health information, ask or look for categories under Mental Health & Support Groups and Substance Use Disorders in your county.
- **National Alliance on Mental Illness Southern Arizona (NAMISA)** - 520-622-5582 or visit online at www.namisa.org - NAMISA is a non-profit, grassroots organization providing no-cost advocacy, education and support to all those affected by mental illnesses.
- **Pima Helpline:** visit www.pimahelpline.org for online resources. Pima Helpline is a community-driven and community-made resources.
- **SAMHSA – Substance Abuse and Mental Health Services Administration (SAMHSA):** visit www.samhsa.gov or call 1-877-SAMHSA-7 (726-4727) for general questions - SAMHSA is a behavioral health treatment services locator which offers confidential and anonymous information for persons seeking treatment facilities for substance use/addiction and/or mental health problems.

Mental Health Counseling:

Nearly all behavioral health providers offer counseling in group and individual sessions. If an individual does not have insurance, most agencies can assist a person in applying for federally funded health insurance coverage such as AHCCCS, which includes behavioral/mental health services. There are various ways to find a counselor specific to an individual's needs:

- **211 Arizona:** dial 2-1-1 or visit 211arizona.org - an Information and Referral Service that operates 24 hours a day, seven days a week with live operator service is available in English and Spanish. Operators will help individuals and families find resources that are available to them locally. For counseling information, ask or look for categories under Mental Health & Support Groups and Substance Use Disorders in your county. Most behavioral health agencies offer free or reduced cost counseling to those who qualify but also accept private insurance.
- **Arizona Health Care Cost Containment System (AHCCCS):** 1-855-432-7587 for applicant & member services or visit www.azahcccs.gov/Members/ProgramsAndCoveredServices/ - AHCCCS contracts with several health plans to provide covered services. An AHCCCS health plan works like a Health Maintenance Organization (HMO). The health plan works with doctors, hospitals, pharmacies, specialists, etc., to provide care. Most behavioral health agencies can assist an individual in applying for AHCCCS when seeking mental and/or medical assistance.
- **Google:** For a list of providers, search “behavioral health providers in my area”. Most behavioral health agencies offer free or reduced cost counseling to those who qualify but also accept private insurance. Behavioral health agencies can walk a person through enrolling in healthcare plans if a person does not have insurance.
- **Medicaid Member Services:** 1-888-788-4408 – Medicaid is a federal and state program that helps with medical costs for some people with limited income and resources. It provides health coverage healthcare to individuals who qualify by financial (and for some programs) need.
- **Medicare Member Services:** 1-800-MEDICARE (1-800-633-4227) - Medicare is a broad program of health insurance designed to assist the nation’s elderly to meet hospital, medical and other health costs. Medicare is available to most individuals 65 years or older, certain younger people with disabilities, and others who meet certain criteria.
- **SAMHSA – Substance Abuse and Mental Health Services Administration (SAMHSA):** visit www.samhsa.gov or call 1-877-SAMHSA-7 (726-4727) for general questions - SAMHSA is a behavioral health treatment services locator which offers confidential and anonymous information for persons seeking treatment facilities for substance use/addiction and/or mental health problems.
- **Your Insurance Card:** Call the Member Services phone number provided on the back of your insurance card and ask for Behavioral Health. Request the type of behavioral health counseling that is needed i.e.) grief counselling, marriage or relationship counselling, substance use or addiction counselling, youth counseling, wellness counseling, etc.