



mercy maricopa
integrated care



Non-Title 19 SMI Guide

Resources for persons with a
serious mental illness (SMI)
determination

www.MercyMaricopa.org

AZR-15-11-01

Helpful information

Mercy Maricopa Member Services

602-586-1841 or toll-free **1-800-564-5465**

Hearing impaired (TTY/TDD) **711**

Hours: 24 hours a day, 7 days a week

Mailing address

Mercy Maricopa Integrated Care
4350 E. Cotton Center Blvd., Bldg. D
Phoenix, AZ 85040

Online:

www.mercymaricopa.org

www.facebook.com/mercymaricopa

Twitter: @mercymaricopa

Emergency call: 911

Behavioral Health Crisis Line:

602-222-9444 or toll-free **1-800-631-1314**

Hearing impaired (TTY/TDD) at **1-800-327-9254**

Contract services are funded, in part, under contract with the State of Arizona.

Updated January 2016

www.mercymaricopa.org

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Non-Title 19 SMI Resource Guide

You're an adult who's been determined to have a serious mental illness (SMI). You're not eligible for benefits under Arizona Health Care Cost Containment System (AHCCCS). That means you can qualify for Non-Title 19 benefits.

But what does Non-Title 19 mean?

Here's a brief explanation:

AHCCCS is the state's Medicaid program. You'll sometimes hear health care professionals refer to AHCCCS, or Medicaid, as Title 19. So, when you hear the phrase Non-Title 19, they're talking about people who aren't eligible for Medicaid.

Mercy Maricopa is the Regional Behavioral Health Authority (RBHA) for Maricopa County and parts of Pinal County. We manage services within the public behavioral health system for people diagnosed with a mental illness or who have substance abuse issues.

Mercy Maricopa's Non-Title 19 members with an SMI diagnosis don't qualify for all benefits offered within the SMI system of care. But the Arizona Department of Health Services/Division of Behavioral Health Services (ADHS/DBHS) approved resources so members with Non-Title 19 benefits can receive certain services.

These expanded resources have improved Non-Title 19 services such as case management, peer support, doctor visits, medications and supports in the community. Your clinical team can help you decide which support services will help you reach your recovery goals.

Table 1 describes some of the services available for people who have Title 19 and Non-Title 19 benefits. This isn't a complete list. There are many other benefits for both populations.

For a full list of services, you can contact your clinical team or review Mercy Maricopa's most recent Member Handbook.

To get a copy of the handbook, you can call Member Services at **602-586-1841** or **1-800-564-5465**; (TTY/TDD) **711**. You can reach a representative 24 hours a day, 7 days a week. You can also find the handbook at **www.MercyMaricopa.org/members/mmic/handbook**.

Table 1

Services	Title 19 (T19)	NonTitle 19 (NT19)
Residential	X	
Counseling	X	
Transportation to Covered Services	X	X
Permanent Supportive Housing	X	X
Case Management Services	X	X

We created this guide to make sure that people who are in the behavioral health system, but who aren't eligible for Medicaid, understand the resources available to them. Your recovery goals are important to us and helping you reach them is our mission.

Recovery through involvement

Many people who are living with a mental illness find their path to recovery by getting involved - in their treatment and in their community.

Getting involved is an important part of recovery. It can help connect members to services. It also empowers members to take charge of their recovery goals. Many providers offer peer and family support services.

Mercy Maricopa's Office of Individual and Family Affairs (OIFA) can help you get involved. Just contact them at **602-453-8070** or OIFATeam@MercyMaricopa.org.

You can also reach out to the Arizona Peer and Family Coalition. It's an organization dedicated to extending peer and family leadership throughout Arizona's behavioral health system. For information, contact Vicki Johnson at **480-236-2552** or president@azpeerandfamily.org

Support groups

Peer support groups are another helpful resource. They can help you gain empowerment, support, information, education and socialization.

You can also get these and other benefits:

- A safe place for people to share their experience
- A place to get ideas on ways to cope
- A way to connect with others and possibly make new friends
- A place to remind ourselves that recovery is possible

Peers facilitate the groups for people 18 years and older. Family members and loved ones are welcome to attend groups in support of their loved one. Peer support groups are not a substitute for treatment, but they can be a compliment to treatment. There's no cost or registration needed to attend groups.

Mental Health Guild of Arizona sponsors several groups throughout the Valley. For information on available groups, visit

www.mentalhealthaz.org/support-groups or call Andy at **480-994-4407**.

Section 1: Providers serving Non-Title 19 members with a serious mental illness (SMI) determination

Community Bridges, Inc. (CBI)

Website: www.communitybridgesaz.org

Services offered:

- Crisis services (substance abuse and psychiatric)
- Inpatient medical detox
- Medication-assisted treatment [(MAT) addiction medicine and psychiatric]
- Ambulatory detox, MAT services, suboxone
- Primary health care
- Peer navigator
- 24/7 point and crisis facilities
- Crisis residential (Transition Point)

Central City Addiction Recovery Center (CCARC)

2770 E. Van Buren

Phoenix, AZ 85008

Phone: 602-273-9999

Services offered:

- Crisis services (substance abuse and psychiatric)
- Inpatient medical detox
- Medication-assisted treatment (addiction medicine and psychiatric)
- Ambulatory detox, MAT services, suboxone
- Primary health care
- Peer navigator

East Valley Addiction Recovery Center (EVARC)

560 S. Bellview

Mesa, AZ 85204

Phone: 480-962-7711

Services offered:

- Crisis services (substance abuse and psychiatric)
- Inpatient medical detox
- Peer navigator

West Valley and Transition Point

824 N. 99th Ave.

Avondale, AZ 85323

Phone: 1-877-931-9142

Hours of operation: 24 hours a day, 7 days a week.

Services offered:

- Crisis services (substance abuse and psychiatric)
- Medication-assisted treatment (addiction medicine and psychiatric)
- Ambulatory detox, MAT services, suboxone
- Primary health care
- Peer navigator
- Crisis residential (Transition Point)
- 24/7 point and crisis facilities

Healthcare for the Homeless (co-located)

220 S. 12th Ave.

Phoenix, AZ 85007

Phone: 602-273-9999

Hours of operation: Monday - Friday, 9 a.m. - 5 p.m.

Services offered:

- Medication-assisted treatment (addiction medicine and psychiatric)
- Ambulatory detox, MAT services, suboxone
- Peer navigator

Crisis Preparation and Recovery (CPR)

Phone: 480-804-0326

E-mail: cpr@crisispreandrecovery.com

Website: cpr.mtninet.com

Hours of operation: Monday - Friday, 8 a.m. - 5 p.m.

Services offered at both locations listed:

- SMI evaluations
- Hospital-based crisis interventions
- Mesa Fire community crisis services
- Outpatient/skilled nursing facility
- Multiple evaluation locations

2120 S. McClintock Dr., Ste. 105

Tempe, AZ 85282

Valley Metro access: Bus route 81 (Hayden/McClintock), 520 (Price/Broadway)

3260 N. Hayden Rd., Ste. 112

Scottsdale, AZ 85251

Valley Metro access: Bus route 29 (Thomas/Scottsdale Rd.), 81 (Hayden/McClintock)

La Frontera/EMPACT - Suicide Prevention Center (SPC)

618 S. Madison Dr. Tempe, AZ 85281

Phone: 480-784-1514

Crisis hotline: 480-784-1500

Website: www.lafronteraaz.org

Hours of operation: Monday - Sunday, 9 a.m. - 7 p.m.

Valley Metro access: Walking distance from bus route 30 (University/Sossaman)

Services offered:

- Crisis transition navigation
- AHCCCS enrollment
- Behavioral health services
- Housing
- Employment
- Substance abuse treatment
- Transportation
- Suicide prevention LGBTQ resources
- Veteran housing
- Veteran benefit connections
- Veteran system navigators

Friendship Community Mental Health Center (CMHC)

730 E. Highland Ave.

Phoenix, AZ 85014

Phone: 602-241-6656

Website: www.friendsihpcmhc.org

Hours of operation: Monday - Friday, 9 a.m. - 5 p.m.

Valley Metro access: Bus route 7 (7th Ave./Highland)

Services offered:

- Partial hospitalization
- Intensive outpatient program

Transportation provided to program

Lifewell

Phone: 602-808-2800

E-mail: community@lifewell.us

Website: www.lifewell.us

Hours of operation: Monday - Friday, 8 a.m. - 5 p.m.

Beryl Outpatient Clinic and Clubhouse

2505 W. Beryl Ave.

Phoenix, AZ 85021

Valley Metro access: Bus route 106 (Peoria Ave./25th Ave.)

Services offered:

- Peer support training supported employment
 - Job development and placement
 - Career exploration
 - Extended supported employment
- Supported education
 - GED skills
 - Basic computer skills
 - Culinary arts
 - Nutrition training
- Psychosocial rehabilitation services
 - Supported volunteering
 - Health and wellness
 - Informed choice activities

East Valley Clubhouse

262 E. University Dr.

Mesa, AZ 85201

Valley Metro access: Bus routes 30 (University Dr./Hibbert), 120 (Mesa Dr./University Dr.)

- Peer support training supported employment
 - Job development and placement
 - Career exploration
 - Extended supported employment

- Supported education
 - GED skills
 - Basic computer skills
 - Culinary arts
 - Nutrition training
- Psychosocial rehabilitation services
 - Supported volunteering
 - Health and wellness
 - Informed choice activities

Life Wellness Center

6915 E. Main St.

Mesa, AZ 85207

Valley Metro access: Bus route 40 (Power Rd./Main St.), LINK

- Peer support training supported employment
 - Job development and placement
 - Career exploration
 - Extended supported employment
- Supported education
 - GED skills
 - Basic computer skills
 - Culinary arts
 - Nutrition training
- Psychosocial rehabilitation services
 - Supported volunteering
 - Health and wellness
 - Informed choice activities

Mitchell

40 E. Mitchell Dr., Ste. 100

Phoenix, AZ 85012

Valley Metro access: Light rail station (Osborn Rd./Central Ave.)

- Peer support training Supported employment
 - Job development and placement
 - Career exploration
 - Extended supported employment

- Supported education
 - GED skills
 - Basic computer skills
 - Culinary arts
 - Nutrition training

Marc Community Resources

924 N. Country Club Dr.
Mesa, AZ 85201

Phone: 480-969-3800

Website: www.marccr.com

Hours of operation: Monday - Friday, 8 a.m. - 5 p.m.

Extended weekend hours based on needs.

Valley Metro access: Bus route 112 (Country Club Dr./9th Pl.),
BUZZ

Services offered:

- Peer support
- Supported housing
- Family support
- Health promotion
- Living skills training
- In-home supports
- Psychosocial rehabilitation
- Transitional age youth
- Supported employment
- GED skills
- Job exploration
- Job development and placement
- Job coaching and extended supported employment
- Computer training
- Paid work activities
- Adult inpatient transition program
- Family psychoeducation

PSA Behavioral Health Agency

Website: www.azpsa.org

Services offered:

- Respite services offered out in the community

Downtown Phoenix Studio

1014 N. 2nd St.

Phoenix, AZ 85004

Phone: 602-340-1675

Hours of operation: Monday - Friday, 8 a.m. - 5 p.m.

Valley Metro access: Bus routes 10 (Roosevelt St./3rd St.), 0 (Central Ave./Roosevelt St.) and light rail station (Roosevelt/Central Ave.)

Services offered:

- Peer and family support
- Psychosocial rehabilitation
- Skills training
- Behavioral health prevention and promotion

Northwest Phoenix

2255 W. Northern Ave., Ste. A100

Phoenix, AZ 85004

Phone: 602-995-1767

Hours of operation: Monday - Friday, 8 a.m. - 5 p.m.

Valley Metro access: Bus route 80 (Northern Ave./23rd Ave.)

Services offered:

- Peer and family support
- Psychosocial rehabilitation
- Skills training
- Behavioral health prevention and promotion
- Respite
- Permanent supportive housing services

Tempe

4655 S. Lakeshore Dr.

Tempe, AZ 85282

Phone: 480-894-1568

Hours of operation: Monday – Friday, 8 a.m. – 5 p.m.

Valley Metro access: Bus route 77 (Baseline Rd./Lakeshore Dr.)

Services offered:

- Peer and family support
- Psychosocial rehabilitation
- Skills training
- Behavioral health prevention and promotion
- Respite
- Permanent supportive housing services

RI International (formally Recovery Innovations)

E-mail: RCL@recoveryinnovations.org

Website: www.riinternational.com

Phone: 1-866-481-5361

Services offered at both Wellness City locations:

- Health and wellness promotion
- Peer support
- Family support
- Supported employment
- Skills training and development

Wellness City Central

2701 N. 16th St., Ste. 113

Phoenix, AZ 85006

Phone: 602-650-1212

Hours of operation: Monday – Friday, 8 a.m. – 4 p.m.

Valley Metro access: Bus route 16 (16th St./Cambridge Ave.)

Wellness City East

2222 S. Dobson Rd., Bldg. 7

Mesa, AZ 85202

Phone: 480-491-7224

Hours of operation: Monday – Friday, 8:30 a.m. – 4 p.m.

Valley Metro access: Bus routes 96, 77
(Baseline Rd./Dobson Rd.)

Terros

1111 S. Stapley Dr.
Mesa, AZ 85204

Phone: 602-302-7900

Valley Metro access: Bus route 61 (Southern and Stapley)

4909 E. McDowell Rd.
Phoenix, AZ 85008

Phone: 602-302-7770

Valley Metro access: Bus route 17 (McDowell Rd./48th St.)

10220 N. 31st Ave., Ste. 120
Phoenix, AZ 85051

Phone: 602-302-7880

Valley Metro access: Bus routes 27 (Metro Pkwy./Cochise Dr.), 35 (Cheryl Dr./Metro Pkwy.), 106 (Peoria Ave./31st Ave.)

Services offered:

Terros LADDER Program - offered at all three sites listed above

- Intensive day treatment for co-occurring disorders
- Services are provided in the home and in the community
- Hours of operation: Monday - Sunday, 8 a.m. - 5 p.m.

Bridging the Gap

- Mobile in the community
- Support to people transitioning out of hospitals or jail back into the community
- Support to connect people to other community resources and services
- Independent living skills coaching and support network

Crisis Navigator Services

- Mobile in the community to assist with navigating the system and crisis teams

Valle del Sol

Referrals: 602-523-9312

Website: www.valledelsol.com

Services offered at all locations:

- Substance abuse treatment
- Co-occurring treatment
- Healthy living
- Pathways to Independence for ages 18 to 21 years old
- Crisis navigator services

3807 N. 7th St.

Phoenix, AZ 85014

Valley Metro access: Bus route 7 (7th St./Weldon Ave.)

502 N. 27th Ave.

Phoenix, AZ 85009

Valley Metro access: Bus route 27 (27th Ave./Fillmore St.)

1209 S. 1st Ave.

Phoenix, AZ 85003

Valley Metro access: Bus route 0 (Central Ave./Yuma St.)

4117 N. 17th St.

Phoenix, AZ 85016

Valley Metro access: Bus routes 41 (Indian School Rd./17th St.), 16 (16th St./Indian School)

509 S. Rockford Dr.

Tempe, AZ 85281

Valley Metro access: Bus route 30 (University Dr./River Dr.)

8410 W. Thomas Rd.

Phoenix, AZ 85037

Valley Metro access: Bus routes 29 (Thomas Rd./86th Dr.), 83 (83rd Ave./Thomas Rd.)

10320 W. McDowell Rd.

Avondale, AZ 85392

Valley Metro access: Bus route 17 (McDowell Rd./103rd Ave.)

4135 S. Power Rd.

Mesa, AZ 85212

Valley Metro access: Bus route 184 (Power Rd./Warner Rd.)

**Community Resource Center
Washington Elementary School**

8033 N. 27th Ave.

Phoenix, AZ 85051

Phone: 602-347-3489

Valley Metro access: Bus routes 27 (27th Ave./Northern Ave.), 80 (Northern Ave./27th Ave.)

3807 N. 7th St.

Phoenix, AZ 85014

Valley Metro access: Bus routes 7 (7th St./Weldon Ave.), 41 (Indian School/7th St.)

Section 2: Peer-run organizations

The provider organizations listed below are operated by peers. Staff members have the experience of living with a mental illness. They're qualified to help people in recovery to discover their own strengths and resilience. Peer support providers help people get what they need to develop and maintain independence.

C.H.E.E.E.R.S. (Center 4 Health, Enlightenment, Enrichment, and Empowerment Renewal Services)

1950 W. Heatherbrae Dr., Ste. 2

Phoenix, AZ 85015

Phone: 602-246-7607

Website: www.cheeers.org

Valley Metro access: Bus routes 19 (19th Ave.), 41 (Indian School Rd.), light rail station (19th Ave./Camelback, less than a mile from the site)

Hours of operation:

Monday - Wednesday, 7:30 a.m. - 4 p.m.

Thursday - Friday, 7:30 a.m. - 7 p.m.

Saturday - Sunday, 7:30 a.m. - 4 p.m.

Services offered:

- Art class
- GED training
- Offsite trips
- Volunteering in the community
- Computer training
- Peer support training
- Wellness Recovery Action Plan (WRAP)
- Food handler card training
- Supportive recovery groups (not inclusive)
- Boundary classes
- Health and wellness
- Anger management
- Dealing with grief
- Appropriate boundaries
- Cooking/nutrition class

Stand Together and Recover (STAR)

STAR Central

2502 E. Washington St.
Phoenix, AZ 85034

Phone: 602-685-1295

Valley Metro access: Bus route 1 (25th St./Washington) and light rail station (24th St./Washington)

Hours of operation:

Monday - Thursday, 7:30 a.m. - 7:30 p.m., Friday, 7:30 a.m. - 3:30 p.m.,
Saturday, 7 a.m. - 2 p.m.

STAR West

605 N. Central Ave.
Avondale, AZ 85323

Phone: 623-882-8463

Valley Metro access: AVCR (Central/Brinker)

Hours of operation:

Monday - Friday, 7:30 a.m. - 3:30 p. m.
Saturday, 7 a.m. - 2 p.m.

STAR East

1310 W. University Dr.
Mesa, AZ 85201

Phone: 480-649-3642

Valley Metro access: Bus routes 30 (University/Standage) and 104 (Alma School/University)

Hours of operation:

Monday - Thursday, 7:30 a.m. - 7:30 p.m., Friday, 7:30 a.m. - 3:30 p.m.,
Saturday, 7 a.m. - 2 p.m.

Website: www.thestarcenters.org

Services offered at all locations:

- Peer support services and recovery groups
- State certified recover support training
- Independent living skills
- Community involvement and field trips
- Art classes
- The Fun Bunch, community events
- Young adult program
- Workforce preparation
- Health and wellness

- Nutrition and cooking classes
- Behavioral health inpatient discharge wrap-around coordination
- Action planning for prevention and recovery
- Transportation
- AHCCCS enrollment assister

Hope Lives - Vive la Esperanza

1016 E. Buckeye Rd., Ste. 145

Phoenix, AZ 85034

Phone: 1-855-747-6522

Website: www.vivehopelives.org

Valley Metro access: Bus route 13 (Buckeye/10th St.)

Hours of operation:

Monday - Saturday, 7 a.m. - 7 p.m.

After 7 p.m. and Saturday are by appointment only

Services offered:

- Forensic peer support services
- Jail engagement and re-entry plans/benefits
- Housing re-entry kits
- Direct peer support in the following courts
- Phoenix Problem Solving Court
- Mental Health Courts
- Suicide intervention and prevention program
- Facilitating peer survivors of suicide peer support groups
- State of Arizona certification for Peer Support Training
- Forensic Peer Support Training
- Life Support Training
- Applied Suicide Intervention Skills Training (ASIST)
- Adverse Childhood Experience (ACE)
- Cultural Competency 101

Recovery Empowerment Network (REN)

212 E. Osborn Rd., Ste. 100

Phoenix, AZ 85012

Phone: 602-248-0368

Website: www.renaz.org

Valley Metro access: Bus route 0 (Central/Osborn) and light rail station (Central/Osborn)

Hours of operation:

Monday, Thursday, Friday, 7:30 a.m. – 8 p.m.

Tuesday, Wednesday, 7:30 a.m. – 4:30 p.m.

Saturday, 9 a.m. – 4 p.m.

Services offered:

- Recovery support services
- Employment readiness services
- Restoration of rights
- Supported volunteering
- GED and Spanish classes
- State certified recovery support training
- CPR/First Aid certification
- Health and wellness programming
- Recovery in Action groups and classes
- Skills training workshops
- ILS training and education
- Hope's Door: Crisis diversion
- Empowerment centers

NAZCARE Rising Star

879 N. Plaza Dr., Ste. 101E
Apache Junction, AZ 85120

Phone: 480-982-1514

Website: www.nazcare.org

Services offered:

- One-on-one peer support
- Peer support groups
- Psycho-education
- Wellness planning
- Arts/crafts
- Creative expression
- Recreation/exercise activities
- Socialization
- Life skills
- Employment readiness and supported employment
- Diabetes education and support
- Diet/nutrition
- Family support services
- Membership meetings
- Community integration projects
- Wellness checks
- In-home living skills
- In-patient peer stabilization
- Whole health
- Integrated wellness
- Warm line services
- Acute care and high utilizer care
- Varied training, including for Peer Support Specialist, Community Health Worker, Supportive Supervision and WRAP Facilitator

Section 3: Health centers serving individuals determined to have a serious mental illness (SMI)

In Maricopa County, adults determined to have serious mental illness (SMI) and their families are served by our network of providers. Just like us, our providers are local, community-run organizations.

Integration: Treating the whole person

Mercy Maricopa is dedicated to treating the whole person through integration. A person's physical, behavioral and social needs affect their overall health. That's our focus - the whole person. That's why we added Assurance Health & Wellness Center to our network of providers. The center combines physical care with behavioral health treatment.

Members can receive physician supervised health services, diet and exercise programs, recovery services and peer support, healthy eating and nutrition education, tobacco cessation and stress management, health management and disease education along with health screenings and lab services.

All of these providers have different levels of care including Connective and Supportive level of care. Many have Assertive Community Treatment (ACT) teams which is the most intensive level of case management. Talk to your case manager to learn more about the different levels of care.

Assurance Health & Wellness Center

Integrated Care Clinic

16th St./Osborn
1515 E. Osborn Road
Phoenix, AZ 85014

Phone: 602-604-0000

Hours of operation: Monday, Wednesday, Friday, 8 a.m.-5 p.m.

Tuesday, Thursday, 8 a.m. - 8 p.m.

Saturday, 9 a.m. - 12 p.m.

24/7 on-call response, call 602-604-0000 and you'll be connected to a live person

Website: www.assurancephoenix.com

E-mail: phxinfo@assuranceaz.com

Valley Metro access: Bus route 16, (16 St./Osborn Rd.) Transportation can be arranged with a navigator.

Southwest Network (SWN)

San Tan

Chandler Blvd./Alma School
1465 W. Chandler Blvd., Bldg. A
Chandler, AZ 85224

Valley Metro access: 156

Phone: 480-786-8200

Garden Lakes

107th Ave./Indian School Rd.
4170 N. 108th Ave.
Phoenix, AZ 85037

Valley Metro access: 41

Phone: 623-932-6950

Hampton

Southern/Country Club
1440 S. Country Club Dr., Ste. 12
Mesa, AZ 85210

Valley Metro access: 112

Phone: 480-838-5550

Highland

16th St./Camelback
4707 N. 12th St.
Phoenix, AZ 85014

Valley Metro access: 12

Phone: 602-241-4600

Osborn

35th Ave./Osborn
3640 W. Osborn Rd., Ste. 1
Phoenix, AZ 85019

Valley Metro access: 35

Phone: 602-269-5300

Saguaro

32nd St./Bell Rd.
3227 E. Bell Rd., Ste. 170
Phoenix, AZ 85032

Valley Metro access: 170, 16

Phone: 602-652-3500

Bethany Village

39th Ave./Bethany Home
4210 W. Bethany Home Rd.
Glendale, AZ 85301

Valley Metro access: 60

Phone: 602-353-2340

Partners in Recovery (PIR)

East Valley

University/Greenfield
4330 E. University Dr.
Mesa, AZ 85205

Valley Metro access: 30

Phone: 480-218-3280

Gateway Campus

Baseline/Higley
5222 E. Baseline Road, Ste. 101
Gilbert, AZ 85234

Valley Metro access: 48, 77

Phone: 480-659-0202

Metro Center

35th Ave./Peoria
10240 N. 31st Ave., Ste. 200
Phoenix, AZ 85051
Valley Metro access: 106, 27
Phone: 602-997-9006

West Valley

99th Ave./Peoria
11361 N. 99th Ave., Ste. 601
Peoria, AZ 85345
Valley Metro access: 106
Phone: 623-583-0232

Hassayampa Campus

Palm Dr./Tegner St.
811 N. Tegner St., Ste. 121
Wickenburg, AZ 85390
Valley Metro access: n/a
Phone: 928-684-5131

Arrowhead

Medical ACT Team
56th Ave./Bell Rd.
5625 W. Bell Rd.
Glendale, AZ 85308
Valley Metro access: 170
Phone: 602-239-4100

Terros

Enclave

Priest/Broadway
1642 S. Priest Dr., Ste. 101
Tempe, AZ 85251
Valley Metro access: 56
Phone: 480-929-5100

West McDowell

51st Ave./McDowell
5030 W. McDowell Rd., Ste. 16
Phoenix, AZ 85035
Valley Metro access: 51, 17
Phone: 602-278-1414

Townley

19th Ave./Dunlap
8836 N. 23rd Ave., Ste. B-1
Phoenix, AZ 85201
Valley Metro access: 90
Phone: 602-944-9810

Lifewell

Oak Street

44th St./Thomas Rd.
4451 E. Oak St.
Phoenix, AZ 85008

Valley Metro access: 44

Phone: 602-957-2220

South Central

16th St./Roeser
1616 E. Roeser Rd.
Phoenix, AZ 85040

Valley Metro access: 16, 52

Phone: 602-323-3000

Midtown

7th Ave./Osborn
3333 N. 7th Ave.
Phoenix, AZ 85013

Valley Metro access: 8

Phone: 602-264-4331

Chicanos Por La Causa (CPLC)

Centro Esperanza

Extension/Broadway
310 S. Extension
Mesa, AZ 85210

Phone: 480-615-3800

Hours: Monday-Friday,
8 a.m.-5 p.m.

La Frontera/Empact

Comunidad

10th St./Jefferson
1035 E. Jefferson St., Ste. A
Phoenix, AZ 85034

Phone: 602-251-0650

Hours: Monday-Friday,
7:30 a.m.-5:30 p.m.

Capitol Center

15th Ave./Van Buren
1540 W. Van Buren
Phoenix, AZ 85007

Phone: 602-252-7330

Hours: Monday-Friday,
7:30 a.m.-5:30 p.m.

Section 4: Assertive Community Treatment (ACT)

Assertive Community Treatment, or ACT, is a way of delivering a full range of services to people diagnosed with a serious mental illness. ACT teams provide comprehensive, community-based treatment and rehabilitation to people -- where and when they need it.

With ACT, members get help taking care of their basic needs—taking medications, getting up, and getting through the day. ACT teams work closely with members to see which medications work best for them. They help them find housing, apply for food stamps, go back to school, or get a job.

ACT works through a team approach. Psychiatrists, nurses, mental health professionals, employment and housing and substance abuse specialists are part of ACT teams to give members ongoing, individualized care. These teams provide wrap-around services to members with the most complex and persistent needs.

ACT teams are located across the Valley.

Chicanos Por La Causa

Centro Esperanza

Extension/Broadway
310 S. Extension
Mesa, AZ 85210

Phone: 480-615-3800

Hours: Monday–Friday,
8 a.m.–5 p.m.

Maryvale

67th Ave./Indian School
6850 W. Indian School Rd.
Phoenix, AZ 85033

Phone: 623-247-0464

Hours: Monday–Thursday, 8 a.m.–7
p.m.; Friday, 8 a.m.–5 p.m.; Saturday,
8 a.m.–5 p.m.

La Frontera/Empact

Comunidad

10th St./Jefferson
1035 E. Jefferson St., Ste. A
Phoenix, AZ 85034

Phone: 602-251-0650

Hours: Monday–Friday, 7:30 a.m.–
5:30 p.m.

Capitol Center*

15th Ave./Van Buren
1540 W. Van Buren
Phoenix, AZ 85007

Phone: 602-252-7330

Hours: Monday–Friday, 7:30 a.m.–
5:30 p.m.

*The Capitol Center ACT team is expected to move to the Comunidad site in April 2016.

Partners in Recovery (PIR)

Arrowhead Center

Medical ACT Team
56th Ave./Bell Rd.
5625 W. Bell Rd., Ste. 100
Glendale AZ 85308
Phone: 602-239-4100
Hours: Monday-Friday,
8 a.m.-5 p.m.

West Valley

99th Ave./Peoria
11361 N. 99th Ave., Ste. 601
Peoria, AZ 85345
Phone: 623-583-0232
Hours: Monday-Friday, 8-5 p.m.

Southwest Network (SWN)

Bethany Village

39th Ave./Bethany Home
4210 W. Bethany Home Rd.
Phoenix, AZ 85019
Phone: 602-353-2340
Hours: Monday-Friday,
7 a.m.-6 p.m.

Hampton Clinic

Southern/Country Club
1440 S. Country Club Dr., Ste. 12
Mesa, AZ 85210
Phone: 480-838-5550
Hours: Monday-Friday,
8 a.m.-6 p.m.

Metro Center Varsity

35th Ave./Peoria
10240 N. 31st Ave., Ste. 200
Phoenix, AZ 85051
Phone: 602-997-9006
Hours: Monday-Friday,
7:30 a.m.-5:30 p.m.

Metro Center Omega

35th Ave./Peoria
10240 N. 31st Ave., Ste. 200
Phoenix, AZ 85051
Phone: 602-997-9006
Hours: Monday-Friday,
7:30 a.m.-5:30 p.m.

Osborn

35th Ave./Osborn
3640 W. Osborn, Ste. 1
Phoenix, AZ 85019
Phone: 602-269-5300
Hours: Monday-Friday,
7 a.m.-6 p.m.

Saguaro

32nd St./Bell Rd.
3227 E. Bell Rd., Ste. 170
Phoenix, AZ 85032
Phone: 602-652-3500
Hours: Monday-Friday,
7 a.m.-6 p.m.

San Tan

Chandler Blvd./Alma School
1465 W. Chandler Blvd., Bldg. A
Chandler, AZ 85224
Phone: 480-786-8200
Hours: Monday-Friday, 7 a.m.-6
p.m.; Saturday, 9 a.m.-3 p.m.

Lifewell

South Central

16th St./Roeser
1616 E. Roeser Rd.
Phoenix, AZ 85040

Phone: 602-323-3000

Hours: Monday-Friday,
7:30 a.m.-5 p.m.

Terros, Inc.

Enclave Clinic

Priest/Broadway
1642 S. Priest Dr., Ste. 101
Tempe, AZ 85281

Phone: 480-929-5100

Hours: Monday-Friday
7:30 a.m.-5:30 p.m.

West McDowell

51st Ave./McDowell
5030 W. McDowell Rd., Ste. 16
Phoenix, AZ 85035

Phone: 602-278-1414

Hours: Monday-Friday,
7 a.m.-5 p.m.

Townley Center

19th Ave./Dunlap
8836 N. 23rd Ave., Ste. B1
Phoenix, AZ 85021

Phone: 602-944-9810

Hours: Monday-Thursday, 7:30
a.m.-5:30 p.m.; Friday,
7:30 a.m.-5 p.m.

Community Bridges (CBI)

Phoenix

Forensic ACT Teams (2)
12th Ave./Jackson
1125 W. Jackson St.
Phoenix, AZ 85007

Hours: 7 a.m.-7 p.m.

Phone: 480-406-7323 (FACT 1)

Phone: 602-460-5191 (FACT 2)

Avondale

99th Ave./Pierce
824 N. 99th Ave.
Avondale, AZ 85323

Phone: 1-877-931-9142

Hours: 8 a.m.-4 p.m.

Circle the City

3rd Ave./Osborn

3522 N. 3rd Ave.

Phoenix, AZ 85013

Phone: 602-776-7676

Hours: 8 a.m.-5 p.m.

Section 5: Community providers offering employment services

If you're ready to work, there are organizations and services available to help you get started. Working can be an important part of recovery. A job gives people structure and routine. Employment specialists can talk with you about what kind of work you would enjoy. They can help you find a job that fits your interests and strengths.

Lifewell

202 E. Earll, Ste. 200

Phoenix, AZ 85012

Phone: 602-808-2822

Hours of operation: Monday - Friday, 8 a.m. - 5 p.m.

Website: www.lifewell.us

Services offered:

- Interviewing skills
- Benefit counseling
- Job search skills
- Employment readiness
- Career exploration
- Resume development
- Job development and placement
- Retention supports

Marc Community Resources

924 N. Country Club Dr.

Mesa, AZ 85201

Phone: 480-969-3800

Information and referral line: 480-994-4407

Hours of operation: Monday - Friday, 8 a.m. - 3 p.m.

Website: www.marccr.com

Services offered:

- Career planning
- Life skills training
- Computer training
- Document imaging training
- Community- and center-based paid work activities
- Supported employment

Beacon Group

2222 N. 24th St.

Phoenix, AZ 85008

Phone: 602-685-9703

Hours of operation: Monday - Friday, 7:30 a.m. - 4 p.m.

Website: www.beacongroup.org

Valley Metro access: Bus route 70 (24th St./Oak)

Services offered:

- Supported employment
- Job development and placement
- Extended supported employment
- Work adjustment training
- GED preparation
- Computer training
- In-home and community-based services

ValleyLife AZ

1142 W. Hatcher Rd.

Phoenix, AZ 85021

Phone: 602-371-0806

Hours of operation: Monday - Friday, 8 a.m. - 4 p.m.

Website: www.valleylifeaz.org

Valley Metro access: Bus routes 106 (Hatcher Rd./12th Ave.), 106 (15th Ave./Hatcher Rd.)

Services offered:

- Job readiness
- Job development and placement
- Job coaching and post-employment support services
- Extended supported employment

WEDCO Employment Center Inc.

2929 E. Camelback Rd., Ste. 210

Phoenix, AZ 85016

Phone: 602-274-2605

Hours of operation: Monday - Friday, 8:30 a.m. - 5 p.m.

Website: www.wedco.net

Valley Metro access: Bus routes 10 (Camelback Rd./31st St., 29th St.),
50 (Camelback Rd./31st St., Camelback Rd./29th St.)

Services offered:

- Job development and placement services
- Career exploration
- Job readiness skills training
- Job coaching services
- Supported employment services
- Extended supported employment
- Computer skills training
- Work adjustment training programs

Focus Employment Services

Phone: 602-312-1045

Website: www.focusemployment.com

Hours of operation: Monday - Friday, 8 a.m. - 5 p.m.

Services offered at all three locations as well as on-site at SMI clinics:

- Co-located career counseling services
- Job development and placement services
- Résumé and work history research assistance
- Career exploration
- Job readiness skills training
- Job coaching
- Post-employment counseling services
- Extended supported employment
- Computer and career training
- Work adjustment training programs
- Prearranged after-hours support available

Phoenix office

2345 E. Thomas Rd., Ste. 412

Phoenix, AZ 85016

Valley Metro access: Bus routes 29 (Thomas/Desert Sky Mall), 70 (Glendale/24th St.)

Tempe office

150 S. Ash Ave.

Tempe, AZ 85281

Valley Metro access: Bus routes 48 (48th St./Rio Salado), 62 (Hardy/Guadalupe), EARTH. Walking distance from light rail station Mill Ave./Third Street.

West Phoenix office

11225 N. 28th Dr., Ste. D110

Phoenix, AZ 85029

Valley Metro access: 27 (27th Ave./Lower Buckeye)

Section 6: Crisis services

Behavioral Health Crisis Line

If you are experiencing a behavioral health crisis, call the Crisis Line at **602-222-9444** or **1-800-631-1314**; (TTY/TDD) **1-800-327-9254**. The Crisis Line offers immediate and confidential help 24 hours a day, 7 days a week, 365 days a year to anyone experiencing a behavioral health crisis.

Maricopa County Peer Support Warm Line

Trained peer counselors can be reached 24 hours a day, 7 days a week at **602-347-1100**.

Crisis Response Network operates the Crisis Line and the Warm Line.

For non-life threatening behavioral health situations, call Mercy Maricopa Member Services at **602-586-1841** or **1-800-564-5465**; (TTY/TDD) **711**.

For life threatening situations always call 911.

Psychiatric urgent care centers

Connections AZ Urgent Psychiatric Care Center (UPC)

1201 S. 7th Ave.

Phoenix, AZ 85007

Phone: 602-416-7600

RI International Recovery Response Center (RRC)

11361 N. 99th Ave.

Peoria, AZ 85345

Phone: 602-650-1212, press 2

Community Bridges Community Psychiatric Emergency Center (CPEC)

358 E. Javelina Ave.

Mesa, AZ 85210

Phone: 1-877-931-9142

Adult crisis respite services

RI International Recovery Crisis Respite Program (RCRP)

11361 N. 99th Ave., Ste. 107

Peoria, AZ 85345

Phone: 1-877-931-9142

Detox centers

Community Bridges Central City Addiction Recovery Center (CCARC)

2770 E. Van Buren St.

Phoenix, AZ 85008

Phone: 1-877-931-9142

Community Bridges East Valley Addiction Recovery Center (EVARC)

560 S. Bellview

Mesa, AZ 85204

Phone: 1-877-931-9142

Crisis inpatient

Southwest Behavioral Health Crisis Recovery Units I & II

1424 S. 7th Ave.

Phoenix, AZ 85007

Phone: 602-257-8970

Time-limited crisis residential

Community Bridges West Valley Transition Point

824 N. 99th Ave.

Avondale, AZ 85323

Phone: 1-877-931-9142

24/7 outpatient

Community Bridges West Valley Access Point

824 N. 99th Ave.

Avondale, AZ 85323

Phone: 1-877-931-9142

23-hour psychiatric observation

Banner Psychiatric Observation

575 E. Earll Dr.

Scottsdale, AZ 85251

Phone: 1-800-254-HELP or 602-254-4357

St. Luke's Behavioral Health Center

1800 E. Van Buren St.

Phoenix, AZ 85006

Phone: 602-251-8535

Connections AZ Urgent Psychiatric Care Center (UPC)

1201 S. 7th Ave.

Phoenix, AZ 85007

Phone: 602-416-7600

RI International Recovery Response Center (RRC)

11361 N. 99th Ave.

Peoria, AZ 85345

Phone: 602-650-1212, press 2

Community Bridges Community Psychiatric Emergency Center (CPEC)

358 E. Javelina Ave.

Mesa, AZ 85210

Phone: 1-877-931-9142

Notes:
