

# NEWS RELEASE



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## **Toll-free Hotline Established Following Tucson Shooting** ***Professionals available to help citizens process tragedy***

PHOENIX (January 11, 2011) – The Arizona Department of Health Services (ADHS) Division of Behavioral Health Services (DBHS) and Magellan Health Services of Arizona have set up a 24-hour toll-free hotline to help citizens process feelings of grief, sorrow and depression following Saturday's shooting in Tucson that left six people dead and 14 injured, including Congresswoman Gabrielle Giffords.

The hotline is staffed by behavioral health professionals to offer counseling services to people outside Pima County. Arizona residents can call the hotline at 1-800-203-CARES (1-800-203-2273) to connect with crisis response professionals that specialize in behavioral health. Individuals within Pima County should call (520) 284-3517. This information and more can be found on the [ADHS/DBHS website](#).

“Tragedies of this kind are never easy. The feelings of fear, sadness, anger and hopelessness are stronger when a horrific event happens close to home,” said Will Humble, director of the Arizona Department of Health Services. “ADHS wants to ensure that every Arizona resident has access to professionals who can help counsel them through these feelings.”

“We want to take every opportunity to support those in need at this difficult time,” said Dr. Richard Clarke, CEO of Magellan Health Services of Arizona.

The hotline is being managed by Crisis Response Network (CRN), which provides crisis services in Maricopa County and Pima County. CRN has the infrastructure to handle thousands of calls and professional counseling staff to assist those in need in their preferred language.

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### **About ADHS/DBHS**

The Arizona Department of Health Services promotes and protects the health of Arizona's children and adults. Its mission is to set the standard for personal and community health through direct care, science, public policy, and leadership. The Department operates programs in behavioral health, disease prevention and control, health promotion, community public health, environmental health, maternal and child health, emergency preparedness and regulation of childcare and assisted living

centers, nursing homes, hospitals, other health care providers and emergency services. For more information, visit [www.AZDHS.gov](http://www.AZDHS.gov) or [www.AZDHS.gov/bhs](http://www.AZDHS.gov/bhs) or call ADHS at (602) 542-1025.

### **About Magellan Health Services of Arizona**

Magellan Health Services of Arizona is the Regional Behavioral Health Authority for central Arizona, which includes all of Maricopa County and part of Pinal County. In this role, Magellan serves as a critical point of connection to the more than 80,000 individuals who have experienced life challenges as a result of mental illness and substance abuse. Magellan gives these individuals voice and choice to realize their desired outcomes and supports them with caring, unrivaled customer service that is sensitive to the diversity of our communities. For more information, visit [www.MagellanofAZ.com](http://www.MagellanofAZ.com) or call Magellan of Arizona at (800) 564-5465, TTY (800) 424-9831. Information is available in English and Spanish.

### **About Crisis Response Network**

The Crisis Response Network, Inc. operates the several of nation's largest publicly funded Crisis Call Center and makes a full array of other crisis services available to any individual or family who may be experiencing a behavioral health emergency. The network is overseen by a Governance Council and is comprised of several system partners all of whom have an extensive history in providing crisis services. Services include mobile teams, crisis transportation, hospital rapid response and Child Protective Services (CPS) crisis programs.

The Crisis Response Network, Inc. is accredited as a Crisis Intervention Program by the American Association of Suicidology and is committed to providing services that are research based. For more information, visit [www.CrisisNetwork.org](http://www.CrisisNetwork.org) or call (800) 631-1314, TTY (800) 327-9254.

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