



MARICOPA FAMILY  
SUPPORT ALLIANCE

# Family Support Service Directory

August 23, 2012



## **PREFACE**

*The Maricopa Family Support Alliance, Family Support Service Directory* identifies specific family support agencies and services provided in Maricopa County and represents an initial step in connecting the family support service providers. While not inclusive of all family support service providers, the intent is that a comprehensive, current and useful tool is made available to agencies to support their efforts to find the right services for families; i.e. those services that will respond to specific family-stated needs.

The Directory will continue to be updated to include additional family support providers and will be provided in a media that is easily accessible, current, and useful to provider agency staff.

Special thanks to Virginia G. Piper Trust for supporting both the development of this Directory and the efforts to create the Maricopa Family Support Alliance.



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## **ARIZONA PARTNERSHIP FOR CHILDREN, LLP (AZPAC)**

The Arizona Partnership for Children, LLP (AzPaC) was formed in 1997 by Catholic Community Services of Southern Arizona, Inc.; Catholic Charities Community Services; and Devereux Arizona to provide a full continuum of Child Welfare services throughout the State of Arizona. As a social service network, its purpose is to enhance the service delivery of the partners by sharing resources and expertise. The three partners deliver a full range of child welfare services throughout the state of Arizona.

### ***Adoption Services***

**Service Description:** AzPaC recruits, provides training, assesses, and certifies potential adoptive homes for the Department of Economic Security/Child Protective Service (DES/CPS). When families are ready for placement, we work with DES case managers to identify appropriate homes for children available for adoption and for 'waiting' children. AzPaC is proud of its partnership with DES/CPS in finding 'forever homes' for children who need them.

**Service Area:** AzPaC provides these services in Districts I (Maricopa County), II (Pima County), III (Coconino, Yavapai, Apache, and Navajo Counties), IV (Mohave County), V (Pinal and Gila Counties) and VI (Cochise, Santa Cruz, Graham, and Greenlee Counties).

**Contact information:**

**Apache and Navajo Counties:**

Catholic Charities, 928-537-7470 ext. 53404

**Cochise, Santa Cruz, Graham, and Greenlee Counties:**

Catholic Social Service in SE Arizona, 520-458-4203 ext.107

**Coconino County:**

Catholic Charities, 928-774-9125 ext. 53008

**Maricopa County:**

Catholic Charities, 602-943-3843

Devereux, 602-896-3106

**Mohave County:**

Catholic Charities, 928-716-3202

**Pima County:**

Devereux, 520-296-5551

St. Nichols of Myra Adoption Center, 520-745-8791

**Pinal and Gila Counties:**

Catholic Charities and Catholic Social Service, 1-866-800-9468

**Yavapai County:**

Catholic Charities, 928-778-2531 ext. 54010

**Referral/eligibility:** Any family interested in learning more about adopting is welcome to call

### ***Arizona Families F.I.R.S.T.***

Service Description: The Arizona Families F.I.R.S.T. program (AFF) was established by ARS 80881. The AFF program provides family-centered substance abuse and recovery support services to parents or caregivers whose substance abuse is a significant barrier to maintaining or reunifying the family or achieving self-sufficiency. The program provides an array of structured interventions to reduce or eliminate abuse of and dependence on alcohol and other drugs, and to address other adverse conditions related to substance abuse. AFF emphasizes face-to-face outreach and engagement at the beginning of treatment, concrete supportive services, transportation, housing, and aftercare services to manage relapse occurrences. Service delivery incorporates essential elements based on family and community needs, such as culturally responsive services, gender-specific treatment, services for children, and motivational enhancement strategies to assist the entire family in its recovery.

Service Area: Coconino, Yavapai, and Yuma Counties

Contact person: Antoinette Sablan (Yavapai and Coconino Counties), 602-285-1999 ext 53101, [asablan@cc-az.org](mailto:asablan@cc-az.org); Sr. Betty Adams (Yuma County), 928- 341-9400, ext. 104, [srbetty@ccs-westaz.org](mailto:srbetty@ccs-westaz.org)

Referral/eligibility: Referrals are by Child Protective Services or Jobs Program only

### ***Foster Parent Licensing and Support***

Service Description: In partnership with DES, AzPaC, and its Partner Agencies recruit, train, and assess families' ability and readiness to become foster parents in Arizona. In addition, the partnership provides services to the family to support in their parenting efforts. AzPaC also assists in the placement of children in appropriate homes, provides supervision and support for that placement, provides respite care for children, and activities designed to retain families in the program.

Service Area: AzPaC provides these services in Districts I (Maricopa County), II (Pima County), III (Coconino, Yavapai, Apache, and Navajo counties), IV (Mohave County), V (Pinal and Gila Counties) and VI (Cochise, Santa Cruz, Graham, and Greenlee counties).

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Catholic Charities, 928-716-3202

Pima County:

Devereux, 520-296-5551

St. Nichols of Myra Adoption Center, 520-745-8791

Pinal and Gila Counties:

Catholic Charities and Catholic Social Service, 1-866-800-9468

Yavapai County:

Catholic Charities, 928-778-2531ext. 54010

Referral/eligibility: Any family interested in learning more about fostering is welcome to call

### ***In-Home Services***

Service Description: In Home Services provide a variety of services to families referred by Child Protective Services. The service supports and enhances the family unit through a continuum of family-centered services. The program provides services such as case management, advocacy, counseling, parent training, parent aide, and emergency services to address stressors in the family and assist the family in improving their parenting skills. This program provides an important piece in the service continuum of Child Protective Services to assist families in keeping children in their homes and preventing further child abuse.

Service Area: Cochise, Santa Cruz, Graham, Greenlee, Pima, Pinal, Mohave, Coconino, Yavapai, Navajo, and Apache Counties

Contact person: Madge Haynes, 602-285-1999 ext 59008, mhaynes@cc-az.org

Referral/eligibility: Referrals are by Child Protective Services only

### ***Parents as Teachers***

Service Description: Parents as Teachers is a home visiting program for pregnant women and families with children 0-5 years of age. Its vision is that all children will learn, grow, and develop to realize their full potential. All prospective parents and parents with a child birth to age 5 are eligible for the program. There are four main components to the program: Home Visiting, Resource and referral, Group meetings, and Screening. Services are individualized to meet the strengths and needs of each family

Service Area: The First Things First Southeast, Central, and Northwest Maricopa Regions

Contact person: Laura Montoya, 480-388-3292, lmontoya@cc-az.org

Referral/eligibility: Any family with a child 0-5 years of age and expectant parents are welcome.

Families can self-refer by calling the central intake number 480-388-3292 or can be referred by other social service providers.

## **ARIZONA'S CHILDREN ASSOCIATION**

Founded in 1912, initially as Arizona Children's Home, the state's first accredited orphanage, Arizona's Children Association (AzCA) is presently one of the oldest and largest statewide child welfare and behavioral health nonprofit agencies in Arizona. Arizona's Children has stayed true to its mission of 'Protecting Children and Preserving Families' for 98 years, serving over 46,000 children up to age 18 and their families annually across all 15 counties in the state. Over 600 staff, 560 foster family partners, and 1,400 volunteers strive to meet agency goals. With a focus on preventing child abuse and neglect as well as serious behavior problems and family dysfunction, AzCA also helps to heal children and families who have already experienced these traumas. The mission is driven by more than 40 Prevention, Intervention and Permanency services, including numerous multi-agency collaborations. All programs are family-focused, strength-based, culturally-sensitive, best practice and outcome-driven. They include: foster care, kinship services, adoption, crisis nursery, family support and preservation, prevention, infant brain development training, counseling, substance abuse and sexual abuse treatment, special education school, Head Start, group care, adult education, preventive health and fitness, recreation, and a neighborhood Community Center.

### ***Center for Family Based Practice***

Service Description: Outpatient Behavioral Health Program

Service Area: Maricopa County

Contact person: Jessie Gillam, (602)234-3733 x. 2139, jgillam@arizonaschildren.org

Referral/eligibility: Children ages 0-18 who are on AHCCCS or AHCCCS eligible, and their families.

***Foster Care Program***

Service Description: Recruitment, licensing and support services for those wanting to become foster parents.

Service Area: Maricopa County

Contact person: Nicole Bell Harper, 602-253-1620 x. 123, nbell-harper@arizonaschildren.org

Referral/eligibility: Must fulfill certain requirements and required trainings to become a foster parent.

***Golden Gate Community Center***

Service Description: Community Center that provides various activities and programs for both adults and children who reside in the community.

Service Area: Maryvale area

Contact person: Phyllis Habib, 602-233-0017, phabib@arizonaschildren.org

Referral/eligibility: None

***Home Care Training to Client (HCTC)***

Service Description: Therapeutic foster care services

Service Area: Maricopa County

Contact person: Nicole Bell Harper, 602-253-1620 x. 123, nbell-harper@arizonaschildren.org

Referral/eligibility: Must fulfill certain requirements and participate in required trainings to become a foster parent in the HCTC program.

***New Directions Institute***

Service Description: Provides trainings and education about infant and child brain development.

Service Area: Statewide and national

Contact person: Linda Taroli, 602-234-3733 x.2264, ltaroli@arizonaschildren.org

Referral/eligibility: None

## **BANNER HEALTH-CARDON CHILDREN'S MEDICAL CENTER – CHILD DEVELOPMENT DEPARTMENT**

The Child Development Department provides a variety of supports and services to families throughout the East Valley. Our programs focus on families from the prenatal period to three years old. All programs provided are voluntary and emphasize the parents' role as the child's first teacher and best role model. Our mission is to make a difference in the lives of families through relationship based programming.

### ***Baby Signs®***

Service Description: Certified Baby Signs® Instructor will teach parents how talk to their babies before their babies can talk using simple signs.

Service Area: East Valley

Contact person: Magen McDonnell, 480-412-5370, Magen.Clawitter@bannerhealth.com

Referral/eligibility: Contact 602-230-CARE to schedule a class. Classes are \$60 a person or \$70 per couple. Baby Signs parties are available upon request. No eligibility criteria.

### ***Loving Touch® Infant Massage***

Service Description: A Certified Infant Massage Instructor will teach parents about the benefits of infant massage and massage strokes to use with their infant. Infant Massage promotes bonding and attachment between parent and child, reinforces good eye contact and verbal communication, provides a positive way for fathers to connect and bond with their babies, helps parents have a better understanding of their infant's unique rhythms and cues and helps parents to feel more confident and competent in caring for their infant.

Service Area: East Valley

Contact person: Magen McDonnell, 480-412-5370, Magen.Clawitter@bannerhealth.com

Referral/eligibility: Contact 602-230-CARE to sign up for classes. \$30 for classes taught at Banner Desert Medical Center campus and \$45 for classes taught in the family's home. Participants will receive Baby's First Touch step-by-step instructions for Infant Massage booklet and a small bottle of massage oil. Any family with an infant can enroll in classes. Classes are available in English and Spanish. Most ideal time for learning infant massage is when the child is birth to 6 months old.

### ***Pregnancy, Parenting and Play Program***

Service Description: Pregnancy, Parenting and Play is a free home visitation family support and child development program that emphasizes the importance of the close relationship between parent and child. The goal of the program is to help participants be the best parents they can be for their child. Pregnancy, Parenting and Play supports and guides parents to be their child's first teacher and best role model by focusing on the physical, emotional, and intellectual growth and development of children in the early years. This program is funded by First Things First.

Service: Mesa, Gilbert, Queen Creek

Contact person: Goldie La Porte, 480-412-3410, Goldie.laporte@bannerhealth.com

Referral/Eligibility: Self referral or other. Pregnant and parenting teens, families whose infant was born between 34 and 37 weeks gestation, families from prenatal to 36 months.

### ***Sign 2 Me®***

Service Description: Service Description: Certified Sign 2 Me® instructor will teach parents about infant brain development, the benefits of signing with your baby, tips on successful signing with your baby and learn 50 simple signs to use with your baby.

Service Area: East Valley

Contact person: Magen McDonnell, 480-412-5370, [Magen.Clawitter@bannerhealth.com](mailto:Magen.Clawitter@bannerhealth.com)  
Referral/eligibility: Contact 602-230-CARE to sign up for workshops. Two-hour workshops \$60 per person or \$70 per couple. No eligibility criteria.

***Banner Health – School-Based Health Centers***

Service Description: Banner Health’s School-Based Health Centers provide medical care to the uninsured child and youth population. Services provided include well-child checks, sports/camp physicals, and sick child visits (including cold/flu, asthma, pink eye, sore throats, ear infections, upper respiratory infections, urinary tract infections, etc.). The School-Based Health program has been in operation for over 16 years, providing medical services to the Metro Phoenix area. We are located at 3 convenient locations in Chandler, Glendale and Mesa serving both East and West sides of the Valley.

Service Area: Apache Junction, Avondale, Buckeye, Chandler, Gilbert, Glendale, Mesa, Phoenix, and Tempe.

Contact person: Program Director: Megan Christopherson, 480-412-6583, [megan.christopherson@bannerhealth.com](mailto:megan.christopherson@bannerhealth.com). For Appointment: Veronica Toro, 480-412-6344, [veronica.toro@bannerhealth.com](mailto:veronica.toro@bannerhealth.com)

Referral/eligibility: Banner’s School-Based Health Centers are available for school-aged children who are uninsured.



## **CATHOLIC CHARITIES COMMUNITY SERVICES**

Established in 1933, Catholic Charities Community Services has been providing comprehensive human services throughout Central and Northern Arizona. Through an array of programs/services Catholic Charities has focused on reducing poverty; helping abused women and their children; helping sex-trafficked women, welcoming and assisting refugees; promoting healthy youth; reducing homelessness and strengthening families. The mission of Catholic Charities is: "Helping our community's most vulnerable with solutions that permanently improve lives." The agency mission and overarching agency strategy is to strive for sustainable solutions. Central to this strategy is an organizational philosophy of collaboration and a network of partners in our communities to achieve our desired outcomes.

Each year, Catholic Charities touches more than 80,000 lives providing help, creating hope and serving all.

### ***Adoption Services/Child Placement***

Service Description: Recruits, trains, and supports adoptive parents who wish to adopt an infant or young child.

Service Area: Maricopa County, Yavapai, Coconino and Mohave Counties

Contact person: Pam Joel, 928-778-2531 X 54018, pjoel@cc-az.org

Referral/eligibility: Applications are accepted from married couples and single, non-cohabiting individuals.

### ***DIGNITY***

Service Description: Comprehensive services for prostituted women. Services include life skills classes, 12-step recovery classes, street outreach, housing, domestic sex trafficking training, community awareness events and youth outreach.

Service Area: Maricopa County

Contact person: Tami Hartman, 602-997-6105 X 51021, thartman@cc-az.org

Referral/eligibility: Self and other. Serves all.

### ***Family Partners/In-Home Program***

Service Description: Team-based approach provides family-centered and strength-based counseling, case management, supportive, and parenting services to families referred from Child Protective Services.

Service Area: Flagstaff, Page, and Cottonwood. Application in place to provide service in Maricopa County.

Contact person: Antoinette Sablan, 928-774-9125 X 53101, asablan@cc-az.org

Referral/eligibility: Referrals are received from DES Child Protective Services.

### ***Head Start and Early Head Start***

Service Description: Culturally-sensitive, comprehensive child development and family-centered services for 995 Head Start children/families and 82 Early Head Start infants, toddlers or pregnant women. Expansion grants are currently in place to fund services for 82 additional children and their families.

Service Area: Western Maricopa County (Avondale, Aguila, Wickenburg, El Mirage, Glendale, Peoria, Buckeye, Tolleson, Palo Verde, Tonopah)

Contact person: Cathy Tompkins, 623-486-9868, ctompkins@cc-az.org

Referral/eligibility: Self. Serves 1,077 eligible low-income children ages 0 through 5.

### ***Home Recruitment Study and Supervision***

Service Description: License, certify, train and support homes providing care to DES children.

Service Area: Maricopa County, Yavapai, Mohave and Coconino Counties.  
Contact person: Pam Joel, 928-778-2531 X 54018, pjoel@cc-az.org  
Referral/eligibility: Self or other.

***My Sisters Place and Pathways Transitional***

Service Description: Emergency Shelter for women, and their children, who are fleeing domestic abuse. Assist women through education and self-determined services to transition women from abuse. Services include financial and life-skills education, counseling and victim advocacy. Pathways is transitional housing for women and children following shelter stay.

Service Area: Maricopa County  
Contact person: Yvonne Taylor, 480-821-11024, ytaylor@cc-az.org  
Referral/eligibility: Self or other.

***Outpatient Counseling***

Service Description: Our counseling staff and interns provide understanding, caring, and support to strengthen families and assist those in crisis. Individuals, couples and families are assisted to set and achieve goals, gain insights and address personal issues through the use of new coping skills. Services are provided by licensed counselors and master's level interns.

Service Area: Maricopa County  
Contact person: Rebecca Sauer, 602-997-6105, rsauer@cc-az.org  
Referral/eligibility: Self or other. Serve all. Sliding Fee Scale.

***Parents as Teachers - Home Visiting Program***

Service Description: Trained parent educators provide families with a specific Parents as Teachers, Born to Learn curriculum. Resource and Referral to assist families connect with community resources as needed. Monthly group meetings on a variety of topics related to child development.

Service Area: Mesa, Arizona  
Contact person: Diane Ellis, 602-285-1999 X 59522, dellis@cc-az.org  
Referral/eligibility: Self or other. Serves all in geographic area.

***Paths of HOPE***

Service Description: Assists motivated individuals and families leave a life of uncertainty for one of security, stability and success. A continuum of services that are needed to build the resources and skills to ensure a sustainable financial future, including free tax preparation, financial education, group work to address personal exploration, planning, resource building, and support.

Service Area: Maricopa County, Coconino and Yavapai Counties  
Contact person: Aaron Stiner, 602-997-6105, X 51084, astiner@cc-az.org  
Referral/eligibility: Self or other. Serves all.

***Pregnancy Counseling***

Service Description: Supportive life-affirming decision counseling and advocacy in accessing community resources, parenting preparation, and adoption planning for women, their partners, and their families who are experiencing an unplanned pregnancy.

Service Area: Maricopa County; Yavapai, Coconino and Mohave Counties  
Contact person: Pam Joel, 928-778-2531 X 54018, pjoel@cc-az.org  
Referral/eligibility: Self or other. 1.888.818.4445. Serves all.

***Transitional and Permanent Supportive Housing***

Service Description: Housing for homeless families and/or families leaving short-term shelter. Case management, education, resource and skill building and mentorship services.

Service Area: Maricopa County, Yavapai and Coconino Counties

Contact person: Sandi Flores, 928-774-9125 X 53049, sflores@cc-az.org

Referral/eligibility: Self or other.

## **CHANDLER CHRISTIAN COMMUNITY CENTER**

Chandler Christian Community Center (CCCC) is a nonprofit Food Bank and Family Resource Center, working to meet basic human needs for people in crisis and to empower individuals and families by providing programs that develop skills for self-sufficiency and long term change.

### ***Back to School Assistance***

Service Description: Back to School Assistance provides local school children with clothing, backpacks, and supplies at the beginning of every school year.

Service Area: Chandler Unified School District

Contact person: Lori Tapia, 480-963-1423, lori@chandlerfoodbank.org

Referral/eligibility: Students attending Chandler Unified School District in need of these items who register at Chandler Christian Community Center for the program.

### ***Basic English Classes, Intermediate English Classes***

Service Description: During the school year, Basic English Classes are offered Monday nights from 6:00 p.m. - 7:30 p.m. Intermediate English Classes are offered Thursday nights from 6:00 p.m. - 7:30 p.m. All classes are free. No registration is necessary and everyone is welcome. Participants can attend one or both classes.

Service Area: East Valley

Contact person: Lori Tapia, 480-963-1423, lori@chandlerfoodbank.org

Referral/eligibility: No eligibility requirements

### ***Benefits Coordination***

Service Description: Benefits Coordination is available to make it easier for community members to apply for benefits and alleviate the barriers in going to the DES office. Staff members are available to help people apply for AHCCCS, SNAP (Food Stamps), and TANF (cash assistance). Other referral services are recommended during one-on-one appointments with families.

Service Area: Chandler, Guadalupe, Tempe, Ahwatukee

Contact person: Dawn Domingue, 480-963-1423, dawn@chandlerfoodbank.org

Referral/eligibility: No eligibility requirements

### ***Emergency Food Boxes***

Service Description: Emergency Food Boxes are distributed Monday through Thursday. A household may receive an emergency food box once a month for up to six months as a form of temporary assistance to people in crisis (rather than a permanent solution). The initial six-month period can be extended if the crisis status still exists.

Service Area: Chandler

Contact person: Belen Doñan, 480-963-1423, belen@chandlerfoodbank.org

Referral/eligibility: 185% of poverty level, CAP Office and other service agencies

### ***Family Interactive Play***

Service Description: Family Interactive Play is available within the Family Resource Centers during supplemental food distribution on Friday's from 8:30 a.m. - 10:00 a.m. This provides families waiting in line to receive food with an interactive, safe and positive environment to play with their children, increasing positive relationships within the family structure.

Service Area: Chandler, Guadalupe, Tempe, Ahwatukee

Contact person: Lori Tapia, 480-963-1423, lori@chandlerfoodbank.org

Referral/eligibility: No eligibility requirements

### ***Family Resource Center***

Service Description: Chandler Christian Community Center (CCCC) offers a comprehensive Family Resource Center designed to provide support and timely resources for families with children age birth through five years. The Family Resource Center programs include bilingual early literacy development, parenting classes in partnership with ICAN, educational programs, social support activities, access to healthcare, services to address basic needs, and other family support through connections to partner agencies and community/government programs.

Service Area: Chandler, Guadalupe, Tempe, Ahwatukee

Contact person: Lori Tapia, 480-963-1423, lori@chandlerfoodbank.org

Referral/eligibility: Families with child(ren) birth to 5 years old

### ***Giggles, Squiggles and Squirms***

Service Description: Giggles, Squiggles and Squirms is an nationally recognized, early childhood literacy program held every Monday and Thursday from 1:00 pm. – 3:00 p.m. for families with children 3 to 5 (before kindergarten). This program places families with a mentor to work with parents and children together to build skill base and prepare for entrance into the educational system. The program provides during program and home-based learning opportunities.

Service Area: Chandler, Guadalupe, Tempe, Ahwatukee

Contact person: Lori Tapia, 480-963-1423, lori@chandlerfoodbank.org

Referral/eligibility: Families with child(ren) 3 to 5 years old and parent able to participate

### ***Homeless Bags***

Service Description: Homeless Bags are available with ready to eat items, not requiring cooking or refrigeration

Service Area: Chandler

Contact person: Belen Doñan, 480-963-1424, belen@chandlerfoodbank.org

Referral/eligibility: CAP Office and other service agencies

### ***Infant Food Boxes***

Service Description: Infant Food Boxes are provided to families including diapers, formula, baby and toddler food for eligible families.

Service Area: Chandler, Guadalupe, Tempe, Ahwatukee

Contact person: Lori Tapia, 480-963-1423, lori@chandlerfoodbank.org

Referral/eligibility: Families with child(ren) birth to 5 years old

### ***Narcotics Anonymous***

Service Description: Narcotics Anonymous meets on Wednesday, Friday, and Sunday nights at 7:00 p.m. and welcomes anyone from the community to attend.

Service Area: East Valley

Contact person: Lori Tapia, 480-963-1423, lori@chandlerfoodbank.org

Referral/eligibility: No eligibility requirements

### ***Operation Santa***

Service Description: Operation Santa connects community members to registered children to provide holiday gifts. Local churches, service clubs, businesses, and individuals purchase gifts that are matched to the wish lists of children registered in the program. Families are cross referenced with other programs in Chandler to eliminate duplication.

Service Area: Chandler

Contact person: Lori Tapia, 480-963-1423, lori@chandlerfoodbank.org

Referral/eligibility: Children in disadvantaged families under the ages of 18 who register at Chandler Christian Community Center.

***Supplemental Food Box***

Service Description: The Supplemental Food Box distribution program was established to help transition individuals and families from the emergency food bank service by providing weekly supplemental food boxes containing more fresh (perishable) food. Supplemental food does not require a referral and serves any individual in line that morning and is distributed every Friday from 9:00 a.m. – 11:00 a.m.

Service Area: Chandler and other areas

Contact person: Belen Doñan, 480-963-1423, [belen@chandlerfoodbank.org](mailto:belen@chandlerfoodbank.org)

Referral/eligibility: No eligibility requirements

## **CHILD & FAMILY RESOURCES, INC.**

Child & Family Resources Inc. is a nationally accredited, community-based, non-profit organization with the mission “making children’s lives better.” Child & Family Resources was founded in 1970 and has continued to meet the ever changing needs of families through more than 20 different programs in eight Arizona counties: Maricopa, Pima, Cochise, Santa Cruz, Graham, Greenlee, Mohave, and Yuma. Child & Family Resources has been awarded national accreditation from the Council on Accreditation, documenting that the organization has met the highest standards and best practices in the field. The agency accomplishes its mission by working in three service areas:

- Helping at-risk youth overcome obstacles and reach their full potential.
- Achieving quality child care by educating parents and child care providers.
- Building resilient, healthy families through in-home family support.

### **Arizona Center for Responsible Fatherhood (ACRF)**

Service Description: ACRF promotes good parenting practices and encourages fathers and expectant fathers to become actively involved in their children’s lives. ACRF provides Responsible Parenting and Economic Stability classes and assists fathers to establish paternity, modify child support orders, and obtain and retain employment.

Contact Person: Conrad Lindo, 602-234-3941, [clindo@cfraz.org](mailto:clindo@cfraz.org)

Referral/eligibility: Fathers must be expecting or have a child 18 years of age and younger and reside in Maricopa County.

### **Arizona Early Intervention Program (AzEIP)**

Service Description: AzEIP provides in home assessment, evaluation, and ongoing services to families with children birth to three, who have developmental delays and/or disabilities. Services are provided in south Phoenix and the southwestern region of Maricopa County.

Contact person: Stephanie Collier, 602-234-3941, [scollier@cfraz.org](mailto:scollier@cfraz.org)

Referral/eligibility: Family must have a child birth to three years of age with suspected developmental delays and/or disabilities and reside in one of the designated service delivery areas.

### **Choices For Families**

Service Description: Choices For Families is an in-home family support and parenting education program provided to expectant families and families with children 0-5. It is designed to help parents reduce stress, enhance family functioning, promote age appropriate child development including healthy brain development, and positive parent/child interaction.

Service Area: North and Southwest Regions of Maricopa County, Gilbert, Queen Creek, and Mesa

Contact person: Mila Valle, 602-234-3941, [mvalle@cfraz.org](mailto:mvalle@cfraz.org)

Referral/eligibility: Family must be expecting or have a child 0-5 years of age and live in one of the designated service delivery areas.

### **Choices for Pregnant and Parenting Youth**

Service Description: Choices PPY provides in-home or in-school family support and parenting education to young parents ages 14 – 18. The program is designed to support the specialized needs of teen parents and addresses positive family functioning, parenting, child development including healthy brain

development, positive parent/child interaction and helping young parents balance school and parenthood.

Service Area: Metropolitan Phoenix

Contact person: Joy Leveen, 602-234-3941, jleveen@cfraz.org

Referral/eligibility: Parenting youth ages 14 -18 who reside in the Phoenix metropolitan area.

### ***Maricopa Center for Adolescent Parents (MCAP)***

Service Description: A comprehensive program offering GED preparation, parenting and life skills education, career exploration, and on-site child care to young mothers ages 16-21. The children of mothers attending the program are served in an on-site licensed, nationally accredited child care center, where individualized programming is provided for children ages 2 weeks to 3 years. Only the children of students in the MCAP program are eligible for enrolment in the child care center.

Service Area: Metropolitan Phoenix

Contact person: Joy Leveen, 602-234-3941, jleveen@cfraz.org

Referral/eligibility: Parenting mothers ages 16 -21 who reside in the Phoenix metropolitan area.

### ***Smart Support***

Service Description: Smart Support consultants work with early childhood providers to design an individualized plan to meet the program's needs for children experiencing mental health and/or behavioral issues, ages birth to five. Services may include training, consultation, implementing classroom strategies, and resources or referrals for specific children or situations.

Service Area: Central Phoenix

Contact person: Albie Abrahams, 602-234-3941, aabrahams@cfraz.org

Referral/eligibility: Child care centers and Family child care providers who meet eligibility requirements and are located in the central phoenix service area.

### ***Teen Parent Support Program***

Service Description: The Teen Parent Support Program supports young mothers and young fathers in completing their education, learning about community resources, finding safe quality child care, and learning positive parenting techniques.

Service Area: North Phoenix

Contact person: Joy Leveen, 602-234-3941, jleveen@cfraz.org

Referral/eligibility: Parenting Youth age 19 and younger who reside in North Phoenix



## **CHILD CRISIS CENTER**

The Child Crisis Center is committed to preventing child abuse and neglect. We accomplish this by supporting and strengthening families through education and intervention, providing a safe environment for children to heal and grow, and raising community awareness. CCC's services currently include Emergency Shelter, Family Resource Center, MyChild'sReady, Child and Family Counseling, Arizona Adoption and Foster Care and Volunteer.

### ***MyChildsReady***

Service Description: MyChildsReady provides in home family support services for families who are pregnant and/or have children ages birth through their sixth birthday who reside in Mesa, Gilbert and Queen Creek in Maricopa County. Programs include Parents As Teachers (PAT), Healthy Families and Choices for Families, located at 1045 E. University, Mesa, AZ 85201. 480-304-9440

Service Area: Mesa, Gilbert & Queen Creek in Maricopa County

Contact person: Erin Cowan, Director of MyChild'sReady; erin.cowan@childcrisis.org; 480-304-9440, [www.mychildsready.org](http://www.mychildsready.org)

Referral/eligibility: Free to any resident of Mesa, Gilbert & Queen Creek in Maricopa County who are pregnant or parenting a child ages newborn to 5.

### ***Operation Family Support (OFS) – Strengthening Military Families***

Service Description: Operation Family Support (OFS) – Strengthening Military Families is a coalition of military organizations and social service providers who strengthen military families by coordinating services, educating the community about their needs and providing individualized supports to ensure the safety and well-being of the families who serve our country. Goals include: 1. To educate the community to increase awareness, sensitivity to and knowledge of the unique needs of military families. 2. To engage the community in building a full continuum network which addresses the needs of military families on an individual, community, and systemic level. 3. To provide military families the tools and resources to enhance their resiliency and strengthen their coping strategies to manage the unique stressors of everyday life. 4. To engage and strengthen the voice of military families in promoting individual, community and systemic changes.

Service Area: Maricopa County

Contact person: Carol Lopinski, Director of Family Support, carol.lopinski@childcrisis.org; 480-834-9424, [www.childcrisis.org/ofc](http://www.childcrisis.org/ofc)

Referral/eligibility: None

### ***Parenting Services & Information Directory***

Service Description: Parenting Services & Information Directory is a directory of parenting support services. It is updated twice annually in January & June. Copies of directories are available, as well as it being posted on the Child Crisis Center website.

Service Area: Maricopa County

Contact person: Carol Lopinski, Director of Family Support, carol.lopinski@childcrisis.org; 480-834-9424, [www.childcrisis.org](http://www.childcrisis.org)

Referral/eligibility: None

### ***SE Regional Home Visitation Central Intake & Alliance***

Service Description: SE Regional Home Visitation Central Intake & Alliance provides oversight of marketing, central intake and MyChild'sReady Alliance development for First Things First home visitor providers in the SE Maricopa Region of Mesa, Gilbert & Queen Creek. If requests for services are out of region, then referral is made to the appropriate provider.

Service Area: Mesa, Gilbert & Queen Creek in Maricopa County

Contact person: Carol Lopinski, Director of Family Support, carol.lopiniski@childcrisis.org; 480-834-9424, www.childcrisis.org

Referral/eligibility: Free to any resident of Mesa, Gilbert & Queen Creek in Maricopa County who are pregnant or parenting a child ages newborn to 5.

### ***The Emergency Shelter Program***

Service Description: The Emergency Shelter Program, a 30-bed Emergency Shelter where children from birth to age 11 whose well-being is in jeopardy, are offered 24-hour care in a safe, home-like environment. Most children receive physical examinations, speech and hearing screenings, and needed immunizations. Those children who stay longer than a few days attend local public schools, as appropriate, receive daily tutoring and educational enrichment, and are active in many recreational programs. The Shelter is open every day of the year, 24 hours per day. Services are provided free of charge. Located at 604 W. 9<sup>th</sup> Street, Mesa, AZ 85201.

Service Area: Maricopa County & Tribal Communities

Contact person: Terri McGhee, Shelter Program Director, terri.mcgee@childcrisis.org, 480-969-2308, www.childcrisis.org

Referral/eligibility: Children birth to age 11 whose parents are in crisis

### ***The Family Resource Center***

Service Description: The Family Resource Center *mission is to improve the quality of family relationships, minimize family stressors, and link families to their community.* Services promote the learning and development of skills through non-judgmental support and resource linking, all in an attempt to strengthen families and prevent child abuse. Services include Parenting Skills Training, Ongoing Play Groups, Children's Groups, Adult Relationships, Anger Management for the Family, Workshops, Information and Referral, Relatives as Parents (RAP), Male Involvement, *HOPE*: Healthy Options for Parents through Education, Operation Family Support – Strengthening Military Families, a Resource Library, and Public Awareness Campaigns. There is a small fee for some classes and for childcare. Located at 817 N. Country Club Drive, Mesa, AZ 85201.

Service Area: Maricopa County

Contact person: Carol Lopinski, Director of Family Support, carol.lopiniski@childcrisis.org; 480-834-9424, www.childcrisis.org/frc

Referral/eligibility: No eligibility requirements. There is a small fee for some classes, class materials and for childcare.

## **CITY OF PHOENIX HUMAN SERVICES DEPARTMENT**

The Human Services Department provides a comprehensive array of services to help people achieve their highest level of self-sufficiency. Services and programs reach a diverse population of Phoenix residents from preschool children participating in Head Start programs to older adults attending senior center activities. Human Services Department programs provide a safety net of services to those living independently. The department's services extend a helping hand to residents in times of crisis or need.

### ***Early Head Start***

**Service Description:** The City's Early Head Start serves families with children up to age three in their home and provides a streamlined transition to the preschool Head Start program. Pregnant and parenting teens and their children are especially vulnerable and receive support and guidance from Early Head Start staff to become successfully self sufficient.

**Service Area:** The City of Phoenix serves multiple areas within the City. Call 602-262-4040, to determine which agency serves a particular location.

**Contact person:** Patricia Nightingale, Acting Deputy Human Services Director, 602-262-4040, [patricia.nightingale@phoenix.gov](mailto:patricia.nightingale@phoenix.gov)

**Referral/eligibility:** Low-income families with a child age three or under may apply for the program by calling 602-262-4040.

### ***Family Services Center***

**Service Description:** Caseworkers at the three multipurpose family services centers provide a broad range of assistance to promote self-sufficiency for adults and families. Services include information and referral services, case management and emergency financial assistance.

**Service Area:** The program serves residents of the City of Phoenix.

**Contact person:** Moises Gallegos, Deputy Human Services Director, 602-262-4520, [moises.gallegos@phoenix.gov](mailto:moises.gallegos@phoenix.gov)

**Referral/eligibility:** Residents of Phoenix may call 602-262-4520 to locate the nearest Family Services Center.

### ***Head Start***

**Service Description:** A preschool program for three-to five-year-old children from low-income families. Head Start provides developmental and educational services designed to prepare children for school. Specialized education services are available for children with disabilities.

**Service Area:** The City of Phoenix serves multiple areas within the City. Call 602-262-4040, to determine which agency serves a particular location.

**Contact person:** Patricia Nightingale, Acting Deputy Human Services Director, 602-262-4040, [patricia.nightingale@phoenix.gov](mailto:patricia.nightingale@phoenix.gov)

**Referral/eligibility:** Preschool children age four years or older from low-income families may apply for the program by calling 602-262-4040.

## **COMMUNITIES IN SCHOOLS OF TEMPE AND KYRENE**

Communities In Schools of Tempe and Kyrene champions the connection of needed community resources with schools to help young people successfully learn, stay in school, and prepare for life. We work with many community agencies to help address the root causes of school failure. School districts served are the Tempe Union High School District, Tempe Elementary School District and the Kyrene Elementary School District. More than 6,000 children, teens, and their families participate in our programs each year.

### ***No Parent Left Behind Workshops***

Service Description: Over 30 workshops each school year

Service Area: Tempe, Guadalupe, Ahwatukee and Chandler

Contact person: Kay Cosner, 480-838-3200 ext. 40074, [kcosner.mdn@tuhsd.k12.az.us](mailto:kcosner.mdn@tuhsd.k12.az.us)

Referral/eligibility: Open to anyone. All workshops are free. Adults are encouraged to attend with their teen.

### ***Teen Resource Center***

Service Description: Provides free clothing, shoes, hygiene supplies, and school supplies to students in middle and high school. Hours are during the school year on Tuesdays and Thursdays from 1:00 p.m. - 4:00 p.m. Located at 4235 S. College, in Tempe.

Service Area: Tempe, Guadalupe, Ahwatukee and Chandler

Contact person: Lynette Stonefeld, 480-858-2316, [lynette\\_stonefeld@tempe.gov](mailto:lynette_stonefeld@tempe.gov)

Referral/eligibility: Self. Open to any student in the Tempe Union, Tempe Elementary or Kyrene Elementary School Districts.

### ***Thrive to Five Family Resource Centers***

Service Description: We support Seven Family Resource Centers in Tempe, Guadalupe, and Ahwatukee. Our family resource centers are located inside schools, but are open to anyone with children 5 years old and younger. Thrive to Five focuses on providing information, education and connections to community support so that families can prepare children for success in kindergarten and beyond. More than 250 free classes (provided in both English and Spanish) throughout the school year which includes parenting classes, early literacy, nutrition, and brain development. A Family Resource Specialist is available to assist families who need support navigating the system. Assistance is also available to people who need to register or renew their state assistance benefits. A rotating dental clinic provides free screening and fluoride varnish.

Service Area: Tempe, Guadalupe, Ahwatukee and Chandler

Contact person: Isela Blanc, 480-858-2306, [isela\\_blanc@tempe.gov](mailto:isela_blanc@tempe.gov)

Referral/eligibility: Self. Open to all families with children 5 and under (or caregivers of these children)

## **CRISIS NURSERY, INC.**

Crisis Nursery, Inc.'s mission is breaking the cycle of child abuse and neglect. We currently operate four programs, primarily targeting families with young children living in the Central Phoenix region.

### ***Children's Shelter***

Children's Shelter is available 24/7 on a voluntary basis to families with children ages 0-8 facing emergencies that leave them temporarily unable to safely care for their children (children ages 9-11 will be considered on an individual basis if part of a sibling group). Services are free of charge and upon admission children receive health and developmental screenings, medical care including immunizations if needed and daily activities that are developmentally appropriate and supervised. All attempts are made to transport or arrange for transportation of school aged children to their home school. Children and families are connected to needed community resources and services. Length of stay is based on each family needs.

Service Area: Maricopa County

Contact person: Angela Wilson, Social Worker, 602-273-7363, [awilson@crisisnurseryphx.org](mailto:awilson@crisisnurseryphx.org)

Admissions are available 24/7 by calling the number above and asking for a social worker or supervisor.

Referral/eligibility: Self or other. Parent or guardian must complete paperwork in person or via fax from a referring agency.

### ***Day Respite Program***

Day Respite Program is available from 7:00 a.m. until 6:00 p.m. Mondays through Fridays for children ages 0-8 whose parents require short-term respite care due to emergencies (exceptions can be made for extended care, services on weekends or children ages 9-11 with prior approval). Services are free of charge and upon admission children receive health and developmental screenings, medical care including immunizations if needed and daily activities that are developmentally appropriate and supervised. Children and families are connected to needed community resources and services. Length of stay is based on each family needs, but services are not designed to replace regular child care.

Service Area: Maricopa County

Contact person: Angela Wilson, Social Worker, 602-273-7363, [awilson@crisisnurseryphx.org](mailto:awilson@crisisnurseryphx.org).

Inquiries for services can be made 24/7 by calling the number above and asking for a social worker or supervisor.

Referral/eligibility: Self or other. Parent or guardian must complete paperwork in person or via fax from a referring agency.

### ***FACES of Crisis Nursery Early Head Start Program***

FACES of Crisis Nursery Early Head Start Program is available to pregnant women and families with children ages 0-2 living in Phoenix zip codes 85006 and 85008. Both a center-based (for children ages one and two) and home-based (for pregnant women and families with children under the age of three) are offered. All children enrolled receive developmental screenings and families are connected with needed community resources and services.

Service Area: Phoenix zip codes 85006 and 85008

Contact person: Alicia Medina, Family Support Manager, 602-889-1665, [amedina@crisisnurseryphx.org](mailto:amedina@crisisnurseryphx.org)

Referral/eligibility: Self or other. Family must have income below the Federal Poverty Level

### ***Family Foster Care Program***

Family Foster Care Program recruits, trains and supervised licensed Family Foster homes serving children placed by the Arizona Department of Economic Security or the Gila River Indian Community.

Applicants must be 21 years of age, clear a background check, participate in a detailed home study, pass a home inspection and complete 33 hours of training over 11 weeks.

Service Area: Maricopa County

Contact person: Mary Ann O'Connor, Director of Family Support Services, 602-273-7363,  
moconnor@crisisnurseryphx.org

Referral/eligibility: Self referral, must attend orientation session.

## **FAMILY INVOLVEMENT CENTER**

The Family Involvement Center (FIC), a parent-run organization, assists and supports families of children with emotional, behavioral or substance abuse challenges, while helping policy-makers and providers transform service systems. Our focus is on providing support to the whole family and to increase partnerships between families, services providers and their communities. Besides working with parents and children, FIC provides training to the children's behavioral health workforce and other child-serving agencies and community groups on increasing the effectiveness of family professional partnerships. Over eighty percent of FIC staff are parents who have firsthand experience and skills in navigating the school system, behavioral health service delivery provider system, and community programs for their child(ren) through adulthood. All Parent Partner staff have formal training in parent support principles and skills development, as well as advanced training on the child-serving systems. Youth Mentor staff are individuals who have a family member with a mental health or substance abuse challenge and also have training and work experience with youth programs.

Through our programs we increase : 1) parent-to-parent and youth-to-youth support and connections; 2) family involvement in service planning; 3) public awareness and community support and, 4) employment and volunteer opportunities for parents/caregivers for new careers and advisory roles in the family support field.

### ***Family Education on Children's Mental Health/Substance Abuse and Systems Navigation***

Service Description: Parent education provided at the Family Involvement Center and in the Community. Classes are lead by Parent Trainers or Co-led by a Parent Trainer and Professional Partner with expertise in children's mental health/substance abuse topics, parenting topics, school topics and community resources. Examples include: Behavioral Building, Bullying, Look Who's Talking (for parents of children 0 to 5), Strengthening Multi-Ethnic Families: A Violence Prevention Training, and various prevention classes including Suicide Talk. Content also includes guidance on navigating the public behavioral health and/or private insurance or other public systems i.e. AHCCCS, education system, developmental disabilities, child welfare, or juvenile justice. In addition to traditional classes, we host a Book Club monthly focusing on reducing stigma by increasing awareness. Most classes are offered in English and Spanish.

Service Area: Maricopa County and some classes throughout Arizona

Contact person: Toni Issadore, 602-412-4074, [Toni@FamilyInvolvementCenter.org](mailto:Toni@FamilyInvolvementCenter.org)

Referral/eligibility: Self-referral or other. Some classes are open to all, and others require program eligibility such as enrollment in public behavioral health system

### ***Family-Professional Partnership and Family Leadership Trainings***

Service Description: Family-Professional Partnership and Family Leadership Trainings for behavioral health and other human services professionals, emerging leaders family and youth leaders and Family Support and Parent Partners is a *System of Care Training* for family members and professionals. Some examples: Family Driven-Care, Family and Youth Involvement, Arizona 12 Principles and Vision for Children's Public Behavioral Health System, Child and Family Team Overview, Mental Health First Aid, Applied Suicide Intervention Skills Training, and other general workforce development trainings for parents/caregivers and professionals working in the behavioral health or other child-serving systems.

Service Area: Maricopa County, some classes available throughout Arizona and Nationally

Contact person: Toni Issadore, 602-412-4074, [Toni@FamilyInvolvementCenter.org](mailto:Toni@FamilyInvolvementCenter.org)

Referral/eligibility: Self-referral or other, or contracts with service delivery-organizations.

***Parent Assistance Line (PAL)***

Service Description: Our Parent Assistance Center provides telephone support and welcomes parents/caregivers to “drop in” or schedule an appointment. Staffed by Parent Partner, parents who have “walked the walk” of raising a child with behavioral health/substance abuse challenges and navigating multiple child-serving systems and community resource programs. Examples of topics Parent Partners provide support on are: Navigating the Behavioral Health System, Insured/Non-insured/AHCCCS, Special Education & Schools, Probation or Court Issues, Youth Groups & Mentoring, Sibling Support, Early Childhood Development, Locating and Working with Community Resources, and other family issues, such as housing.

Service Area: Maricopa County

Contact person: Maravin Lopez, 602-288-0155, Maravin@FamilyInvolvementCenter.org

Referral/eligibility: Self-referral and other

***Parent Partners (In-home and Community-based Support Services)***

Service Description: Parent Partners provide parent-to-parent services. They facilitate connections to informational, emotional or social support as well as offer assistance in navigating child-serving systems, community agencies and self-help groups. Our Parent Partners are biological, adoptive parents or foster parents including grandparents. They have “walked the walk” of raising a child with behavioral health and/or substance abuse needs. They understand the journey and feelings of being overwhelmed or isolated and not knowing where to turn for assistance in meeting their child’s or their own needs. Parent Partners start by offering a listening ear and encourage and assist the parents in brainstorming and problem-solving with their support system to meet their child’s needs in schools, the community or with child-serving public or private agencies, as well as in social or family settings.

Service Area: Maricopa County

Contact person: Betty Hrutado, 602-412-4071, Betty@FamilyInvolvementCenter.org

Referral/eligibility: Self referral or through Magellan Health Providers

***Youth Living Skills Development and Support***

Service Description: Living Skills Training Series for Youth 11 – 17, SIBshops for siblings of a brother or sister with behavioral health/substance abuse or other disability.

Service Area: Maricopa County

Contact person: Angelica Piaz, 602-288-0155, Angelica@FamilyInvolvementCenter.org

Referral/eligibility: Self-referral or other.

***Youth Mentors***

Service Description: Youth mentors provide in-home and community-based individualized mentoring and skills building opportunities for children and youth age 8 through 17. Youth Mentor staff are individuals who have a strong commitment and work experience to help youth struggling socially or academically, or those needing coaching and mentoring in improving social skills or participating in community, school or family activities.

Service Area: Maricopa County

Contact person: Angelica Piaz, 602-288-0155, Angelica@FamilyInvolvementCenter.org

Referral/eligibility: Self-referral or through Magellan Health Services provider system



## **HUMAN RESOURCE TRAINING (HRT)**

Human Resource Training (HRT) offers a continuum of care related to the welfare of families. HRT's 200 foster homes include after-hours immediate placement, homes specializing in developmental disabilities (DDD), homes that specialize in therapeutic foster care for children and youth with behavioral and emotional problems (HCTC), medically-fragile foster care, regular foster care for individual children and sibling groups, kinship foster care and adoption. HRT's in-home services division, Parenting Skills Program, (PSP) provides in-home counseling and parent aide services to families experiencing the stressors related to child abuse and neglect.

### ***Parenting Skills Program (PSP)***

Service Description: The in-home division of HRT, Parenting Skills Program (PSP), serves the needs of families through in- office counseling, in-home family preservation services and family support parent aides. These programs encompass the following services: parenting education and child development instruction for parents; structured parenting instruction for families with a child with severe emotional and/or behavioral problems; mental health and addictions counseling and intervention services; intimate partner crisis-intervention services; individual, family, couples and relationship counseling; instruction and support in problem solving, stress management and conflict resolution; home management, budgeting and time management; help with resume preparation, job, acquisition and employment readiness; identifying, linking and enrollment assistance in community resources; mitigating physical, sexual and emotional abuse and neglect in families and coordination with Title XIX services. PSP also provides specialized instruction in parenting infants who are born drug exposed.

Service Area: Maricopa County

Contact person: Fran Harris, 602-433-1344, [Franh@hrtaz.com](mailto:Franh@hrtaz.com) and/or Holli Gonzalez, 602-433-1344, [Hollig@hrtaz.com](mailto:Hollig@hrtaz.com)

Referral/eligibility: Child Protective Services

## **INTERNATIONAL RESCUE COMMITTEE – ARIZONA**

The IRC responds to the world's worst crises, helping people survive and rebuild their lives. At work today in over 40 countries and 22 U.S. cities, IRC restores the safety, dignity and hope of millions who are uprooted and struggling to endure.

IRC has been at work in Phoenix for over 18 years and through its original resettlement mission has resettled over 13,000 refugees in the Phoenix Metropolitan area. Today, IRC's programs not only serve refugees directly, but extend to other vulnerable populations. IRC's approach to welcoming newcomers to Phoenix includes a focus on strengthening neighborhood's that are integrating new residents and increasing the capacity of the community to better understand their needs and strengths.

In Phoenix, IRC's work falls into 4 areas:

1. Refugee Resettlement and Case Management
2. Health and Wellness
3. Economic Empowerment
4. Community Integration and Development

### **Refugee Resettlement and Case Management**

#### **Refugee Reception & Placement**

**Service Description:** Through a partnership with the Department of State, the IRC assists with the resettling refugees in Maricopa County. IRC staff meet refugees at the airport; provide direct assistance with initial housing, furnishings, food and clothing; assist in acquiring social security numbers, help families register in school and ensure that families have a medical screening and visit a doctor. IRC provides on-going case management services for qualifying families.

**Service Area:** Maricopa County

**Contact Person:** Lisa Welze, 602-433-2440 ext207, [Lisa.Welze@rescue.org](mailto:Lisa.Welze@rescue.org)

**Referral/eligibility:** Refugees, Cuban-Haitian entrants, individuals with Special Immigrant Visa (SIV) status and individuals with Asylum status; time limits for time lived in US apply

#### **Specialized Services for Victims of Human Trafficking**

**Service Description:** IRC helps victims of human trafficking by providing: food and shelter; medical care; mental health counseling; immigration assistance; legal assistance; language interpretation; case management; and other culturally appropriate services throughout the state of Arizona. IRC works closely with local and national law enforcement in victim identification.

**Service Area:** Statewide

**Contact Person:** Reem Constantine (602-433-2440 ext 233); 24-hour hotline (888) 60ALERT

**Referral/eligibility:** Pre-certified (undocumented) and certified victims of human trafficking

#### **Specialized Services for Survivors of Torture**

**Service Description:** IRC helps torture survivors by providing extensive case management in the areas of social, legal, psychological/psychiatric and health/medical. IRC runs the Arizona Network of Torture Treatment Providers (ANTTP) list serve to increase capacity and knowledge of local service providers to serve torture survivors.

**Service Area:** Maricopa County

**Contact Person:** Penny Gusted-Hamm (602-433-2440 ext 219)

**Referral/eligibility:** Survivors of torture

## **Health and Wellness**

### **Well-Being Center: Outpatient Behavioral Health Services**

*Service Description:* IRC's licensed behavioral health clinicians provide individual, family and group counseling in office, home and community settings. IRC outreaches to the target refugee populations about behavioral health issues and stigma, as well as provides cultural competency, trauma and self-care training to staff of mainstream behavioral health organizations.

*Service Area:* Maricopa County

*Contact Person:* Donna Apodaca (602-433-2440 ext 217)

*Referral/eligibility:* Refugees, individuals with Special Immigrant Visa (SIV) status, Cuban/Haitian Entrants and individuals with Asylum status; time limits for time lived in US apply

### **Pre/Post Natal Outreach and Oral Health Programs**

*Service Description:* This program partners with St Joseph's Hospital and Medical Center and Phoenix Baptist Hospital to provide group Pre & Postnatal Care. Services include medical care coordination, health education and home visitation up to six months following delivery.

*Service Area:* Central Phoenix

*Contact Person:* Elisabeth Williams (602-433-2440 ext 227)

*Referral/eligibility:* Pregnant refugee and immigrant women living in the zip codes: 85003, 85004, 85006, 85007, 85008, 85012, 85013, 85014, 85015, 85016, 85017, 85019 and 85034

### **Oral Health Project for Pregnant and Breast-Feeding Refugee Women**

*Service Description:* This project provides access to a dental cleaning and X-rays.

*Service Area:* Maricopa County

*Contact Person:* Elisabeth Williams (602-433-2440 ext 227)

*Referral/eligibility:* Uninsured or underinsured pregnant or breast-feeding refugee women

### **Early Childhood Medical Care Coordination**

*Service Description:* IRC's clinical care coordinators help families establish a medical home and establish routine preventive health behaviors including attending well-child medical visits and ensuring that children are up-to-date with vaccination schedules. Three home visits during a six-month enrollment period help families increase their health literacy and knowledge of early childhood development.

*Service Area:* Central Phoenix

*Contact Person:* Elisabeth Williams (602-433-2440 ext 227)

*Referral/eligibility:* Refugee and immigrant families with children under the age of six living in the zip codes: 85003, 85004, 85006, 85007, 85008, 85012, 85013, 85014, 85015, 85016, 85017, 85019 and 85034

### **Health Insurance Enrollment Assistance**

*Service Description:* Educates families about public health insurance options. Screens families for benefits eligibility and assists them in overcoming barriers to the application.

*Service Area:* Central Phoenix

*Contact Person:* Elisabeth Williams (602-433-2440 ext 227)

*Referral/eligibility:* Refugee and immigrant families with children under the age of six living in the zip codes: 85003, 85004, 85006, 85007, 85008, 85012, 85013, 85014, 85015, 85016, 85017, 85019 and 85034

## **Economic Empowerment**

### **Job Readiness Training**

*Services Description:* This training program consists of five instruction modules that prepare participants for entry into the US workforce. Topics covered include workplace culture, workplace expectations and your role, workplace communication, conflict resolution, the job search process, applications, resumes, interviews and career mapping. Participants that successfully complete all five modules receive a certificate of completion.

*Service Area:* Maricopa County

*Contact Person:* Michael Southerly (602-433-2440 ext 204)

*Referral/eligibility:* Refugees, individuals with Special Immigrant Visa (SIV) status, Cuban/Haitian Entrants and individuals with Asylum status; restrictions for time lived in US

### **Family Asset Building**

*Service Description:* IRC helps participants save toward the purchase of a home, car, business or education through matched saving. Participants attend financial literacy training that focuses on practical financial management concepts.

*Service Area:* Maricopa County

*Contact Person:* Yolonda Riley (602-433-2440 ext 184)

*Referral/eligibility:* Refugees, individuals with Special Immigrant Visa (SIV) status, Cuban/Haitian Entrants and individuals with Asylum status; income restrictions

### **Micro-Enterprise Development and Lending**

*Service Description:* This program helps entrepreneurs to start or expand business ventures through technical assistance and micro-loans up to \$15,000.

*Service Area:* Maricopa County

*Contact Person:* Daniel Martin-Mora, 602-433-2440 ext183, Daniel.Martin-Mora@rescue.org; Yasmin Badri, 602-433-2440 ext215, Yasmin.Badri@rescue.org

*Referral/eligibility:* Refugees, individuals with Special Immigrant Visa (SIV) status, Cuban/Haitian Entrants and individuals with Asylum status; restrictions for time lived in US

### **Micro-Business Development**

*Service Description:* The program provides training, technical assistance (including with DES certification) and start-up capital for home-based childcare businesses.

*Service Area:* Maricopa County

*Contact Person:* Tamina Ali (602-433-2440 ext 169)

*Referral/eligibility:* Refugees, individuals with Special Immigrant Visa (SIV) status, Cuban/Haitian Entrants and individuals with Asylum status; restrictions for time lived in US

### **New Roots: Refugee Agricultural Partnership**

*Service Description:* This program provides training and technical assistance to promote agricultural endeavors, including community gardens and larger farm operations.

*Service Area:* Maricopa County

*Contact Person:* Tim Olorunfemi (602-433-2440 ext 188)

*Referral/eligibility:* Refugees, individuals with Special Immigrant Visa (SIV) status, Cuban/Haitian Entrants and individuals with Asylum status; restrictions for time lived in US

### **Accessing the American Farm Dream**

*Service Description:* This program provides assistance accessing USDA products and services.

*Service Area:* Maricopa County

*Contact Person:* Worku Belew (602-433-2440 ext177)

*Referral/eligibility:* Socially disadvantaged farmers and ranchers

### **Training for Beginning Farmers and Ranchers**

*Service Description:* This program provides training and technical assistance.

*Service Area:* Maricopa County

*Contact Person:* Jessica Woiderski (602-433-2440 ext 198)

*Referral/eligibility:* Farmers and ranchers with less than 10 years of experience

### **Tool Lending**

*Service Description:* IRC promotes community gardening through a free tool lending service.

*Service Area:* Maricopa County

*Contact Person:* Tim Olorunfemi (602-433-2440 ext 188)

*Referral/eligibility:* Individuals living in low income census track areas

## **Community Integration and Development**

### **Immigration Assistance**

*Service Description:* IRC is US Board of Immigration Appeals (BIA) recognized to provide low-cost assistance for individuals in applying for various immigration benefits, including green cards, citizenship, immigrant travel documents, family reunification and more. Assistance with USCIS fee waivers is provided for individuals that qualify.

*Service Area:* Arizona

*Contact Person:* Nadia Fortin (602-433-2440 ext 211) or Atiq Alborz (602-433-2400 ext 203)

*Referral/eligibility:* Any individual eligible for immigration benefits

### **Citizenship Preparation Classes**

*Service Description:* IRC provides free citizenship preparation classes and materials to assist students in preparing for the USCIS English-only test.

*Service Area:* Maricopa County

*Contact Person:* Joanie Calder, 602-433-2440 ext222, Joanie.Calder@rescue.org

*Referral/eligibility:* Any Legal Permanent Resident (LPR), must also be able to speak, read and write English, as necessary for the citizenship exam. Prior class registration is required; prior application for naturalization is not required.

### **Interpreter Service**

*Service Description:* IRC provides professional, cost-effective interpretation services to the community, including hard to find, languages of lesser-diffusion. The services trains and test interpreters in accordance with national interpretation standards; all interpreters are tested for language proficiency in both English and other languages used. IRC provides training for local service providers on the effective use of interpreters, principles of ethical interpretation and Title VI of the US Civil Right Act, which legislated the use of interpretation by all entities receiving US Federal funding.

*Service Area:* Statewide

*Contact Person:* Rabah Radhi, 602-433-2440 ext171, Rabah.Radhi@rescue.org,  
phxinterpreters@rescue.org

*Referral/eligibility:* IRC enters into contracts with service providers to access this service

## **JOHN C LINCOLN DESERT MISSION**

The goal of our Desert Mission programs is to meet the basic needs of our most vulnerable community members and help them reach their full potential for health and self-sufficiency.

### ***Adult Day Health Care Center***

Service Description: Adult Day Health Care Center provides affordable personal care and supervision to physically-challenged and cognitively impaired older adults in a safe, secure environment.

Service Description: Adult Day Health Care Center provides therapeutic social activities and outings, nutritional meals and snacks, door-to-door transportation, personal care and hygiene by certified caregivers, and an R.N. and social worker on site.

Service Area: Our general service area runs from Glendale Avenue to the Carefree Highway and from 35<sup>th</sup> Avenue to Tatum Boulevard. Some exclusions may apply.

Contact information: 602-870-6374

Referral/eligibility: Call to schedule a tour and assessment. Contracted with VA and ALTCS programs. Some financial assistance may be available; call for more information.

### ***Children's Dental Clinic***

Service Description: Children's Dental Clinic is a licensed dental clinic providing routine dental care and dental treatment to children, ages 4 – 20, enrolled in AHCCCS or who do not have insurance.

Service Description: Children's Dental Clinic provides routine dental care which includes exams, x-rays, and cleaning. It also provides dental treatment which includes fillings, extractions, root canals and treatment of infections.

Service Area: Our general service area runs from Glendale Avenue to the Carefree Highway and from 35<sup>th</sup> Avenue to Tatum Boulevard. Some exclusions may apply.

Contact information: 602-870-6363

Referral/eligibility: Serves children (ages 4 – 20) enrolled in participating AHCCCS plans and children of underserved families who do not qualify for state aid.

### ***Community Health Services***

Service Description: Community Health Services is a licensed health care facility providing basic medical care to children and families who do not have insurance or are enrolled in AHCCCS.

Service Description: Community Health Services provides eligibility and enrollment in AHCCCS, basic medical care for minor illness, injuries, and chronic diseases. It also provides immunizations and routine check-ups.

Service Area: Our general service area runs from Glendale Avenue to the Carefree Highway and from 35<sup>th</sup> Avenue to Tatum Boulevard. Some exclusions may apply.

Contact information: 602-331-5779

Referral/eligibility: Serves children and their parents enrolled in participating AHCCCS plans and those who do not have medical insurance. Fees are dependent on eligibility status and the services that are performed.

### ***Food Bank***

Service Description: Food Bank provides emergency food boxes and food boxes for the elderly and babies. Bargain baskets are also available for a fee. The Food Bank accepts Food Stamps.

Service Area: Our general service area runs from Glendale Avenue to the Carefree Highway and from 35<sup>th</sup> Avenue to Tatum Boulevard. Some exclusions may apply.

Contact information: 602-870-6062

Referral/eligibility: Serves people of all ages in specific ZIP codes. Must meet 185 percent of federal poverty level. Must have proof of address.

### ***Lincoln Learning Center***

Service Description: Lincoln Learning Center is a licensed facility providing child care and education, all-day Kindergarten, and before- and after-school care.

Service Area: Our general service area runs from Glendale Avenue to the Carefree Highway and from 35<sup>th</sup> Avenue to Tatum Boulevard. Some exclusions may apply.

Contact information: 602-943-3731

Referral/eligibility: Serves children ages 6 weeks – 12 years. The center is licensed, DES-certified and accredited by the NAEYC. Some financial assistance may be available for families who qualify. Call to see how they can assist you.

### ***Marley House Behavioral Health Clinic***

Service Description: Marley House Behavioral Health Clinic is a licensed outpatient behavioral health clinic serving children and families who do not have insurance or are enrolled in AHCCCS. Its services provided include: information and referral, behavioral health services including parenting skills, relationship issues, grief and loss, serious mental illness, depression/anxiety, substance abuse, etc. as well as enrollment assistance for state benefits.

Service Area: Our general service area runs from Glendale Avenue to the Carefree Highway and from 35<sup>th</sup> Avenue to Tatum Boulevard. Some exclusions may apply.

Contact information: 602-331-5817

Referral/eligibility: We accept all AHCCCS plans. Those without insurance may qualify for services under the sliding fee scale program.

### ***Neighborhood Renewal***

Service Description: Neighborhood Renewal provides new home development (housing opportunities with access to down payment assistance and resources); home rehabilitation (for owner-occupied homeowners who meet the income eligibility guidelines); individual development accounts (savings program for potential homebuyers with matching funds available); housing counseling (home buyer education classes); and commercial revitalization (assist in community-driven processes to increase safety and visual appearance and help to facilitate economic development opportunities).

Service Area: Our general service area runs from Glendale Avenue to the Carefree Highway and from 35<sup>th</sup> Avenue to Tatum Boulevard. Some exclusions may apply.

Contact information: 602-870-6060 x 1257

Referral/eligibility: Various guidelines for eligibility/qualifications. Call for more information.



## MARICOPA COUNTY HUMAN SERVICES DEPARTMENT

The mission of the Maricopa County Human Services Department is to provide education, employment, shelter, and basic needs services to individuals, families, and communities so they can enhance their opportunities for physical, social, and economic well being. The Human Services Department comprises five Divisions: Community Development, Community Justice Support Services, Community Services, Education, and Workforce Development.

### ***Community Development Division***

The Community Development Division administers the Community Development Block Grant and HOME Investment Partnership programs for the Urban County. Generally, incorporated communities with populations less than 50,000 may apply for funds in conjunction with their county government. A cooperative arrangement between these communities and the county is required to create the Urban County. The unincorporated areas of the county may also apply for funding. Additionally, the County has used funding from the Neighborhood Stabilization Program (NSP) to develop affordable and permanent supportive housing options.

Service Area: Maricopa County

Contact Person: Ursula Strephans, 602-372-1526, [strephansu@mail.maricopa.gov](mailto:strephansu@mail.maricopa.gov) Referral/eligibility:

See the Maricopa County Human Services Department website: <http://www.hsd.maricopa.gov/>

### **Community Justice Support Services**

Community Justice Support Services provides comprehensive case management and wrap-around services for eligible youth and adults who are at-risk within the Criminal Justice system. The intent of the program is to aid probationers and their families in being successful in the community, and, correspondingly, reduce the risk of reoffending. Program participants work with a Community Justice Support (CJSS) Specialist. These specialists serve as a mentor, coordinator, and navigator of community-based services.

Contact person: Margaret Trujillo, 602-506-4550, [trujillom@mail.maricopa.gov](mailto:trujillom@mail.maricopa.gov). Referral/eligibility: See the Maricopa County Human Services Department website: <http://www.hsd.maricopa.gov/>

### ***Community Services Division (CSD)***

The Community Services Division (CSD) is the designated Community Action Agency (CAA) for Maricopa County, with the exclusion of the cities of Phoenix and Mesa. The CSD ensures the provision of Community Action Program (CAP) services to provide emergency assistance services, case management, outreach, information and referrals, and home weatherization and repair/replacement services. The CSD and CAPs promote and participate in community networks and collaborations. Funded by the Area Agency on Aging, CSD also administers the Senior Adult Independent Living Program (SAIL), a program that provides case management and in-home services to older and disabled adults.

Service Area: Maricopa County

Contact person: Marge Leyvas, 602-506-4983, [leyvasm@mail.maricopa.gov](mailto:leyvasm@mail.maricopa.gov)

Referral/eligibility: See the Maricopa County Human Services Department website: <http://www.hsd.maricopa.gov/>

### ***Education Division***

The Education Division administers Head Start and Early Head Start in the East and West Valleys. The vision of the Education Division is: Healthy, educated children in supportive families. Focusing on serving families living in poverty, children with disabilities, children who are homeless and/or in foster care, as well as teen or incarcerated parents, the program partners with enrolled parents to connect them to resources in the community that will help them to meet their family's medical, dental, or

mental health service needs. The program focuses on supporting the development of children zero – five in areas of social-emotional, cognitive, language acquisition, literacy, and physical development.

Service Area: Maricopa County

Contact person: Dennis Ichikawa, 602-506-4841, [ichikawad@mail.maricopa.gov](mailto:ichikawad@mail.maricopa.gov)

Referral/eligibility: See the Maricopa County Human Services Department website:

<http://www.hsd.maricopa.gov/>

### ***Workforce Development Division***

The Workforce Development Division promotes and facilitates strategic alliances among public and private stakeholders within the County to ensure workforce excellence and contribute to the economic vitality for area employers, incumbent workers and future workers. Workforce Development operates Centers in both the East and West Valleys of Maricopa County; providing specialized services to both employers and job seekers, most of these services are free of charge.

Service Area: Maricopa County

Contact person: Margaret Trujillo, 602-506-4550, [trujillom@mail.maricopa.gov](mailto:trujillom@mail.maricopa.gov). Referral/eligibility: See

the Maricopa County Human Services Department website: <http://www.hsd.maricopa.gov/>

## **MARICOPA INTEGRATED HEALTH SYSTEM (MIHS)**

As Arizona's only public health care system, MIHS is committed to offering comprehensive care for all those who live in Maricopa County and beyond. Through a continuum of care and collaboration, MIHS is dedicated to keeping our community healthy by offering medical care in a top-notch, service-oriented setting.

### ***Arizona Burn Center***

Service Description: The Arizona Burn Center is an internationally recognized center of excellence providing comprehensive and individualized care for patients who suffer from burn injuries.

Service Area: Southwestern Region of the US

Contact information: 602-344-5011, [info@azburncenter.com](mailto:info@azburncenter.com)

Referral/eligibility: Burn injury

### ***Arizona Children's Center (AzCC)***

Service Description: AzCC serves the medical and surgical needs of infants, children and adolescents with family-centered care. With compassion at the core of its mission, the AzCC is committed to offering excellent, comprehensive care to all children who live in Arizona. The AzCC is certified by the National Association of Children's Hospitals and Related Institutions.

Service Area: Maricopa County

Contact information: 602-344-5011 (MIHS main phone number)

Referral/eligibility: Children and adolescents

### ***Comprehensive Healthcare Clinic (CHC)***

Service Description: The Comprehensive Healthcare Center treats children and adults and provides primary care services including family and internal medicine, pediatric care, dental care, and obstetrics/gynecology.

Service Area: Maricopa County

Contact information: 602-344-1015 Main CHC phone number

Referral/eligibility: Maricopa County residents

### ***Family Learning Centers***

Service Description: MIHS houses two Family Learning Centers located at the Comprehensive Healthcare Center and the South Central Family Health Center. Each fully staffed FLC is equipped with educational resources, children's books, computers, and offer educational classes as well as developmental classes for parents and children. Current classes include: Raising a Reader, Leaps and Bounds, JUMP!, nutrition and health classes on various topics, arts and crafts for children, car seat education, parenting classes and computer literacy classes.

Service Area: Maricopa County

Contact person: Comprehensive Healthcare Center FLC, Maricella Ortiz Robinson, 602-344-1352, [Maricella.Robinson@mihs.org](mailto:Maricella.Robinson@mihs.org)

South Central Family Learning Center: Maritsa Beltran, 602-344-6460, [Maritsa.Beltran@mihs.org](mailto:Maritsa.Beltran@mihs.org)

Referral/eligibility: The FLCs are open to all community residents.

### ***Internatal Care Clinic***

Service Description: The clinic links pre and post natal care by reaching women between pregnancies to continue providing them with health care information and to assist them in developing individually tailored programs to help reduce chronic health conditions before their next pregnancy. In this program, MIHS links care for mother and baby and expands services for women who have had a

previous birth with poor outcomes. Additional programs offered through this clinic include: walking groups, dental education, postpartum/mood disorder support group, care coordination, and child development screenings.

Service Area: Maricopa County

Contact person: Jennifer Joiner, 602-344-2621, Jennifer.Joiner@mihs.org

Referral/eligibility: Women between pregnancies who had a prior poor birth outcome.

### ***Mariposa Wings to Safety***

Service Description: Mariposa Wings to Safety is the domestic violence prevention program at MIHS. The program offers victim advocacy services 24/7 services. Services include: crisis intervention, education, prevention, aid in shelter placement, orders of protection, safety planning, resources, and support groups.

Service Area: Maricopa County

Contact information: 602-344-1545 or 602-344-5976

Referral/eligibility: Anyone who may be a victim of domestic violence.

### ***McDowell Healthcare Center***

Service Description: McDowell Healthcare Center is the county's largest provider of comprehensive and coordinated HIV-related medical care for adults.

Service Area: Maricopa County

Contact information: 602-344-6550

Referral/eligibility: Maricopa County residents who are HIV positive

### ***MIHS Family Health Centers***

Service Description: There are 11 Family Health Centers located throughout Maricopa County. At our neighborhood clinics, patients can receive expert primary, preventative, prenatal and pediatric screenings and treatments, including dental care.

Service Area: Maricopa County

Contact information:

Avondale FHC: 623-344-6800

Chandler FHC: 480-344-6100

El Mirage FHC: 623-344-6500

Glendale FHC: 602-344-6700

Guadalupe FHC: 480-344-6000

Mesa FHC: 480-344-6200

Maryvale FHC: 623-344-6900

7<sup>th</sup> Ave FHC: 602-344-6600

South Central FHC: 602-344-6400

Sunnyslope FHC: 602-344-6300

Referral/eligibility: None

### ***Pack is Back with Backpacks and Driven for Education with Backpacks***

Service Description: Backpacks filled with school supplies are distributed to select pediatric dental patients as well as at selected times/dates during the year.

Service Area: Maricopa County

Contact person: Jennifer Joiner, 602-344-2621, Jennifer.Joiner@mihs.org

Referral/eligibility: School-aged Maricopa County residents

***Phoenix Cancer Center***

Service Description: Patient care is delivered in a multidisciplinary, collaborative manner – diagnoses and treatment options are discussed among a group of specialists including surgeons, medical oncologists, radiation oncologists, pathologists, radiologists, nurses, and other experts focused on the management of cancer.

Service Area: Maricopa County

Referral/eligibility: Maricopa County residents diagnosed with cancer.

***Refugee Women's Health Clinic***

Service Description: The overarching purpose of the Refugee Women's Health Clinic is to provide culturally grounded and linguistically appropriate health services to the growing refugee and immigrant community in the Phoenix metropolitan region while seeking to reduce/eliminate health disparities and cultural barriers to care.

Service Area: Maricopa County

Contact person: Jeanne F. Nizigiyimana, 602-344-1445, Jeanne\_Nizigiyimana@dmgaz.org

Referral/eligibility: Any refugee living in the Phoenix metropolitan area.

***Scald Burn Prevention***

Service Description: Early childhood literacy educational campaign with burn scald prevention messages created to educate parents and children. All materials plus an educational curriculum to utilize materials were created by Dr. Ruth Rimmer, Director of Burn Psychological Research at the Arizona Burn Center.

Service Area: Maricopa County

Contact person: Dr. Ruth Rimmer, 602-344-5390, Ruth\_Rimmer@dmgaz.org

Referral/eligibility: Citizens of Maricopa County

***STAGES***

Service Description: Maricopa Integrated Health System's STAGES (*Screening, Tracking, Anticipatory Guidance, Education, and Support Services*) is a program developed at the Comprehensive Healthcare Center (CHC) Pediatric Clinic to enhance the training in developmental issues for Pediatric residents during their Continuity Clinic experiences. Referrals to the Family Learning Center, education is provided in the clinic regarding developmental milestones and breastfeeding.

Service Area: Maricopa County

Contact person: Marla Ruiz, 602-344-1352, Marla.Ruiz@mihs.org

Referral/eligibility: Children ages 0-5

## PHOENIX CHILDREN'S HOSPITAL

CareConnect AZ connects families to resources to address their most pressing needs while strengthening partnerships with their medical providers. CareConnect AZ focuses on young children ages birth to five and their families. CareConnect AZ bridges the gap between existing health care services, communities, and families, by linking children and families to appropriate services and resources. CareConnect AZ provides a single point of entry into the multiple systems of care and services for families to obtain appropriate services. CareConnect AZ strives to strengthen parent and provider relationships, provide coordination of services for the child and family, increase families' awareness of community resources, and improve families' sense of empowerment and self-sufficiency.

### **CareConnect AZ**

CareConnect AZ is a voluntary care coordination program that supports families with children age 0 to 5 who are in need of care coordination services.

Service Area: Central and South Phoenix

Contact: Angelica Tovar-Huffman 602-546-0994 – [atovarhuffman@phoenixchildrens.com](mailto:atovarhuffman@phoenixchildrens.com)

Referral: self or other

## QUALITY CARE NETWORK

Quality Care Network (QCN) is a non-profit, Provider Network Organization (PNO) serving AHCCCS/Medicaid eligible service recipients and their families. QCN was incorporated in response to the requirement in the Arizona Department of Health Services (ADHS/DBHS) contract awarded to Magellan Health Services of Arizona.

Provider Network Organizations (PNOs) are to serve children and their families throughout the Maricopa County Regional Behavioral Health Authority (RBHA). The full service provider agencies of QCN are: A New Leaf, Devereux of Arizona, Jewish Family and Children's Service, Inc., Valle del Sol, Inc., and Mountain Health and Wellness. Our full service agencies provide psychiatric, counseling, supportive and behavioral health services.

QCN through its providers strengthens the community by offering high quality behavioral health services to children and families throughout Maricopa County. We believe in building hope and strengthening lives.

### ***Family Support Specialist***

**Service Description:** The Family Support Specialist role is to help families identify and acknowledge informal networks of support and to provide them with the supports and skills necessary to care for a child with behavioral health disorders. The key components of the program are support and tangible service provided through parent-to-parent contact. The Family Support Specialist models the skills necessary to maneuver within the mental health system and other community programs, thus serving as a system guide and advocate for the parent. This modeling and collaborative work is designed to increase the caregivers sense of empowerment (i.e. a feeling of mastery over one's environment) and their ability to inter-dependently navigate the service systems.

**Service Area:** Maricopa County

**Contact information:** Quality Care Network Referral and Assignment Line, 602-773-4900

**Referral/eligibility:** AHCCCS Title XIX/XXI eligible children currently enrolled with Quality Care Network directly and/or Qualified Service Agencies (A New Leaf, Devereux, Jewish Family Children Services, Mountain Health and Wellness, and Valle del Sol)

## **RAISING SPECIAL KIDS**

Raising Special Kids provides parents of children with the full range of disabilities, from birth to 22 with parent support, training, information, and assistance. Our services, available to parents in English and Spanish, help families become effective advocates for their children. Programs include mentoring, special education training, health care information, parent leadership, and family advocacy. Staff and volunteers are experienced parents of children with disabilities.

### ***Parent Leadership Development Opportunities***

Service Description: Parent Leadership Development Opportunities are available for parents to develop leadership skills, participate and serve in public policy and decision-making roles. Parent Leaders provide guidance for other parents and training for professionals in health, education and social services.

Service Area: Statewide, Maricopa County

Contact 602-242-4366, [info@raisingspecialkids.org](mailto:info@raisingspecialkids.org)

Referral/eligibility: Self or Professional.

### ***Parent-to-Parent Program***

Service Description: The Parent-to-Parent Program matches families new to a challenge in raising a child with special needs with experienced parents who can offer support.

Service Area: Statewide, Maricopa County

Contact 602-242-4366, [info@raisingspecialkids.org](mailto:info@raisingspecialkids.org)

Referral/eligibility: Self or Professional.

### ***Partnership between Parents and Professionals***

Service Description: We support parents of children with disabilities and special health care needs in learning how to collaborate with professionals to provide positive outcomes for their children.

Service Area: Statewide, Maricopa County

Contact 602-242-4366, [info@raisingspecialkids.org](mailto:info@raisingspecialkids.org)

Referral/eligibility: Self or Professional.

### ***Special Education Information***

Service Description: Services are provided through the Parent Training and Information Center (PTI) authorized under the Individuals with Disabilities Education Act (IDEA). Special Education assistance for families and schools includes Individual Education Program (IEP) and 504 consultation for families, and training and consultation for schools, teachers and other professionals.

Service Area: Statewide, Maricopa County

Contact 602-242-4366, [info@raisingspecialkids.org](mailto:info@raisingspecialkids.org)

Referral/eligibility: Self or Professional.



## **SOUTHWEST HUMAN DEVELOPMENT**

Recognizing the critical importance of the first few years of life, Southwest Human Development (SWHD) provides comprehensive services to children ages birth to five and their families in five primary areas: child health and development, early literacy, services for children with disabilities, Head Start, and training for early childhood professionals. SWHD is Arizona's largest early childhood nonprofit, serving 135,000 children and families each year through 40 different public and private programs and projects.

Southwest Human Development strives to give all children an optimal start in life and a bright and positive future. The agency's overall goal is to help children establish a healthy foundation by preventing problems before they arise, or when they already exist, intervening as early and effectively as possible.

Southwest Human Development staff are well-trained and known for their high level of expertise. The agency is recognized for its innovative and flexible responses to changing community needs. At SWHD, we are committed to providing comprehensive, integrated services – to the concept of “One Child, One Family, One Team.” We seek out collaborations with a wide range of community partners, including local universities. Our services are research-based and reflective of the standards of best-practice in the early childhood field. A shared goal of all our programs is to promote positive caregiver-child relationships in recognition of the importance of healthy social and emotional development for overall growth and development. For further information, please contact the identified staff person for each program or refer to our website: [www.swhd.org](http://www.swhd.org).

### ***Aim4Excellence™***

Service Description: ***Aim4Excellence™*** seeks to improve the quality of early care and education by training professionals in leadership and professional development skills.

Service Area: Statewide

Contact person: Mary Jamsa, 602-633-8801, [Mjamsa@swhd.org](mailto:Mjamsa@swhd.org)

Referral/eligibility: Child Care Center Directors apply directly

### ***Assistive Technology Training and Resource Center***

Service Description: Assistive Technology Training and Resource Center helps people of all ages with disabilities better manage their daily activities supported by specialized equipment such as computers and communication devices. Training for young children in use of power wheelchairs is also offered. The ADAPT Shop provides young children with disabilities with individualized adaptive supports, so that they can join their family and friends in activities enjoyed by their typical peers. AT staff are available to train school district staff throughout Arizona in ways that assistive technology can be used in the classroom to support students with disabilities.

Service Area: Maricopa County

Contact person: Tina Martin, 602-633-8686, [Tmartin@swhd.org](mailto:Tmartin@swhd.org)

Referral/eligibility: Self, Division of Developmental Disabilities (DDD), local school districts

### ***Birth to Five Helpline***

Service Description: Birth to Five Helpline (1-877-705-KIDS) is a toll-free question line for parents, caregivers and professionals working with young children.

Service Area: Statewide

Contact person: Alison Steier, PhD, 602-224-1746, [Asteier@swhd.org](mailto:Asteier@swhd.org)

Referral/eligibility: Self and others

### ***Child Care Training***

Service Description: Child Care Training provides free training to state-certified care centers that serve primarily at-risk children.

Service Area: Statewide

Contact person: Alan Taylor, 602-218-1749, Ataylor@swhd.org

Referral/eligibility: DES certified child care centers in Maricopa County

### ***Children's Developmental Center***

Service Description: The Children's Developmental Center provides comprehensive, coordinated care for young children with complex developmental issues. Transdisciplinary team comprised of care coordinators, developmental pediatricians, occupational and physical therapists, pediatric clinical dietitian, psychologist with specialized training in developmental disabilities and infant mental health, assistive technology specialists, and speech-language pathologists. Services provided include: comprehensive developmental assessments, Feeding Program for Infants & Young Children, autism services, including our Side-by-Side Playgroup, occupational, physical and speech therapy, psychology and counseling services.

Service Area: Maricopa County

Contact person: Terry Matteo, PhD, 602-633-8700, Tmatteo@swhd.org

Referral/eligibility: Self or other

### ***Early Care and Education Inclusion Program***

Service Description: Early Care and Education Inclusion Program – a First Things First Program which provides child care staff with training and technical assistance so they can support the full and successful inclusion of children with disabilities into their programs.

Service Area: First Things First Central Phoenix Region

Contact person: Victoria Hackett, 602-633-8166, Vhackett@swhd.org &

Margy Eldridge, 602-633-8346, Meldridge@swhd.org

Referral/eligibility: Self. Child Care centers in the First Things First Central Phoenix Region are eligible

### ***Early Intervention***

Service Description: Early Intervention helps infants and toddlers with disabilities reach their full potential through a variety of family and child services, including evaluation and various types of therapies (occupational, physical, and speech therapy).

Service Area: East Valley, North Central Phoenix

Contact person: Corinne Canivez, 602-266-5976 x5080, Ccanivez@swhd.org

Referral/eligibility: Self. Division of Developmental Disabilities

### ***Family Preservation***

Service Description: Family Preservation offers intensive short-term in-home support and counseling to families, referred by Child Protective Services, in an effort to resolve concerns related to child abuse or neglect and safely maintain the children in their homes.

Service Area: Maricopa County

Contact person: Nicole Roskens, 602-218-8664, Nicole@swhd.org

Referral/eligibility: Through Child Protective Services

### ***Family Reunification***

Service Description: Family Reunification offers short-term, intensive family support and counseling to families, referred by Child Protective Services, who have a child returning to their home after an out-of-home placement to ensure a successful reunification of the child with the family.

Service Area: Maricopa County

Contact person: Nicole Roskens, 602-218-8664, Nicole@swhd.org

Referral/eligibility: Through Child Protective Services

### ***For Now and Forever***

Service Description: For Now and Forever provides mental health prevention services to selected state-certified child care centers serving at-risk children.

Service Area: Maricopa County: DES child care facilities

Contact person: Joan Shaffer, 602-633-8577, jshaffer@swhd.org

Referral/eligibility: Child Care Centers within Osborn School District Geographical Boundaries

### ***Fussy Baby Program***

Service Description: Fussy Baby Program is a service of the Birth to Five Helpline and provides telephone and home visiting support for parents of hard-to-soothe infants (birth to 12 months) who may also struggle with sleep or feeding.

Service Area: Maricopa County for home visits/ Statewide for phone consultation

Contact person: Ana Arbel, 602-633-8694, Aarbel@swhd.org

Referral/eligibility: Self and others

### ***Good Fit Counseling Center***

Service Description: Good Fit Counseling Center is an outpatient clinic that provides both in-home and in-office assessment, treatment and support for infants, toddlers, preschoolers, and their caregivers. Areas of focus include parent-child relationship concerns, trauma and loss, social-emotional difficulties, and serious behavior problems.

Service Area: Maricopa County

Contact person: Douglas Albrecht, PhD, 602-224-1747, Dalbrecht@swhd.org

Referral/eligibility: Southwest Network (Magellan), private insurance panels, and self

### ***Harris Infant and Early Childhood Mental Health Training Institute***

Service Description: Harris Infant and Early Childhood Mental Health Training Institute offers two intensive training programs for mental health clinicians and other professionals working with young children. Successful completion of training leads to a certificate in either Infant/Family Studies or Infant/Family Clinical Practice. Southwest's Harris Institute is part of the prestigious Irving B. Harris professional development network of infant mental health training, which includes programs in the United States and Israel.

Service Area: Statewide

Contact person: Alison Steier, PhD, 602-224-1746, Asteier@swhd.org

### ***Healthy Families***

Service Description: Healthy Families is a voluntary home visitation program that supports pregnant women and families with newborns to promote child development and school readiness, enhance parent-child relationships and family self-sufficiency, and prevent child abuse and neglect.

Service Area: Maricopa County, including the following First Things First regions: Central Phoenix, South Phoenix, North Phoenix, Central Maricopa, Southeast Maricopa, and Northeast Maricopa  
Contact person: Amy Jaffe, 602-427-4681, [Ajaffe@swhd.org](mailto:Ajaffe@swhd.org)  
Referral/eligibility: Self or others. Must meet at-risk criteria

### ***Kinship Care and Adoptions***

Service Description: Kinship Care and Adoptions assists families seeking to provide homes for relatives' children who have been removed from their homes due to abuse or neglect. Services include relative and adoptive home studies, foster care licensing, annual guardianship reports, placement supervision and family support.

Service Area: Maricopa County  
Contact person: Charlene Crowley, 602-218-8661, [Charlene@swhd.org](mailto:Charlene@swhd.org) & Noel Maloney, 602-218-8665, [Noel@swhd.org](mailto:Noel@swhd.org)  
Referral/eligibility: Through Child Protective Services with occasional private contract available.

### ***Magellan Direct Support Services***

Service Description: Magellan Direct Support Services is an in-home family support program for families with a child (0-18) who has a behavioral health diagnosis. Services include parenting skills training, family support, behavior coaching, and social skills training.

Service Area: Maricopa County  
Contact person: Gwyneth Kelly, 602-218-8663, [Gkelly@swhd.org](mailto:Gkelly@swhd.org)  
Referral/eligibility: Through Magellan: Southwest Network, Quality Care Network, and People of Color Network.

### ***Newborn Intensive Care***

Service Description: Newborn Intensive Care provides home visits by registered nurses to assist families of premature newborns.

Service Area: Maricopa County  
Contact person: Bonnie Drenth, 602-633-8681, [Bdrenth@swhd.org](mailto:Bdrenth@swhd.org)  
Referral/eligibility: Self, physician, hospital staff. Infants who have spent 72 hours or more in a Level 2 or 3 Newborn Intensive Care Unit are eligible.

### ***Nurse Family Partnerships***

Service Description: Nurse Family Partnerships – is a First Things First nurse home-visiting program provided to high-risk, first-time pregnant mothers. The majority of these women are in their teens and early 20's and living in poverty. They work with a nurse home visitor to promote better health and social outcomes for themselves and healthy growth and development for their children.

Service Area: First Things First South Phoenix Region and North Phoenix Region  
Contact person: Rae Edwards, BSN, RN, 602-633-8690, [redwards@swhd.org](mailto:redwards@swhd.org)  
Referral/eligibility: Self or others. First-time mothers before their 28th week of pregnancy who live in the First Things First South or North Phoenix Region are eligible.

### ***Parent Aide***

Service Description: Parent Aide provides parenting education, home management skills, supervised visitation between children and parents, and family support to parents, whose children have been removed from their care by Child Protective Services, in an effort to address child safety concerns in the home.

Service Area: Maricopa County  
Contact person: Alice Davis, 602-218-8660, Adavis@swhd.org  
Referral/eligibility: Through Child Protective Services

### ***Parent Coaching***

Service Description: The Parent Coaching and Support Services program provides support for parents of infants, toddlers and preschoolers with suspected developmental delays who are not eligible for publicly-funded early intervention services. Services include home visits, parent child playgroups and information about community resources.

Service Area: Specific zip codes in Maricopa County  
Contact person: Jennifer Harrison, 602-633-8355, Jharrison@swhd.org  
Referral/eligibility: Families with children ages birth to five who are not eligible for special needs services through AzEIP, DDD or their local school district.

### ***Quality First***

Service Description: Quality First – a First Things First Program is a quality improvement and rating system for early care and education programs serving children birth through age five. Coaching, financial incentives, observational assessments and access to professional development and health consultants are provided.

Service Area: Statewide  
Contact person(s): Katie Romero, 602-633-8652, Kromero@swhd.org &  
Christine Schrader, 602-633-8653, Cschrader@swhd.org  
Referral/eligibility: Self

### ***Raising A Reader***

Service Description: Raising A Reader is a national program designed to educate parents about the importance of early literacy and how they can build these skills in their young children and help them enter school ready to learn.

Service Area: Maricopa County  
Contact person: Kendra Smiley, 602-633-8748, Ksmiley@swhd.org  
Referral/eligibility: Families with children ages birth to five in targeted areas

### ***Reach Out and Read***

Service Description: Reach Out and Read provides new books for low-income children during pediatric visits along with education for parents about the importance of reading with their children.

Service Area: Maricopa County  
Contact person: Mary Jamsa, 602-633-8801, Mjamsa@swhd.org  
Referral/eligibility: Pediatric medical practices providing well-child checks to children 6 months to 5 years.

### ***Side by Side Program***

Service Description: Side by Side Program for toddlers with or at-risk for autism and their families. Offers a parent-toddler playgroup where children can learn new skills and families can learn how best to support them. Includes occupational and speech therapy, early childhood education, and psychology services.

Service Area: Families who can access Tempe location  
Contact person: Corinne Canivez, 602-633-8837, Ccanivez@swhd.org

Referral/eligibility: Self, Division of Developmental Disabilities, or others

***Smart Support Early Childhood Mental Health Consultation System***

Service Description: Smart Support Early Childhood Mental Health Consultation System – a First Things First Program which provides mental health consultation to licensed and regulated early care and education programs and providers.

Service Area: Maricopa County (region specific), Yuma County, Yavapai County, Pima County, and Gila County

Contact person: Alison Steier, PhD, 602-224-1746, [Asteier@swhd.org](mailto:Asteier@swhd.org)

Referral/eligibility: Child care and home-based centers within specific First Things First regional boundaries

***Southwest Head Start***

Service Description: Southwest Head Start: Preschool Head Start provides low-income children with high-quality preschool education. Health screenings, social services, and parent training are other important components. Early Head Start Infant Toddler Head Start helps parents with child development, parenting and life skills during the prenatal period and in years before their baby is eligible for the preschool program.

Service Area: Balsz, Creighton, Madison, Osborn and Paradise Valley School Districts

Contact person: Nina Williams, 602-218-8665, [Nwilliams@swhd.org](mailto:Nwilliams@swhd.org)

Referral/eligibility: Self. Must meet income guidelines

## TERROS

TERROS, a community-based behavioral health organization, helps people recover from substance abuse, mental illness and other behavioral health problems. TERROS provides a wide range of services throughout Maricopa County, Arizona, including mobile crisis intervention, prevention and education of substance abuse and HIV/AIDS, outpatient treatment and specialized services to assist persons who have a serious mental illness.

TERROS' Vision to "Pursue Excellence" is part of the core values for our agency. We seek to provide quality, professional, accessible, appropriate and effective services for our clients. It is our belief that all individuals should be treated with dignity and be provided with confidentiality and compassion because we believe that all individuals have a right to privacy and self-determination. We recognize diversity of the community and seek to provide services that reflect the unique needs of each of our clients. It is our goal to encourage innovation and growth within our staff and clients to promote flexibility within an ever changing environment. TERROS recognizes its role as a vital link within the community's human services network and we strive to provide leadership in planning, collaboration, and service delivery.

TERROS' mission is to promote healthy psychological development and functioning of children, adolescents, adults and families, as well as schools, neighborhoods, organizations, and businesses throughout Maricopa County and other communities we serve through the provision of community based behavioral health, prevention, education, and treatment services.

For general information about TERROS services, please contact the Customer Support Center at (602)685-6000.

### ***Arizona Families FIRST (Families in Recovery Succeeding Together)***

Service Description: Arizona Families FIRST is a substance abuse treatment program that promotes recovery from substance abuse, assures child safety, and supports permanency for children and their families. TERROS Families FIRST provides family-focused substance abuse treatment for families referred from Child Protective Services. This service promotes family independence, stability, and self-sufficiency while supporting child safety and permanency. TERROS co-locates Families FIRST case managers and therapists in CPS sites to facilitate service coordination.

Service Area: Maricopa County  
Arizona Families FIRST-West Clinic  
3864 N 27<sup>th</sup> Avenue  
Phoenix, AZ 85017

Contact Information: Cindy Padilla, [cindyp@terros.org](mailto:cindyp@terros.org) at 602-685-6058  
Referral/eligibility: CPS referred only

Service Area: Maricopa County  
Arizona Families FIRST-McDowell Clinic  
4909 E McDowell Road  
Phoenix, AZ 85008

Contact Information: Jeff Daugherty, [jeffd@terros.org](mailto:jeffd@terros.org) at 602-685-6058  
Referral/eligibility: CPS referred only

### ***Co-Location at Provider Network Organization Clinics***

Service Description: TERROS provides Clinic Teams of TERROS substance abuse and peer recovery specialists located at Provider Network Organization clinics to create a blended team that provides integrated care to persons with co-occurring substance abuse problems and serious mental illness.

Service Area: Maricopa County

Contact Information: Michiko Pepple, [michikop@terros.org](mailto:michikop@terros.org) at 602-302-7730 or Michelle Buhman-Livermore, [michelleb@terros.org](mailto:michelleb@terros.org) at 602-302-7731.

Referral/eligibility: Referred by one of the four Adult Provider Network Organizations (PNO) through Magellan Residential Department.

### ***Community Living Program***

Service Description: The Community Living Program includes home and community based services for persons who reside in provider-leased housing and need in-home support. Specialized for persons challenged with serious mental illness, services include personal care training for independent living as well as community reintegration.

Service Area: Maricopa County

McDowell Clinic

4909 East McDowell Road

Phoenix, AZ 85008

Contact Information: Ann Cone-Sevi, [annc@terros.org](mailto:annc@terros.org) at 602-685-6012

Referral/eligibility: Referred by one of the four Adult Provider Network Organizations (PNO) through Magellan Residential Department.

### ***Community Prevention Services***

Service Description: Community Prevention Services reduce the use of alcohol, tobacco and other drugs by building community coalitions and providing targeted strategies. Youth programs include life skills trainings, arts and cultural activities.

#### ***Community Outreach Prevention Education (COPE):***

Service Description: TERROS serves as the fiscal agent for the COPE Coalition is a collaborative effort among the twelve federally recognized sectors: media, business, youth, community, law enforcement, government, youth-serving organizations, faith-based, civic, healthcare, education and other key stakeholder agencies. COPE aims to reduce underage drinking and substance abuse within the Maryvale community through partnerships with the twelve sectors and using a myriad of strategies/activities. These activities include monitoring stores suspected of selling alcohol to youth, educating adults willing to purchase alcohol for youth, delivering community presentations and training key stakeholders to deliver the presentation to help maintain sustainability.

COPE also has a strong Youth Council that works primarily on developing media campaigns, Public Service Announcements (PSA's) that are both video and radio, in addition to helping distribute created marketing items to raise awareness about drugs and alcohol within the community. The Maryvale Youth Council also creates annual events such as the House of Truthful Horrors, which is a Haunted House



exposing community issues youth face on a daily basis such as graffiti, violence (gangs), drugs/alcohol and teen pregnancy. Youth also plan and organize an annual Youth Forum where dialogue and solutions are discussed relative to the identified issues. Although the emphasis is on underage drinking and substance abuse, COPE targets parents and caregivers to educate them on role modeling behaviors they display, consequences of underage drinking and substance abuse, as well as the influence they have when they talk to their children about these issues. COPE staff are all bilingual.

Service Area: Maryvale

Prevention Office

3302 N. 35th Avenue #8

Phoenix, AZ 85017

Contact Information: Gideon Peretz, [gideonp@terros.org](mailto:gideonp@terros.org) at 602- 685-6014 or Laura Alvarez, [lauraa@terros.org](mailto:lauraa@terros.org) at 602- 685-6004

Referral/eligibility: Available to the community of Maryvale and open enrollment

#### *Family Talk/Hablando Dentro Familias:*

Service Description: The Family Talk Program is a juvenile delinquency prevention program targeting the Maryvale community of Phoenix, Arizona. The Family Talk program utilizes the *Say It Straight* (SIS) curriculum which focuses on healthy, pro-social communication strategies. SIS demonstrates negative communication styles and teaches participants to “*Say It Straight*”, which is a healthy, assertive and respectful style of communication. The program is a journey of self-discovery teaching participants to change bullying behaviors, passive-aggressive behaviors, irrelevant behaviors, placating behaviors and “know-it-all” behaviors. In separate settings, Family Talk delivers the curriculum to both parents/guardians and youth. This is done in an effort to assure that both child and parent/guardian learn the same skill sets so they can communicate more effectively within the family unit. Family Talk staff are all bi-lingual. Program staff delivers the program at schools, and other locations. Often, families participating in the program reveal instances of emotional abuse or domestic violence at which point appropriate referrals are made.

Service Area: Maryvale area and/or referred by school within the area

Prevention Office

3302 N. 35th Avenue #8

Phoenix, AZ 85017

Contact person: Gloria Cejudo, [gloriac@terros.org](mailto:gloriac@terros.org) at 602- 685-6005

Referral/eligibility: Available to the community of Maryvale and for schools in the Maryvale area

#### *SAFE Out:*

Service Description: TERROS is the fiscal agent for SAFE Out, a harm reduction program that targets excessive alcohol use among the LGBT adult population in Central Phoenix and is partnered with the LGBT Consortium. The program utilizes traditional and social media to raise awareness of excessive alcohol use in the LGBT community. SAFE Out is in the process of creating a website for the Consortium and uses Facebook and Twitter to get the word out to raise awareness of excessive alcohol consumption. Additionally, the SAFE Out program partners with local bars in the area to educate them about state liquor laws.

Service Area: I-17 & 32nd Street and Van Buren to Glendale (Central Phoenix Area)

Prevention Office

3302 N. 35th Avenue #8

Phoenix, AZ 85017

Contact Information: Jason Vail Cruz, [jasonvc@terros.org](mailto:jasonvc@terros.org) at 602- 685-6016 or Veronica Harner, [veronicah@terros.org](mailto:veronicah@terros.org) 602-685-6082  
Referral/eligibility: Self-referral for the service area

### ***In-Home Services Program***

Service Description: The In-Home Services Program is funded by the Department of Economic Security's Division of Children Youth and Families. This program provides various activities to support and enhance the family unit by preserving and reunifying the family through a continuum of family-centered services. These services include providing families with in home interventions specifically created to meet the unique needs of families referred by Child Protective Services. This service is a short term intervention lasting 90-120 days. In-Home Services include:

- Intensive Family Preservation provides families with crisis oriented activities where conditions in the home present as a threat to the child's (children's) safety. Families who participate in this program have children who live in the home who may be at significant risk for out-of-home care due to abuse and/or neglect. Intensive Family Preservation works with the family to allow these children to remain safely in the home.
- Family Reunification/Placement Stabilization provides families with services to expedite the reunification and safe return of children from out-of-home care back to their caregiver(s). This service can also be used to help stabilize a placement with transitioning a child from a higher level of care to a lower level of care and also with children who are in jeopardy of disrupting an out-of-home placement such as a relative or adoptive home where there is a need for a short term intervention with the family.

Service Area: Maricopa, La Paz, Yuma, and Pinal Counties

Contact Information: Monica Torres at [monicat@terros.org](mailto:monicat@terros.org), at 602-302-7723

Referral/eligibility: CPS referred only

### ***LADDER (Life-Affirming Dual Diagnosis Education and Recovery)***

Service Description: LADDER provides therapeutic behavioral health treatment that focuses on symptom reduction and management; services are designed to assist persons who have co-occurring serious mental illness and substance misuse disorders. Services are provided in a group setting. Transportation and meals included!

#### **LIFE AFFIRMING**

- We focus on our clients' strengths.

#### **DUAL DIAGNOSIS**

- We address the needs of people with both mental illness and substance abuse problems, often referred to as a "dual diagnosis" or "co-occurring disorders."

#### **EDUCATION**

- We believe that knowledge is power. People can manage their illness better if they are educated about what they're experiencing and understand both the illness and how to successfully travel the road to recovery.

#### **RECOVERY**

- We agree with the research that says that people struggling with mental illness and substance abuse can recover if they work hard and remain hopeful. The LADDER program is here to help people recover and manage their symptoms.

What are the clinical advantages of the TERROS LADDER program?

- The LADDER program includes a focus on the multiple stages of treatment, including engagement and education, active treatment, as well as post treatment and maintenance of recovery.
- There is an emphasis on independence and skill building.
- Sobriety is the long term goal.
- We treat relapse clinically as part of the illness.
- Treatment is provided by masters-level licensed clinicians.

Service Area: Maricopa County

East Valley LADDER6344 E. Broadway Road Suite, 118

Mesa, AZ 85206

602-302-7841

Fax: 480-654-8030

Contact information: Bethany Burton, bethanyb@terros.org at 602-302-7841

Referral/eligibility: Referred by the Adult Provider Network Organization (PNO) through Magellan and Title XIX eligible. Referred clients have co-occurring disorders.

Service Area: Maricopa County

Metro LADDER10220 N 31st Avenue, Suite 120

Phoenix, AZ 85051

602-685-6127

Fax: 602-234-1042

Contact information: Deborah Cary, deborahc@terros.org at 602-685-6127

Referral/eligibility: Referred by the Adult Provider Network Organization (PNO) through Magellan and Title XIX eligible. Referred clients have co-occurring disorders.

Service Area: Maricopa County

McDowell LADDER

4909 E. McDowell Road

Phoenix, AZ 85008

Fax: 602-231-9018

Contact information: Colleen Bonner, colleenb@terros.org at 602-512-2984

Referral/eligibility: Referred by the Adult Provider Network Organization (PNO) through Magellan and Title XIX eligible. Referred clients have co-occurring disorders.

### ***Mobile Crisis Intervention Services***

Service Description: Mobile Crisis Services are dispatched by Maricopa Crisis Recovery Network to provide prevention, intervention, and resolution to referred adults and children in Maricopa County. The goal is to resolve the immediate crisis, ensure safety and provide appropriate referrals for ongoing treatment. Mobile Crisis teams help people facing an immediate crisis related to the abuse of alcohol or drugs or psychiatric emergency. The teams respond to crises on city streets, in homes, hospitals, in group homes or wherever they're needed. TERROS professionals provide assistance and referrals to individuals with immediate needs.

The Mobile Crisis Program provides Mobile Crisis Services to children and adults in Maricopa County 24 hours a day, 7 days week aimed at the assessment and stabilization of acute symptoms of mental illness, alcohol and other drugs, and emotional distress. Mobile Crisis Services are delivered by the following staff:

- Ten Dispatch Teams for Mobile Crisis Services.
- One Special Assistance Team to assist developmentally disabled clients in crisis.
- Six full-time Hospital Rapid Response Clinicians and two full-time Transition Coordinators to provide crisis assessment, intervention and discharge planning for patients in hospital emergency rooms who are experiencing a behavioral health issue.

Service Area: Maricopa County

Contact person: Jack Perkins, [jackp@terros.org](mailto:jackp@terros.org) at 602-302-7813

To access Crisis Services, please contact (602)222-9444

Referral/eligibility: Self referred, dispatched by the Crisis Response Network or those in crisis in the Maricopa County Area.

### ***Outpatient Services***

Service Description: Outpatient Services include group and individual treatment, family education and involvement, community referrals, case management, and medication services for eligible persons. Outpatient Services provide assessment and treatment to individuals and families who need mental health counseling, psychiatric evaluations, medication or help recovering for substance abuse.

Service Area: Maricopa County

Glendale Clinic

6151 W Olive Avenue

Glendale, AZ 85302

Contact Information: Lili Wright, [liliw@terros.org](mailto:liliw@terros.org) at 602-389-3570

Referral/eligibility: Referred by the Adult Provider Network Organization (PNO) through Magellan and Title XIX eligible.

Service Area: Maricopa County

West Clinic

3864 N 27<sup>th</sup> Ave.

Phoenix, AZ 85017

Contact Information: Trish Johnson, [trishj@terros.org](mailto:trishj@terros.org) at 602-685-6093

Referral/eligibility: Referred by the Adult Provider Network Organization (PNO) through Magellan and Title XIX eligible.

Service Area: Maricopa County

McDowell Clinic

4909 E McDowell Road

Phoenix, AZ 85008

Contact Information: Susanne Padilla, [susannep@terros.org](mailto:susannep@terros.org) at 602-797-7045

Referral/eligibility: Referred by the Adult Provider Network Organization (PNO) through Magellan and Title XIX eligible.

Service Area: Maricopa County

Mesa Stapley Clinic

1455 S Stapley Drive, Suite #13

Mesa, AZ 85204

Contact Information: Kathleen Condry, [kathleenc@terros.org](mailto:kathleenc@terros.org) at 602-302-7905

Referral/eligibility: Referred by the Adult Provider Network Organization (PNO) through Magellan and Title XIX eligible.

Service Area: Maricopa County

East Mesa Clinic

6344 E Broadway Road, Suite#10

Mesa, AZ 85206

Contact Information: Lluvia Estrada, lluvia@terros.org at 602-797-7057

Referral/eligibility: Referred by the Adult Provider Network Organization (PNO) through Magellan and Title XIX eligible.

### ***Parent Aide Program***

Service Description: The Parent Aide Program is funded by the Department of Economic Security's (DES) Child Protective Service. This program provides services to families whose children have been placed in out-of-home care and in the legal custody of DES. Parent Aide services include a variety of interventions to assist caregiver(s) by enhancing their parenting skills through a range of services needed to meet the required behavior changes for Family Reunification or other case plan goals. The assigned parent aide works with the caregiver(s) by providing one-on-one sessions and facilitates supervised visitation with parents and their children. The program provides transportation for children to and from visits and uses evidenced based approaches to meet the unique needs of the family.

Service Area: Southwest Region (Southwest Maricopa County Region, including La Paz County, and Yuma County)

Central Office

3003 N. Central Avenue #200

Phoenix, AZ 85012

Contact Information: Teneil Leary-Mengel MSW, at teneill@terros.org, at 602-302-7724

Referral/eligibility: CPS referred only

Service Area: Central Region (Central Maricopa County Region, including Pinal County)

McDowell Clinic

4909 E. McDowell Road

Phoenix, AZ 85008

Contact Information: Amy Buhman-Campbell, MA, at amyb@terros.org, at 602- 733-4698

Referral/eligibility: CPS referred only

### ***Recovery Services:***

Service Description: Recovery Services help people challenged with serious mental illness develop the skills they need to achieve their highest levels of health, wellness and independence in their homes and communities. Teams of professionals provide specialized treatment for people who suffer with co-occurring mental illness and substance abuse problems. Services range from intensive 24 hour services to weekly out-patient services.

Service area: Maricopa County

Contact information: Karen Newman, karen@terros.org at 602-797-7035

Referral/eligibility: Referred by one of the four Adult Provider Network Organizations (PNO) or through Magellan Residential Department.

### ***SENSE (Substance Exposed Newborn, Safe Environment) Program:***

Service Description: Infants are the most vulnerable citizens and require safe, secure, nurturing environments where their physical and social-emotional needs are met consistently by the caregiver(s) in their lives. The SENSE program provides the caregiver(s) the opportunity to work with their Child Protective Services In-Home case manager, TERROS' Families FIRST program, Healthy Families, and one of three Family Preservation/Intensive Services providers (Southwest Human Development, Jewish Family and Children's Service and HRT/PSP programs). Along with an assigned recovery coach, this multi-disciplinarian team works with the caregiver(s) to help reduce risk factors, including the use of substances for a family by allowing these wrap-around services to the caregiver(s) with having one comprehensive, Family-Centered Service Plan/Case Plan. The family works with the team by allowing open communication amongst providers in order to allow the newborn to remain safely in the home under the supervision of Child Protective Services.

Service Area: Maricopa County

Contact Person: Tony Morgan, [tonym@terros.org](mailto:tonym@terros.org), at 602-302-7725

Referral/eligibility: CPS referred only

### ***Together Programs***

#### ***HIV/Communicable Disease Prevention Services***

Service Description: HIV/Communicable Disease Prevention Services provide free testing, education, and outreach for people at risk or currently infected with HIV and/or syphilis. Our goal is to help individuals protect themselves, prevent the spread of sexually transmitted infections (STI), and reduce substance abuse which often contributes to risky behaviors. Free and confidential testing for HIV and syphilis is provided in a safe and comfortable setting. HIV test results are provided within 20 minutes; syphilis results are available within three days. HIV and STI prevention counseling is also provided. The program provides services to over 1600 persons annually. Program Hours: 9:00 am to 5:00 pm Monday thru Friday.

Service Area: Maricopa County

Contact Information: Brin Scott, [brins@terros.org](mailto:brins@terros.org) at 602-302-7801 or call 602-685-6086 for more information.

333 East Indian School Road, Phoenix, AZ 85012

Referral/eligibility: Self-referral or other

#### ***The Substance Abuse Education Program***

Service Description: This free program is for homeless and near homeless persons who have problems with substance use and abuse. The educational and skill building program begins with a staff-led group discussion on substance abuse and related topics. The group discussion is followed by breakfast. Showers and a clothing exchange are available and bus tickets are offered with referrals to social service agencies or treatment services. Program times are Monday thru Thursday 7:30 am to 9:00 am.

Service Area: Downtown Phoenix and the exact location will be provided when you call 602-685-6086

Contact Person: Brin Scott, [brins@terros.org](mailto:brins@terros.org) at 602-302-7801

333 East Indian School Road, Phoenix, AZ 85012

Referral/eligibility: Homeless and open to public for social service assistance

## **UNITED CEREBRAL PALSY OF CENTRAL ARIZONA**

Since 1952, UCP of Central Arizona has served as a private, non-profit health and human service organization for adults and children with disabilities and their families. As an affiliate of the UCP Association, we serve more than 2,100 families each year. Our innovative programs help children and adults with all types of disabilities including Down syndrome, spina bifida, cerebral palsy autism and developmental disabilities. In fact, more than 65% of the people we serve have a disability other than cerebral palsy.

Our mission is to provide independence and integration in the community for people with disabilities. We are committed to improve the life of every individual - regardless of the severity of the disability. Our holistic approach to services includes different forms of therapy, education and training, and support services for individuals and their family members.

### ***Day Treatment and Training Program***

Service Description: The UCP DTT After School Program is a program for children from 3 to 21 years of age. The children are organized in four classes by their biological age: 3-6, 7-11, 12-17 and 18-21. The Program runs Monday through Friday, from 2:00 p.m. until 6:00 p.m. We are also open during half days, early dismissals, spring break, summer and winter breaks.

The After School Program is an objective driven program with an emphasis on community integration. We work on different kinds of skills, such as living skills, self-help and socialization. These skills improve within our facility, as well as, out in the community.

Examples of skills we teach include: self care, manners, textures, housekeeping, following directions, measuring, making choices, money skills, social behaviors, communication, purchasing items, taking turns, socialization, sharing, computer skills and fine motor skills.

Service Area: typically Maricopa County

Contact person: Jerry Jones, 602-682-1888, [jjones@ucpofcentralaz.org](mailto:jjones@ucpofcentralaz.org)

Referral/eligibility: Self

### ***Day Treatment for Adults***

Service Description: The UCP DTA Program is open for adults 22 years of age and older, or individuals who have graduated from High school. The Program operates Monday through Friday, from 8:00 a.m. until 3:00 p.m. We offer a ratio 3:1, which means that a staff person supervises three consumers during program activities. DTA staff provides training and support to enhance community integration, physical health: development and maintenance of socialization, activities of daily living, employment skills, and job opportunities.

Community integration and self sufficiency (within identified parameters) is the overall objective of the program. DTA staff with work as part of a UCP team to promote independent living by developing the skills to access supports. Consumer choice is the cornerstone of the DTA program. Therefore, a service plan is developed with each consumer to set and measure goals.

Service Area: typically Maricopa County

Contact person: Jerry Jones, 602-682-1888, [jjones@ucpofcentralaz.org](mailto:jjones@ucpofcentralaz.org)

Referral/eligibility: Self

### ***Home and Community-Based Services***

Service Description: Through our Home and Community –Based Programs, we provide three types of services. All of our providers in these services are certified in CPR and first aid, and are trained in a variety of consumer-related issues.

Attendant Care: Assistance with personal hygiene and daily living activities, help in planning and preparing meals and maintaining an appropriate living environment.

Respite: Provides individuals with significant limitations help in completing routine independent living tasks. This includes bathing, meal preparation and housekeeping.

Habilitation services train people to develop living skills for individual independence.

Service Area: Maricopa County

Contact person: Tammy Ellis, 602-682-1857, [tellis@ucpofcentralaz.org](mailto:tellis@ucpofcentralaz.org)

Referral/eligibility: Self

### ***Therapy Clinic***

Service Description: Therapy plays a key role in improving the quality of life for the people we serve.

The programs include physical, speech and occupational therapies, which are available for children and adults in individual settings.

Service Area: North Phoenix

Contact person: Hannah Herman, 602-682-1816, [hherman@ucpofcentralaz.org](mailto:hherman@ucpofcentralaz.org)

Referral/eligibility: Self

### ***UCP Arizona Early Intervention Program***

Service Description: The UCP Arizona Early Intervention Program (AZEIP) serves children birth to 3 years of age who are experiencing delays in communication, motor, cognitive, social, and/or self-help skills. Our Child Development Specialists and Therapists work in the child's natural environment to support families and children building on their strengths to make gains in all areas of development.

Service Area: Maricopa County

Contact person: Ashley Flowers, 602-682-1842, [aflowers@ucpofcentralaz.org](mailto:aflowers@ucpofcentralaz.org)

Referral/eligibility: Self or other, must meet significant delay criteria.



## VALLE DEL SOL

Valle del Sol “inspires positive change by investing in human services to strengthen families with tools and skills for self-sufficiency and by building the next generation of Latino and diverse leaders.” This is our mission statement and the purpose of why we exist to serve the community.

Since its founding in 1970, Valle del Sol has grown to be one of Arizona’s largest nonprofit organizations helping thousands of men, women, children, families and the elderly meet their needs through behavioral health, primary care, human services, and leadership development programs.

Every day, Valle del Sol’s staff upholds our commitment to the community and to each other by acting with integrity and honesty; preserving dignity for all; respecting differences; being inclusive of the community-at-large; and empowering our community.

We have identified two “vision points” to serve as our guiding principles in fulfilling our roles and in meeting our commitment to the community:

1. To become recognized as a leader in providing quality healthcare.
2. To embody excellence in all we do and the resiliency to not settle for “good enough.” We must thrive to go beyond just meeting the needs of the people we serve. We must go at least one step further. That is where we will find excellence.

We embrace the opportunity for excellence because our work, in every area of the agency, helps people find what inspires them to live more fulfilling lives.

### ***Youth & Adult Services***

Service Description: Valle del Sol offers a wide array of services, which are provided directly to youth and families in their homes, schools, and communities. Our services include Individual, Family & Group Counseling, Outpatient Psychiatric Services, Care Coordination Services, Behavior Coaching, Family Support and Stabilization Services, Intensive Outpatient Program (IOP) for Substance Abusing Adolescents, DES Intensive Family Preservation, DES Family Reunification, Parenting Skills Training/Classes, Community Resource Referrals, Brief Family Intervention Treatment (BIT), Dialectical Behavior Therapy (DBT), Girls Resiliency Group, Anger and Stress Management Groups, Grief & Loss Groups.

Service Area (Geographical Area Served): Greater Metropolitan Phoenix Area

Contact person: Name, Phone and e-mail: 602-523-9312, Info@valledelsol.com

Referral/eligibility: Self, Quality Care Network, & Magellan Health Services. AHCCCS and Private Insurance Accepted.

### ***Adult Services***

Service Description: Valle del Sol offers a wide array of services to adults. Services include Substance Abuse Treatment, Intensive Outpatient Program (IOP), Mental Health & Behavioral Health Services- including medication management, Crisis Navigator Services, and Court-Ordered Services.

Service Area (Geographical Area Served): Greater Metropolitan Phoenix Area

Contact person: Name, Phone and e-mail: 602-523-9312, Info@valledelsol.com

Referral/eligibility: Self & Magellan Health Services. AHCCCS and Private Insurance Accepted.

### ***Primary Care Health Services***

Service Description: Valle del Sol offers Primary Care Services (Early 2012) to children and adults. Services include Preventive Care, Disease Management, and Acute Illness Treatment. Clients can address

every day health concerns such as Colds, Flu, Sinus Infections, Coughs, and Allergies. In addition to High Blood Pressure, Diabetes, Asthma, and Medication Management.

Service Area (Geographical Area Served): Central Phoenix

Contact person: Name, Phone and e-mail: 602-523-9312, Info@valledelsol.com

Referral/eligibility: Self & Professional. AHCCCS & Most Major Health Insurances Accepted.

### ***Community Resource Centers***

Service Description: Valle del Sol has two Community Resource Centers in the Washington School District in the Sunnyslope area. Both centers are safe environments that focus on basic needs, family strengths, and family preservation. Classes being offered include English as a Second Language (ESL), Computer, and Parenting. In addition to various workshops on various community topics.

Service Area (Geographical Area Served): Washington School District – Sunnyslope Community.

Contact person: Name, Phone and e-mail: Isabel Larsen, 602-258-6797 x 165. IsabelL@valledelsol.com

Referral/eligibility: Self. All programs & services at centers are free of charge.

## **WESLEY COMMUNITY CENTER**

Wesley Community Center, 1300 S. 10<sup>th</sup> St., with the mission of “Together We Empower Positive Change” provides programs and services through three priorities: Family /Youth Services; Amigos Center; and Wesley Health Center. Family/Youth Services coordinates after-school tutoring and activities annually from August through May; the eight-week summer activities are available in June and July. Additionally, families have access to: emergency food (all donated items); community gardening; senior exercise, and sewing classes as well as Christmas and Back-to-School family assistance. Wesley Health Center, a Federally Qualified Health Center, provides a family practice clinic for all ages, uninsured and insured (AHCCCS), Medicare, United Healthcare, Aetna, Blue Cross/Blue Shield, etc.); Monday – Friday, 9:00 a.m. – 5:00 p.m.; evening clinics, MTW, 6:00 p.m. – 9:00 p.m. Appointments and/or walk-ins. Located in west Phoenix (Indian School/79<sup>th</sup> Dr.), the Amigos Center provides adult education classes (ESOL, GED), community programs among three neighborhood associations, Maryvale on the Move collaborative project , and the *Desierto Verde* community garden.

### ***Amigos Center***

Service Description: Adult education programs with ESOL and GED, *Desierto Verde* community garden, computer classes.

Service Area: West Phoenix/Maryvale

Contact person: Lucas Cabrera, MA, Program Director, 623-849-1676, lcabrera@wccphx.net

Referral/eligibility: Self

### ***Family and Youth Services***

Service Description: After-school and summer activities for children/youth, ages 5-15; emergency food assistance (if available).

Service Area: Primarily south-central Phoenix

Contact Person: April Frost, MA Program Director, 602-252-5609, afrost@wccphx.net

Referral/eligibility: Self

### ***Wesley Health Center***

Service Description: Family Practice Clinic (community health center) for uninsured and uninsured, M-F at 1300 S. 10<sup>th</sup> St. (south of Buckeye Rd.).

Service Area: Greater Phoenix

Contact person: Emma Viera, PhD, Director of Operations, 602-252-5609, eviera@wccphx.net

Referral/eligibility: Self (appointment/walk-in), from other physicians, AHCCCS