



Mesa CARES



Mesa CARES

Launched on Monday, April 6!

- Press Release
- Social media campaign on various City channels
- Council social media, website pages
- Mesa en Español
- Channel 11 and Social Media Videos
- Additional outreach coming:
 - NextDoor post, Constant Contact (10k neighborhood leaders, affinity groups); schools, possibly grocery stores.
- Mesaaz.gov/MesaCARES



Mesa CARES

City of Mesa facility closures and changes to programs/services, general information, and resources during the COVID-19 emergency

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Mesa CARES Community Resource Call Center

Everyday 8:00 a.m. to 5:00 p.m.

[480-644-CARE \(2273\)](tel:480-644-CARE)

On March 27, 2020, the United States Congress passed the Coronavirus Aid, Relief, and Economic Security or CARES Act.

That Act, which attempts to address issues brought on by the COVID-19 pandemic, includes funding available at the local level for qualifying residents and small businesses among other provisions.

In order to prepare for relief funds, the City of Mesa has launched a program called Mesa CARES to assess our community's needs.

Part of this program includes the Mesa Community Resource Call Center and web site for businesses and residents to get information and referrals to services.

We are using information from Community Assessments to get a better understanding of current needs in the community to help grow services and programs as federal funds become available. We are interested in hearing from you! Thank you in advance for taking time to complete an assessment below.

Individual Needs Assessment

[Evaluación de necesidades de los residentes](#)

Organization Needs Assessment

(form for Organization/Business/Community Group)

[Evaluación de necesidades de las organizaciones](#)





Mesa CARES

Resources

Food	>	Senior Citizens	>
Housing - Emergency/Transitional Shelter	>	Veterans	>
Housing - Other Assistance	>	Business	>
Healthcare	>	Employment/Workforce	>
Mental Health and Crisis Hotlines	>	Give Help	>

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Mesa CARES

Resources

Comida	>	Personas mayores	>
Vivienda - Refugio de emergencia / transitorio	>	Veteranos	>
Vivienda - Otra asistencia	>	Negocio	
Cuidado de la salud	>	Empleo / mano de obra	
Líneas directas de salud mental y crisis	>	Dar ayuda	

Various language translations

Resources

음식	>	노인	>
주택-비상 / 과도 보호소	>	재향 군인	>
주택-기타 지원	>	사업	>
보건 의료	>	고용 / 인력	>
정신 건강과 위기 핫라인	>	도와주세요	>

Resources

Món ăn	>	Công dân cao cấp	
Nhà ở - Nơi trú ẩn khẩn cấp / chuyển tiếp	>	Cựu chiến binh	>
Nhà ở - Hỗ trợ khác	>	Kinh doanh	>
Chăm sóc sức khỏe	>	Việc làm / lực lượng lao động	>
Đường dây nóng về khủng hoảng và sức khỏe tâm thần	>	Giúp đỡ	>



Mesa CARES

Food

- The [United Food Bank](#) has successfully restructured their [Help Yourself](#) program to streamline the process and maintain social distancing. They are currently distributing food on Fridays from 8 a.m. to noon at the Mesa Convention Center, 263 N. Center St.
- If you find your family in need of food go to www.azfoodbanks.org to find a local food bank near you. We've also created a [map](#) of many East Valley food banks and distribution sites. Be sure to call ahead for days and times that they are open.
- [Native Health Food Programs](#)
- If you have a child in the Mesa Public Schools system, meals are available to all children 18 and younger at all elementary schools from 11 a.m. – 1 p.m., Monday through Friday. On Fridays, AzBrainfood will supply bags with supplemental food for the weekend. Find the [closest elementary school](#) to your home.
- Information about meal distribution for Mesa residents who attend or live near a Gilbert Public School is available on the Gilbert Public Schools [website](#).
- Meals on Wheels will continue to operate as usual and has some capacity for new members. Participation is limited to eligible older and disabled adults who have challenges with activities of daily living. Subsidized and fee for service options are available. For more information, call [480-964-9014](tel:480-964-9014).
- Aster Senior Centers are transitioning from weekday lunches to packaged "Pick-Up & Go Meals". Participation is limited to community members age 60+ and registration is needed. A suggested contribution is requested of \$3.50 per meal. Reservations are required by 2:00 p.m. the

Senior Citizens

[City of Mesa Adopt-A-Grandparent Program](#)

The Adopt-A-Grandparent program is a program that provides weekly food and supplies boxes, prescription pick-up, and companion check-ins by phone to help combat loneliness. Applicants must be 60+ years of age and a Mesa resident. For more information, call [480-644-5756](tel:480-644-5756) or sign-up at www.mesaaz.gov/aagp.

[Agency on Aging - Senior Helpline](#)

[602-264-HELP](tel:602-264-HELP) (4357)

24-hour helpline for senior citizen help, including those unable to access groceries.

[Arizona DES Aging/Adult Program](#)

[602-542-4446](tel:602-542-4446)

[Arizona Senior Citizen Law Project](#)

[602-252-6710](tel:602-252-6710)

[Arizona Long Term Care System \(ALTCS\)](#)

[888-621-6880](tel:888-621-6880) or [602-253-6385](tel:602-253-6385)

State health insurance coverage for qualified individuals (65+ or those with disabilities) that require nursing home level care.

[COPA Health/Marc Community Resources](#)

[480-969-3800](tel:480-969-3800), ext. 117 or 119

In-home services to ensure continuity of care in the comforting surroundings of home including companionship, assistance with daily tasks, personal care, and respite services.

[Foundation for Senior Living](#)

[602-285-1800](tel:602-285-1800)

More resources:

- [Arizona 2-1-1](#)
- [Arizona Together](#)



Mesa CARES

Housing - Emergency/Transitional Shelter >

Housing - Other Assistance >

Healthcare v

If you are experiencing a life-threatening emergency, please dial 9-1-1.

AHCCCS (Health Care)

1-855-432-7587

Calls Answered Monday through Friday 8am–5pm
Arizona's Medicaid agency that offers health care programs to serve Arizona residents. Individuals must meet certain income and other requirements to obtain services.

Banner COVID-19 Information and Symptom Checker

Banner COVID-19 Testing Sites

1-844-549-1851

Phones will be operated 7am - 6pm Monday through Thursday, 7am - 5 pm on Friday, and 7am- 1pm on Saturday.

La Mesita Family Care Clinic (A New Leaf)

623-934-1991

Monday-Thursday 8am-7pm and Friday 8am-5pm
Provides services to qualified enrolled individuals: primary medical care, counseling, case management, medication management, and support services.

Jewish Family & Children's Services

602-279-7655

Behavioral health social services, and primary medical care to children, families and adults of all faiths

More resources:

- [Arizona 2-1-1](#)
- [Arizona Together](#)

Veterans v

National Veterans Crisis Line

1-800-273-8255, option 1

Text 838255

Available 24/7 to any service member, veteran, family member experiencing a crisis or are concerned about someone.

Mesa Vet Center

480-610-6727

Individual and group counseling for Veterans, service members, and their families. Counseling and/or referral for bereavement, PTSD, military sexual trauma, substance abuse, employment, and other VA services.

AZ DES Veterans Employment Services

602-771-6938

Be Connected - Arizona Coalition for Military Families

1-866-4AZ-VETS (429-8387)

Connection point of information and resources for military, government, and community organizations. Trained Navigators to connect Vets with available services.

National Call Center for Homeless Veterans

1-877-424-3838

Available 24/7 to connect service members, veterans, and family members who are homeless or at-risk of becoming homeless to local resources.

COPA Health/Marc Community Resources

480-969-3800

Provides support to service members, veterans and their families. If you need to talk to someone about all possible resources available to you, please call and ask for one of the trained Military/Veteran Resource Navigators

Disabled American Veterans - DAV East Valley Chapter 8

480-890-2424

Providing free, professional assistance to veterans and their families in obtaining benefits and services earned through military





Mesa CARES

Housing - Emergency/Transitional Shelter

- **Family Housing Hub 602-595-8700**
 - The Family Housing Hub normally sees families seeking assistance in person. However, currently the Hub is conducting intake by phone in order to protect the health and safety of families and Hub staff.
- **East Valley Men's Center 480-610-6722**
 - Hours M-F screening from 9:30am-12pm and 1pm-3:30pm
- **Domestic Violence Crisis Hotline 480-890-3039 or 1-844-SAFEDVS**
 - Staff refer callers to the appropriate intervention with safety as the number one priority.
- **12 Acre Retreat Shelter 602-272-3662**
- **Homeless ID Project 602-223-3427**

Provides replacement documents (birth certificates and other supporting documents), financial assistance, file storage and other assistance. Located at 206 S. 12th Ave Phoenix, AZ.
- **House of Refuge 480-988-9242**

Transitional housing program. House of Refuge does not offer emergency (immediate) shelter.
- **Maggie's Place 602-262-5555**

Programs and services for pregnant and parenting women and their children – shelter, job readiness, parenting, child development.
- **A New Leaf**

To access Centralized Services, call 877-911-8661 for

Veterans

Business

- **Mesa Community and Business Assistance Portal**
- **Mesa Arts Center** compilation of local, state and national resources that may be of use as the arts & culture community navigates the impact of COVID-19.
- **Arizona Department of Health Services** - Information for Workplace & Community Locations
- **AZ Dept of Economic Security (AZDES) Shared Work Program**

Employers experiencing a slowdown in their businesses or services as a result of the coronavirus impact on the economy may apply for the [Unemployment Insurance Shared Work Program](#). This program gives employers an alternative to layoffs and allows the retention of trained employees by reducing their hours and wages that can be partially offset with UI benefits.
- **AAHOA Resources for America's Hotel Owners**
- **SBA's Disaster Loan Assistance**, Federal Disaster Loans for Businesses
- **The Bartender Emergency Assistance Program**, for individuals employed in serving beverages or otherwise engaged in the production, promotion or distribution of alcoholic beverages
- **Emergency Relief Fund for Arizona Artists and Arts Professionals**, emergency relief grants of \$500-\$1,500 to artists and arts professionals experiencing cancelled events and residencies or terminated contracts due to the coronavirus (COVID-19) pandemic.



Mesa CARES

Housing - Other Assistance



City of Mesa Utilities

480-644-2221

Due to the COVID-19 pandemic, the City of Mesa has suspended all non-payment disconnects for the time being. Because of this, we will not be granting payment arrangements at this time. We encourage you to continue paying on your account to avoid additional late fees and potential future disconnect. Your account # can be found on your bill. If you get email bills, your account number can be found in the email. You will be notified once the City resumes non-payment disconnects. You can request your utilities to be turned on/off or request more time to pay your utility bill by calling 480-644-2221.

City of Mesa Summer Electric Assistance (SEA) Program

Residential utility assistance program for income-qualified customers residing in Mesa's Electric Service Area and receiving their electric service directly from the City (not SRP). SEA provides Mesa electric utility customers with limited short-term assistance for their electric bills during the summer months of July, August, and September.

City of Mesa Housing Rehab Program

480-644-3208

Helps qualified residents repair and rehabilitate their homes using Community Development Block Grant (CDBG) funds.

Foundation for Senior Living

602-285-1800

Helps connect people with affordable group home and senior living.

Mesa Community Action Network (Mesa CAN)/A New Leaf

480-969-4024

Helps low-income households across the city with a host of services that include: immediate financial assistance, employment support, financial planning, education, and health services.

MesaCAN services include: Utility assistance for past

Business



Employment/Workforce



Apply for Unemployment Benefits (AZ DES)

For assistance with online application, call 1-877-600-2722 Monday through Friday, 7am- 6pm

Apply for FEMA Disaster Unemployment Assistance

1-866-487-2365

Find Jobs:

[Arizona@Work](#)

[Arizona Office of Tourism - Immediate Employment Opportunities](#)

[PipelineAZ](#)

[Companies Hiring - ABC15](#)

Find Employees:

[Arizona@Work](#)

[PipelineAZ](#)

Child Care Assistance

Arizona Enrichment Centers

Arizona Enrichment Centers were established to offer child care for the children of first responders, critical healthcare workers, and essential public sector workers, including child safety workers so they can continue to go to work and serve the community during the state of emergency.



Mesa CARES

Mental Health and Crisis Hotlines



If you are experiencing a life-threatening emergency, please dial 9-1-1.

Local Resources

2-1-1 Arizona - Mental Health & Support Groups
1-877-211-8661

Adult Protective Services (Arizona DES)
1-877-767-2385

Monday - Friday: 7am-7pm; Saturday, Sunday & state holidays: 10am - 6pm; or file report online 24/7.

Alzheimer's Association Hotline (24/7)
1-800-272-3900

Specialists offer confidential support and information to people living with the disease, caregivers, and families.

Community Bridges Arizona
877-931-9142

COPA Health/Marc Community Resources
480-969-3800

A private nonprofit corporation providing educational, therapeutic, rehabilitation and social services to children and adults with developmental and, physical disabilities and behavioral health challenges.

Crisis Hotline via Maricopa County
1-800-621-1214 or 602-222-2444

Give Help

2-1-1 Arizona - Statewide volunteer and donation and information

Volunteer

Many of our organizations reported a need for volunteers. If you are well and have additional time to help, please consider volunteering through [Just Serve](#) or reach out to your local [Volunteer Organizations Active in Disaster](#).

Donate

- [Mesa United Way](#)
- [United Food Bank](#)
- **Donate hygiene supplies for the homeless & shelters** - Supplies such as water bottles, hand sanitizer, wipes, soap, toothpaste, toothbrushes and diapers. Drop off box is located behind the Ikeda Theater at the Mesa Arts Center, One East Main Street. [View Map](#)

More resources:

- [Arizona 2-1-1](#)
- [Arizona Together](#)



Mesa CARES

- **Program focus this week is to complete a community assessment**
 - Identify most common “Need Priorities” from Mesa residents, businesses and organizations
 - Use information to inform community’s greatest needs to address
 - Connect with our community in a direct, more personal way
 - Great feedback from community thanking us
 - Market Mesa CARES Resource Call Center the **480-644-CARE**



Mesa CARES

- **City employees making outreach calls**

- Provided training, talking points for personal calls and have online survey for direct input.
- Collecting data to be analyzed to bring to Council next week

- **Day 1 Stats:**

- 1236 calls made. Invitations to call back in voice messages.
- 526 Individual surveys completed with the community on Monday
- 71 organization surveys completed on Monday
- 167 business surveys completed, to date



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Mesa CARES Resource Call Center 480-644-CARE

- **Day 1: 45 calls; expect more as people learn about the resource.**
 - Staff provided training, technology support/resources, talking points/survey.
 - Focus this week and beyond: supplementing community assessment
 - FAQ prepared and posted immediately for staff; new QA's will be added as more is learned
 - **@CityofMesa** Facebook post reached 10k people
 - **Mesaaz.gov/MesaCARES** Day 1: 4,306 pageviews (1,071 of those were unique).



Tracking and Documentation

- City's most immediate priority is tracking the purchases and time spent on the COVID response, including capturing the "why" activity.
 - Training being scheduled, underway
 - Capture COVID-related work for this pay period on forward
- Awaiting guidance on CARES Act funding; expect to know more in two weeks.



Mesa CARES

Next: Update on Community Assessment results
Tuesday, April 14 City Council Special Meeting

480-644-CARE

Mesaaz.gov/MesaCARES

Follow us on Facebook, Twitter and Instagram

@CityofMesa

Mesa En Español @CiudaddeMesa

