




# Emergence Health Network

El Paso Center for Mental Health/Intellectual Disabilities

For Immediate Release  
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## El Paso's Mental Health Crisis Hotline Receives Influx of Calls from El Paso Community Seeking Emotional Assistance

**(El Paso, TX August 2019)** As the Local Mental Health Authority in the Texas border region, the staff at Emergence Health Network is uniquely qualified to provide care to those affected by behavioral health issues and are specially trained to assist individuals dealing with traumatic experiences. "Our teams have been present at our local hospitals, reunification centers and everywhere the El Paso Emergency Response Teams deployed us to. We have been working closely with city and county officials and law enforcement to ensure our trauma care experts are providing support and counseling to the community," said Kristi Daugherty, Emergence Health Network CEO. "This includes the Behavioral Health Crisis Hotline which is available 24-hours a day, 365 days a year free of charge. However, during this current tragedy this type of mental health resource has been especially helpful."

"We have seen a definite increase in calls to our crisis hotline which are specifically related to the shooting," said Noreen Jaramillo, Emergence Health Network Director of Communications. "Our operators are hearing from citizens who were present at the shooting as well as other community members needing help to process the event."

In the coming days and weeks many residents will continue to be challenged by this tragedy. When a traumatic event occurs, the impact can be delayed and while some symptoms will improve with time, others can have a life-long impact. EHN encourages our residents to be aware of the following symptoms.

- Depression, apathy, irritability
- Anger, sadness, crying, anxiety
- Isolation, feeling numb
- Excessive reaction to minor stress
- Sleeping, eating problems
- Body pains, lack of energy
- Guilt, shame
- Avoiding people, places
- Distrust
- Substance abuse
- Difficulty concentrating
- Memory problems
- Slowed thinking, flash backs

With severe cases, it is always best to seek professional help. If you or someone you know needs assistance call our 24-hour EHN Crisis Hotline and Support at 915-779-1800.

**EHN Crisis Hotline and Support**

915-779-1800