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**September 20, 2019**

**NEWS RELEASE**

## **2-1-1 Texas Call Center Helps Keep #ElPasoStrong** Information and Referral Specialists offer assistance after mass shooting

**EL PASO, Texas** – The number of calls for mental health and counseling services has increased since August 3, and the Department of Public Health’s 2-1-1 Texas Call Center wants to make sure residents realize help is just three numbers away.

“We understand that reaching out for emotional and psychological support can be difficult, especially after a tragedy like this,” said 2-1-1 TX Rio Grande Area Region Director Joy Leos. “But, we also know that there are a ton of agencies and organizations out there that are just waiting for you to take the first step, and by dialing 2-1-1, we can help begin the process of healing and personal recovery,”.

The event did not affect just those who were in the direct line of fire or the vicinity of the shooting; there is also a ripple effect that can create difficult situations for those who may have just heard news reports or read social media posts. The 2-1-1 Texas Call Center has received inquiries about crime victims’ compensation and disaster services, but they can also help those seeking individual mental health therapy and post-disaster crisis counseling.

2-1-1 Texas is staffed by trained specialists 24 hours a day and is operational 7 days a week. Information about the program is available at [www.EPHealth.com](http://www.EPHealth.com) under “Services”.

Please share this 211 PSA - <https://youtu.be/VfyVfkXNbZs>

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