



# Hope Shines **Brighter**

*Annual Report 2021*



**Solari**  
CRISIS & HUMAN SERVICES





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*Helping people when they need it the most.*

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Inspiring *Hope*

## Our Mission

Inspiring Hope

## Our Vision

Empowering transformation from HOPE to HEALTH.

## Our Values

### Compassion

We meet people with compassion.

### Effort

We give every interaction our best effort.

### Ownership

We take ownership.

### HOPE to HEALTH

When life is overwhelming, if someone is worried about a loved one, or if someone needs to talk, Solari provides immediate, compassionate, and confidential help.

*A New Name,  
the Same  
Commitment  
to Service*

# Fiscal Year 2021 Overview

“Our new name is inclusive of all the services we provide...”



After 13 successful years of serving the state of Arizona as Crisis Response Network, our organization rebranded in April 2021 as **Solari Crisis & Human Services**. The name “Solari” was chosen as a unique word with a nod to our local roots in Arizona and the Valley of the Sun. The word “sol” in Spanish means “sun,” while “ari” represents the first three letters of our home state’s name. Solari is also inspired by the Latin verb “consolari,” meaning “to console,” which is broadly applicable to all the work we do.

As the company has grown and expanded our service offerings beyond our 24/7/365 crisis line, the original name no longer conveyed the breadth and depth of the services offered and the work performed by the organization.

Our new name is inclusive of all the services we provide, and this new corporate brand allows us to present our organization as the innovative and trusted community partner it has become since its founding in 2007.

Solari is our corporate brand and offers business-to-business services. “Crisis Response Network” now has become one of two Solari subdivisions along with “Community Support Network,” allowing communities and individuals a clearer path to access our services. These service divisions also provide the framework for this annual report.

Solari’s rebrand was timely. As the world continued to battle the COVID-19 pandemic throughout fiscal year 2021, our organization was well positioned to

help communities, families, and individuals in a variety of ways. As Solari expanded its service offerings and presence in the community, the company nearly doubled in size, growing from 243 employees at the beginning of the fiscal year to 481 employees at its close.

While most of our workforce remained remote, those working in the office enjoyed our first full year in our expansive, 50,000 square foot, all-inclusive space. The Diversity and Inclusion Task Force and the Social Employee Engagement Committee supported employees throughout the year with various virtual trainings and

events to ensure our staff felt connected and to maintain our vital and vibrant company culture.

Solari was honored to receive the Best Contact Center Culture award from the International Customer Management Institute and a Gold recognition from Healthy Arizona Workplaces. We are also very proud to have been named a Best Place to Work by *The Phoenix Business Journal* for the second consecutive year.

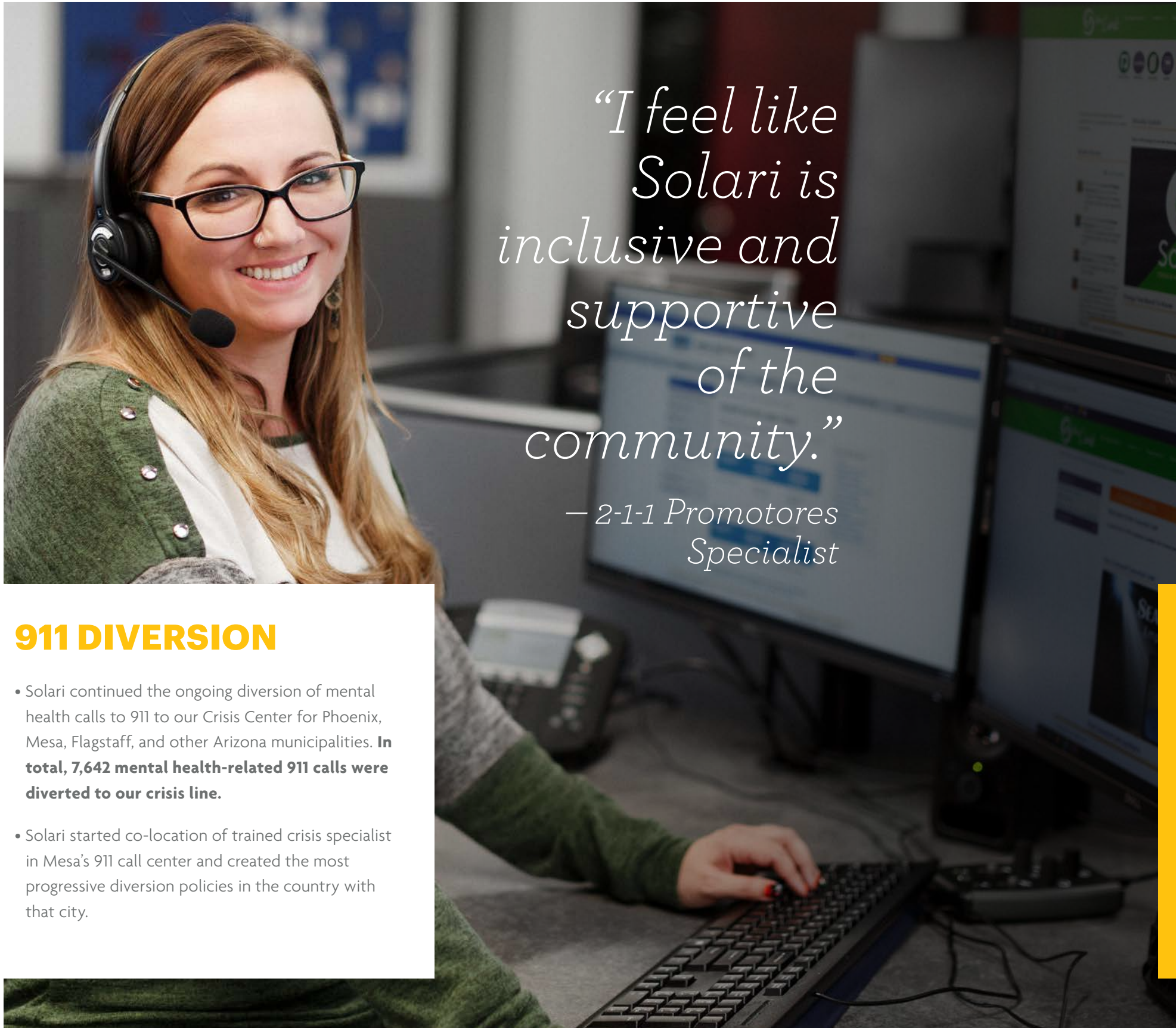
*Justin Chase, President/CEO*



# Solari Crisis & Human Services

*partners with communities and organizations to provide solutions that improve public access to local services and resources.*





*“I feel like Solari is inclusive and supportive of the community.”*

*— 2-1-1 Promotores Specialist*

## 911 DIVERSION

- Solari continued the ongoing diversion of mental health calls to 911 to our Crisis Center for Phoenix, Mesa, Flagstaff, and other Arizona municipalities. **In total, 7,642 mental health-related 911 calls were diverted to our crisis line.**
- Solari started co-location of trained crisis specialist in Mesa’s 911 call center and created the most progressive diversion policies in the country with that city.



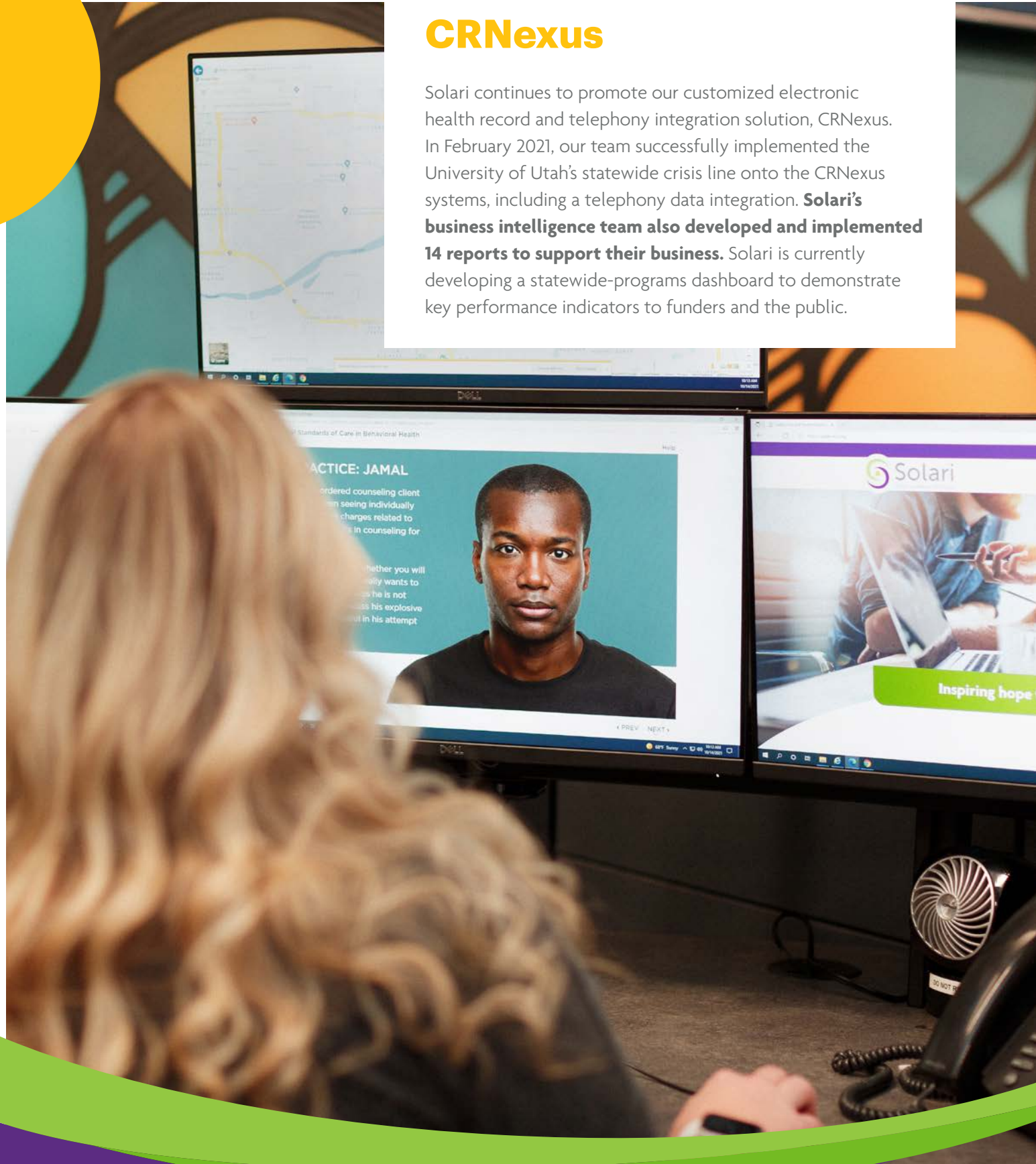
## CRISIS CONSULTING

- Solari was awarded a consulting contract with the state of Missouri to provide crisis systems assessment and standardized crisis training.
- Solari was awarded a consulting contract with an Oregon-based crisis center.



## CRNexus

Solari continues to promote our customized electronic health record and telephony integration solution, CRNexus. In February 2021, our team successfully implemented the University of Utah's statewide crisis line onto the CRNexus systems, including a telephony data integration. **Solari's business intelligence team also developed and implemented 14 reports to support their business.** Solari is currently developing a statewide-programs dashboard to demonstrate key performance indicators to funders and the public.



## OUTREACH AND COMMUNITY EDUCATION

- As a collaborative community partner, Solari supports local events and provides free community education on crisis and human services. In fiscal year 2021, **Solari supported and/or presented for 43 unique organizations across Arizona, reaching 12,200 people.**
- Solari also completed our final year as a first-time Substance Abuse and Mental Health Services Administration (SAMHSA) Mental Health Awareness Training grantee. **Solari trained and certified 1,123 people in Mental Health First Aid across Arizona. Those trainees went on to refer 1,512 people to mental health services and/or resources.**

**Solari's Crisis Response Network**  
*provides a continuum of crisis care including the 24/7 Crisis Line, 24/7 Peer Support Warm Line and dispatches crisis transportation and mobile crisis teams.*



**Crisis Response**  
NETWORK



*“I love helping people remember their worth! My job allows me to help people out of their darkest moments. Every day I get to share hope with someone in need of help, hope, or a listening ear and that’s a great feeling.”*

*– Crisis Line Specialist*

## CRISIS CALL CENTER

Crisis intervention specialists are available around the clock to help over the phone. The Crisis Line is free, confidential, and open to anyone who needs help. Non-English-speaking callers receive assistance in their language. If the crisis cannot be solved over the phone, a mobile crisis team can be dispatched to meet the caller where they are.

### TOTAL INBOUND CRISIS CALLS

**259,951**

### CENTRAL ARIZONA

**212,211**

### NORTHERN ARIZONA

**47,740**

## 2021 HIGHLIGHTS

- Solari was awarded a 3-year contract from Mercy Care to implement and maintain dispatch services for children in the DCS/CHP program for the state of Arizona.
- Maintained an abandonment rate of less than 1% and an answer time of less than 8 seconds for all crisis calls while staff remained remote — making Solari one of the largest, highest performing teams in the industry.
- Solari expanded service offerings to include texting and enhanced follow-up services.
- Solari continued to operate the Salt River Pima-Maricopa Indian Community’s suicide prevention line.

## TOP FIVE REASONS FOR CALLING

- 23.8%** *Self-Harm/Suicidal*
- 20.6%** *Coordination of Care*
- 8.8%** *Substance Use*
- 8.2%** *Psychosis*
- 8.2%** *Social Concerns*

## NUMBER OF PEOPLE CALLING FOR ASSISTANCE FOR SOMEONE ELSE

**71,616**



## WARM LINE

Solari's Warm Line is a free and confidential telephone service staffed by certified Peer Support Specialists who have experienced mental health and/or substance use challenges of their own. This year, Solari's Warm Line became the first warm line in the country to receive accreditation from the International Council for Helplines.

**TOTAL WARM LINE CALLS  
RECIEVED**

**145,227**

## DISPATCH SERVICES

Solari dispatches mobile crisis and transportation services into the community as needed to provide in-person support during a mental health crisis.



**MOBILE TEAM  
DISPATCHES**

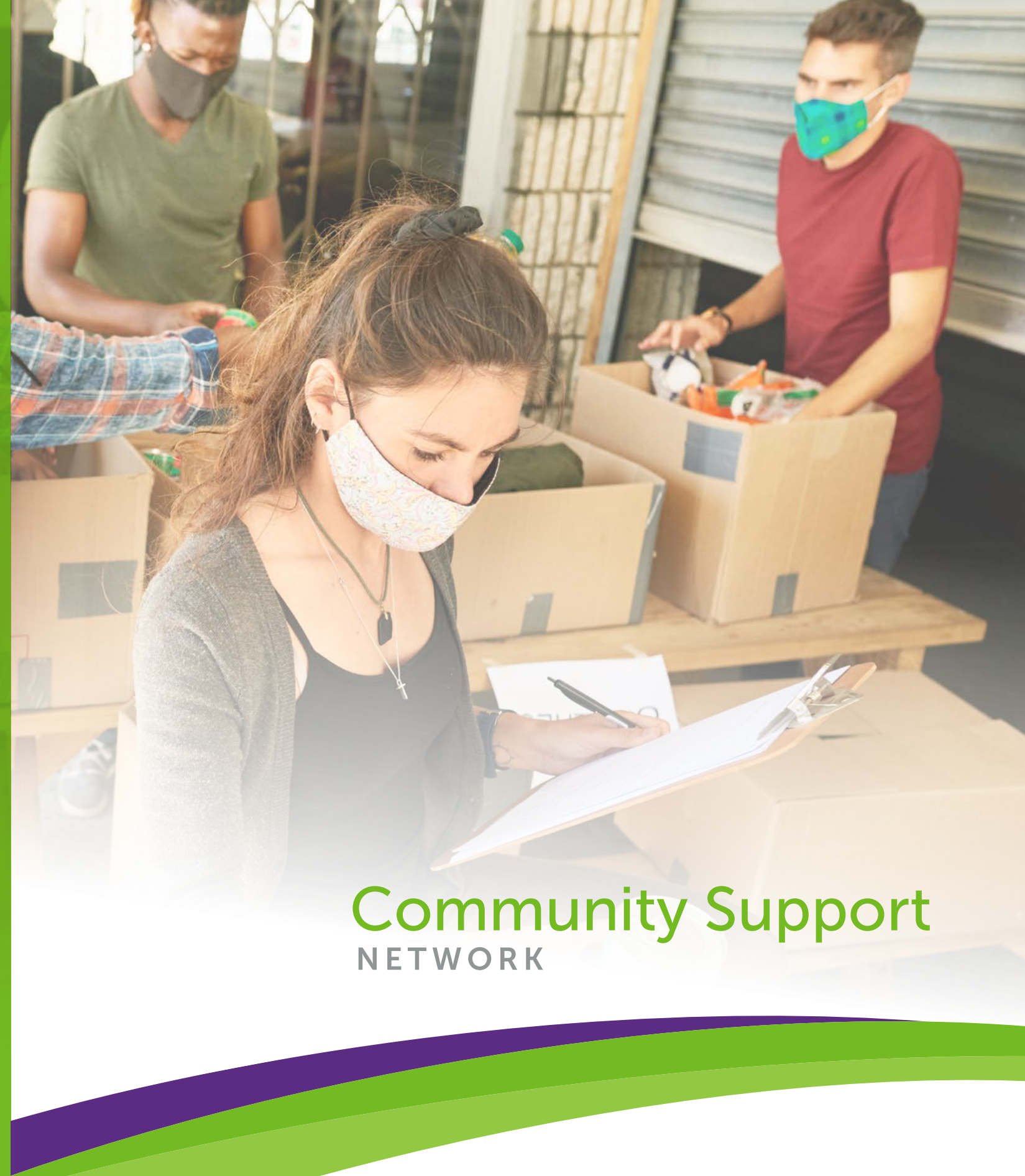
**29,560**

**TRANSPORTATION  
DISPATCHES**

**9,409**

# Solari's Community Support Network

*connects individuals to services and information that can enhance quality of life through access to housing, education, safety, food, and healthcare.*



**Community Support**  
NETWORK



## ELIGIBILITY AND CARE SERVICES (ECS)

The Serious Mental Illness (SMI) Eligibility Determination program evaluates whether applicants meet criteria to receive comprehensive, community-based mental health care.

## 2021 HIGHLIGHTS

- Resource Liaisons successfully connected 342 people to necessary resources.
- Reviewed 7,983 applications for services and stewarded 621 appeals.
- Earned 100% on all four quarterly compliance audits during the fiscal year.

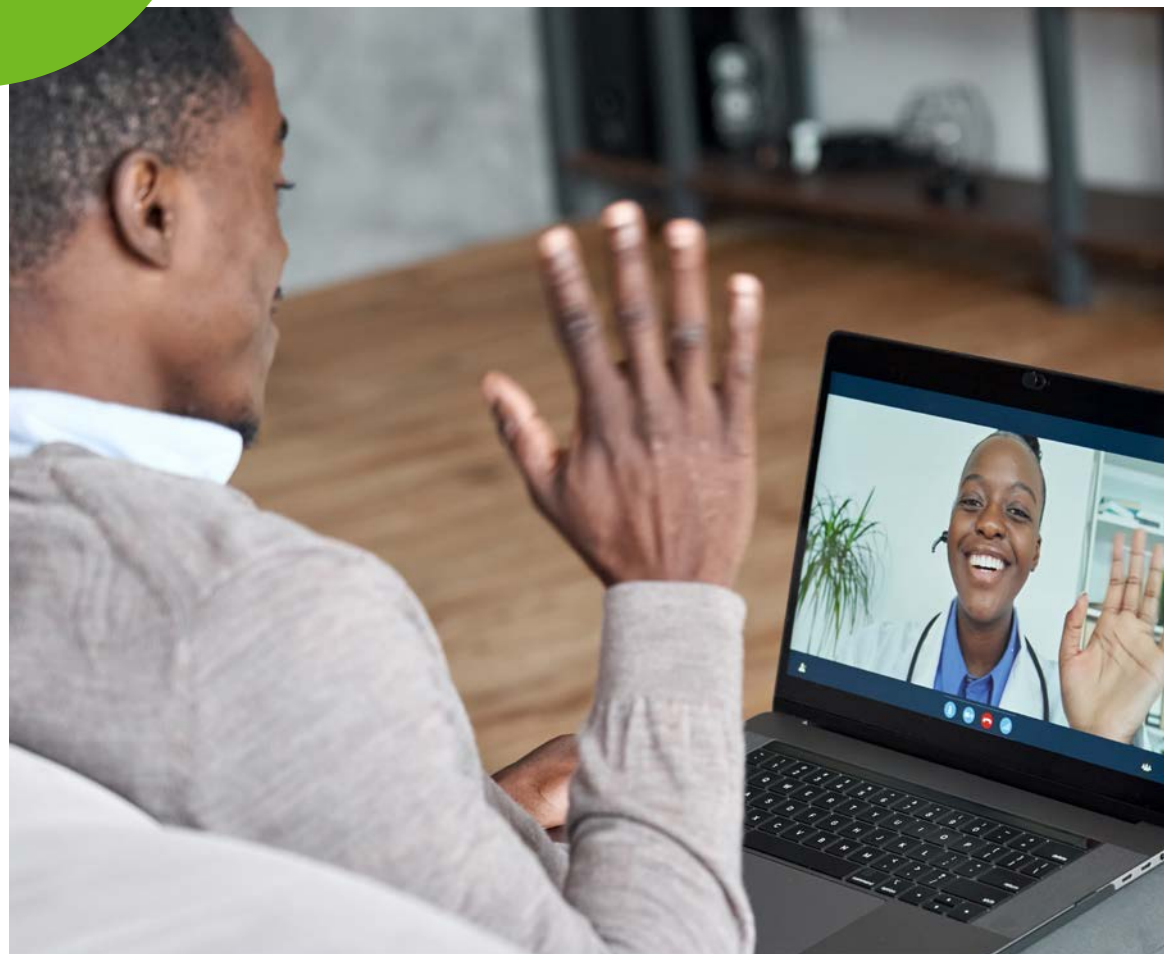
## RESILIENT ARIZONA CRISIS COUNSELING PROGRAM

The Resilient Arizona Crisis Counseling Program was launched in June 2020 due to the statewide emergency declaration for the COVID-19 pandemic and Arizona was awarded federal funds to begin a statewide program in English and Spanish for one year. The Arizona Health Care Cost Containment System (AHCCCS) requested that Solari serve as the grant administrator and oversee a network of multiple service providers. Solari also provided a direct pathway to crisis counseling referrals via 2-1-1 Arizona.

## 2021 HIGHLIGHTS

- More than 7,000 community members received free crisis-counseling services.
- The program proved so successful that it was extended twice to continue providing crisis counseling throughout the state.





## 2-1-1 ARIZONA

2-1-1 Arizona ensures that all Arizonans are easily connected to available health and human services in their communities. The ongoing COVID-19 pandemic resulted in multiple opportunities for 2-1-1 Arizona to continue providing vital services to individuals, families, and communities across the state.

All 2-1-1 Arizona resources are verified quarterly to ensure accurate and timely resource connections. **This year, the 2-1-1 resource database has grown to include 2,911 agencies, 8,864 programs, and 35,644 services.**

TOTAL CALLS RECEIVED		
97,716		
MOST IDENTIFIED NEEDS		
34,961	36%	Housing
15,033	15%	Utility Assistance
12,191	13%	Health Care
5,329	5%	Food/Meals
5,010	5%	Disaster Services
NEW SERVICES ADDED TO RESOURCE DATABASE		
1,614		



## 2021 HIGHLIGHTS

### HEALTH

- Managed 23,735 calls on the immunization navigation hotline.
- 149 people were connected with health benefits through CoverAZ.
- Launched the Spanish-speaking Promotores hotline to assist the Latinx community with COVID-19 vaccine information and received 2,765 calls.
- Initiated 163,928 calls for COVID-19 contact tracing and made another 447,484 auto-dialer-initiated calls.

### HOUSING

- Managed 23,822 calls through the Eviction Prevention Hotline to provide resource navigation to those facing homelessness, specifically to navigate funding and services available to those being evicted. Additionally, efforts were made to coordinate between landlords and tenants to mitigate financial hardships to either party.
  - Engaged 731 landlords to advocate for eviction prevention.
  - Helped 1,825 visitors through Solari's Eviction Prevention chatbot.
  - Distributed \$39,215 in flex funds to 36 households to prevent homelessness.

### TRANSPORTATION

- 2,753 individuals were transported for resource connection and/or vital services.

### COMPLEX NEEDS

- Received 2,108 calls and case-managed 291 people through the Virtual Case Management program.
- 97 deliveries were coordinated to bring necessary items to people's homes.

- Managed 1,317 calls through the Balance of State Coordinated Entry hotline for four southern Arizona counties identified as housing resource deserts — Gila, Graham, Greenlee, and Santa Cruz — and provided housing navigation services to 611 people.



[211arizona.org](https://211arizona.org)



## HOMELESS MANAGEMENT INFORMATION SYSTEM (HMIS)

HMIS is a local information technology system used to collect data on the provision of housing and services to individuals and families at risk of, or experiencing, homelessness. HMIS works with the Maricopa County and Arizona Balance of State Continuums of Care to drive and inspire data-informed change to improve homeless systems.

[hmisaz.org](https://hmisaz.org)

## 2021 HIGHLIGHTS

- HMIS now supports more than 1,200 users and 115 agencies statewide.
- The HMIS Team launched a new service coordinating care between individuals experiencing homelessness who were positive for COVID-19 and their health care plans. More than 5,000 people were screened and connected for additional services.
- The HMIS team provided 2,152 user trainings for agencies statewide.

## BE CONNECTED

The mission of the Be Connected program is to connect Arizona service members, veterans, families, and helpers to information, support, and resources.

**CALL:** Help and support by phone for everyone at **1-866-4AZ-VETS**.

**MATCH:** Personalized resource matching and navigation support.

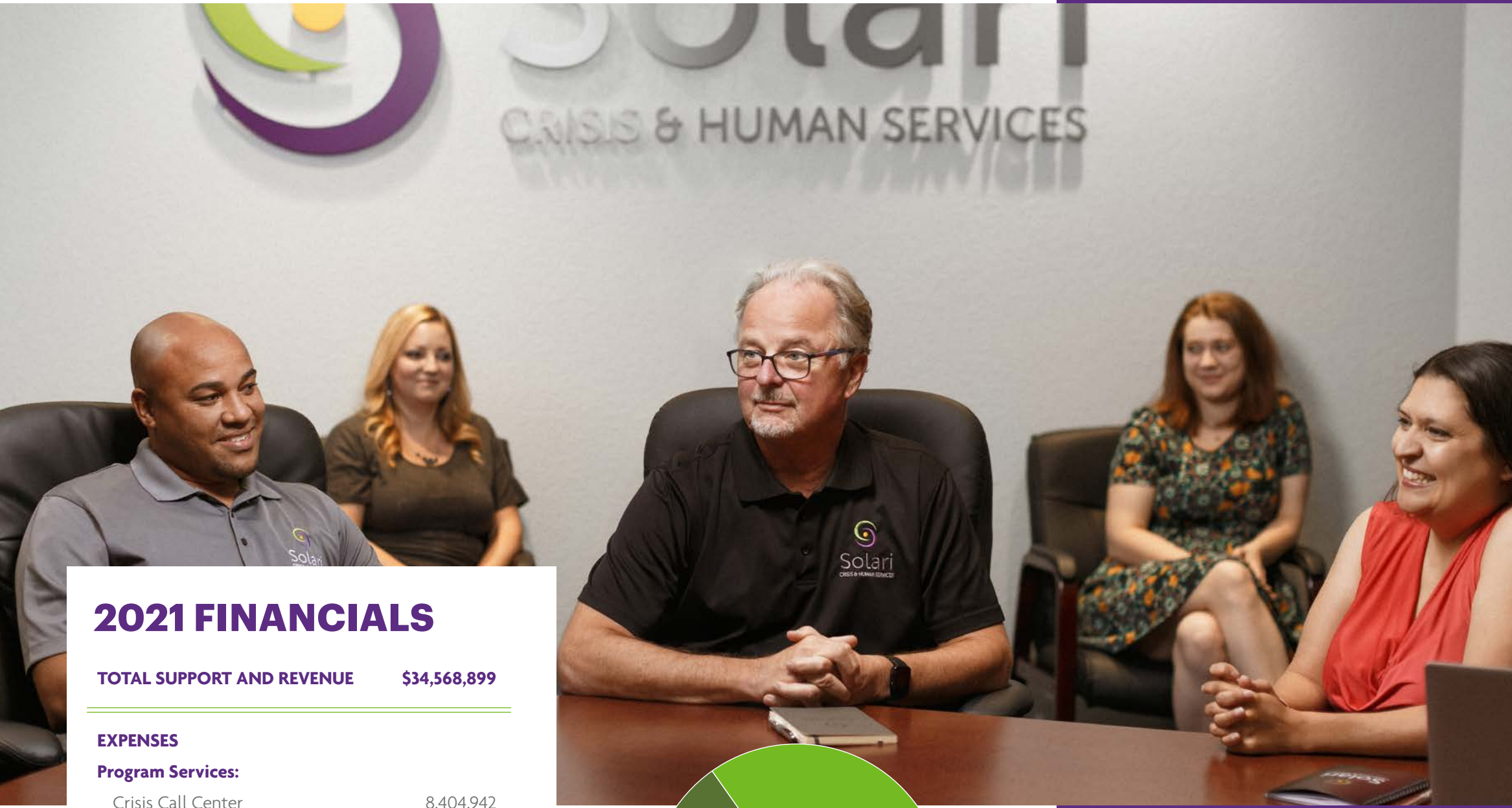
**LEARN:** Training and skills to equip yourself to help others.

[beconnectedaz.org](https://beconnectedaz.org)

**CALLS RECEIVED AND MANAGED**

**17,255**





# BOARD OF DIRECTORS

**James E. McDougall**, Chair  
Attorney, Frazer Ryan Goldberg & Arnold LLP

**Michael Horn**, Vice Chair  
Commander, Tempe Police

**Dean Pedrotti**, Secretary  
Captain, Phoenix Fire Department (Retired)

**Zaida Zavitz**, Treasurer  
Financial Controller, McDonald's USA, LLC (Retired)

**Michael Shore**, Board Member  
CEO, HOM Inc.

**Dennis Bourgeois**, Board Member  
EVP Regional Sales Manager Consumer Banking, UMB Bank (Retired)

**Jim Balman**, Board Member  
Technology Executive (Retired)

**April Dickerson**, Board Member  
CEO, Recovery Empowerment Network

**Troy Lauterbach**, Board Member  
Senior VP of Energy Systems, First Solar

**Marcus Johnson**, Board Member  
Director of State Health Policy and Advocacy, Vitalyst Health Foundation

**Anna Maria Maldonado**, Board Member  
Vice President, Strategic Partnerships, Phoenix International Consultants

## 2021 FINANCIALS

**TOTAL SUPPORT AND REVENUE**      **\$34,568,899**

### EXPENSES

#### Program Services:

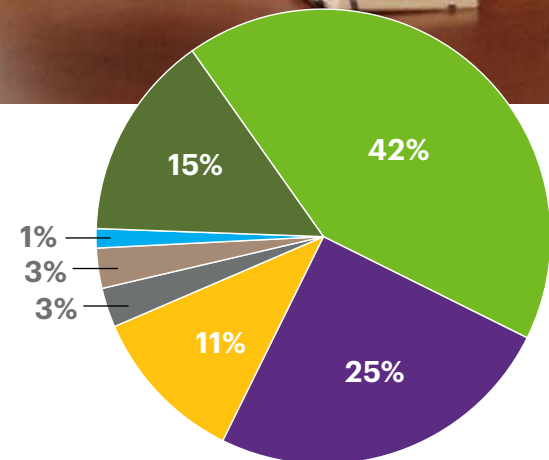
Crisis Call Center	8,404,942
Eligibility and Care Services (ECS)	3,782,596
Homeless Management	
Information System (HMIS)	945,453
2-1-1 Arizona	14,183,602
Centerpoint for Hope	461,330
Other	961,307

**Total Program Expenses**      **\$28,739,230**

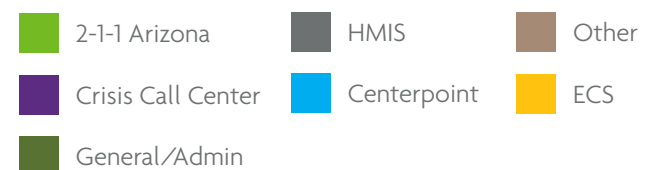
#### Supported Services:

General and Administrative	4,928,774
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**Total Expenses**      **\$33,668,004**



### EXPENSES





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**[Solari-inc.org](http://Solari-inc.org)**

