



Answering **THE CALL**

Annual Report 2023



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Our **Mission**

Inspiring Hope

Our **Vision**

To be the trusted leader in improving lives and communities through human connection and innovation.

Our **Values**

We meet people with compassion.

- + Listen and acknowledge without judgment.
- + Treat people with dignity and respect.

We give every interaction our best effort.

- + Embrace a philosophy of “I can help you.”
- + Provide value at every opportunity.

We take ownership.

- + Do what it takes to find a solution.
- + Ensure responsive and accurate work.
- + Do what is expected and follow through.





2023 was an exciting year for Solari as our company steadfastly answers the call to provide 24/7/365 crisis and human services to our communities in Arizona and Oklahoma, along with crisis consulting work across the United States. It was marked by our inaugural Inspiring Hope Gala in March which drew 600+ people to The Phoenician resort for a night of fun and fundraising! We were honored that community support exceeded expectations and the debut Gala proved so successful that we are making it an annual event.

Arizona’s first statewide crisis line was launched on day one of this fiscal year, October 1, 2022, with Solari as the provider, thus fulfilling a long-time company goal. Meanwhile, the three previously existing regional crisis lines in the state are still functional and route calls to our 24/7/365 call center. Crisis texting service hours were increased to 24/7 in November and round-the-clock crisis chat services were launched on our website in January, allowing users to reach crisis specialists in the way they are most comfortable.

In July, Solari celebrated our first year as the provider for the national 988 suicide

and crisis lifeline in Oklahoma and as the primary provider for the line in Arizona, with both states performing well in national rankings. Call volumes increased by more than 1,000 calls per month in the first year in both states. Also in July, Solari was honored to become one of four crisis centers in the country taking calls to the new LGBTQI+ Youth specialty line on 988. In September, Solari’s contract was renewed to serve as one of 11 national back-up centers taking 988 calls from states which lack the resources to handle volume surges.

Answering the call from Arizona Governor Katie Hobbs, Solari assisted tribal community

members who were displaced by the closures of fraudulent sober living facilities via a dedicated option on the 211 Arizona phone line. Beginning in April through the end of FY2023, Solari assisted more than 6,000 unique households including more than 28,000 nights of lodging provided along with food and transportation assistance.

In partnership with Rainbow Health, our company created the Solari Dispatch Management product which interfaces with electronic medical record systems and enables crisis centers to dispatch, track, and interact with mobile crisis response teams in the field faster and easier than ever before. It was successfully launched in Arizona in April and in Oklahoma in September to help mobile teams provide crucial and often life-saving assistance where and when people need it most.

Solari’s contract with the Arizona Health Care Cost Containment System (AHCCCS) was renewed to continue providing Serious Mental Illness determinations for the state along with a new contract to complete Serious Emotional Disturbance determinations for youth in Arizona. Both contracts are for five years and will take effect on the first day of our next fiscal year. Our company’s crisis center was proud to be re-accredited by the American Association of Suicidology.

Solari’s executive leadership team was reorganized with Andrew Erwin promoted to President from his Chief Operating Officer position and with Justin Chase retaining the CEO portion of his previous President/CEO title. They and other staff leaders were interviewed regularly in national and local broadcast, digital, and print media, continuing to grow Solari’s presence as subject matter experts and thought leaders. A partnership with the national NIL House program helped expand our reach as it is broadcast online and in airports throughout the nation. Our organization was also honored with a national Telly award for our suicide prevention marketing campaign with partner Cox Media.



Solari employs more than 500 staff in Arizona and Oklahoma. To care for our majority-remote workforce, the Diversity, Equity, and Inclusion team produced a DEI survey, conducted a Town Hall meeting, and trained nearly 200 staff members on Unconscious Bias among other programming. The Social Employee Engagement Committee was also reorganized and hosted several successful in-person and virtual events for staff and their families.

Solari was honored to have been named a Best Place to Work by *The Phoenix Business Journal* for the fourth consecutive year, placing third in the large company category for businesses with 250-999 employees. Our company also earned recognition as a Top Workplace from *The Arizona Republic*, placing second among nonprofits in the Large Company category for businesses with more than 500 employees, while CEO Justin Chase received a special “I Have Confidence in the Leader of this Company” leadership award in the same category.

With more than 15 years of providing crisis and human services to our communities, Solari is proud to be well prepared and always available to answer the call for those in need.

Justin Chase
CEO



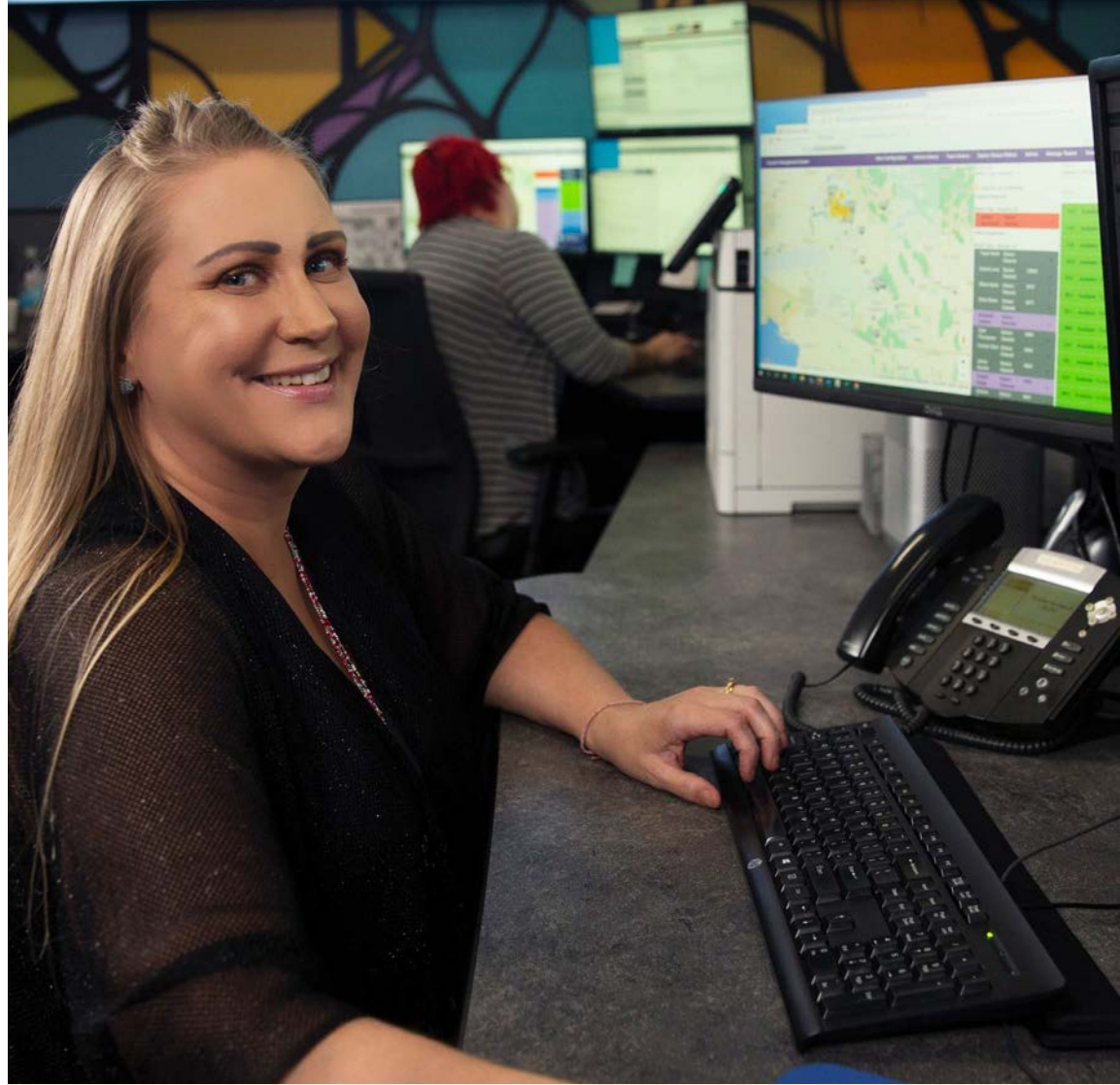
2023 COMMUNITY IMPACT

Solari Crisis & Human Services

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

“
I really enjoy
working for Solari
because their mission,
Inspiring Hope,
matches what I want
to do in my life.”

Crisis Specialist



911 Diversion

Solari continued ongoing diversion of mental health calls to 911 to our Crisis Center for Phoenix, Mesa, Flagstaff, and other municipalities.

Solari secured an official contract with the City of Phoenix and co-located a crisis specialist in the City of Chandler 911 dispatch center to provide real-time feedback to 911 dispatchers to divert mental health-related calls to Solari's crisis line. The City of Mesa added crisis mobile teams to their call diversion strategy.

**MENTAL HEALTH-RELATED
911 CALLS DIVERTED TO OUR
CRISIS LINE**

11,595



Crisis Consulting

- + Solari completed a consulting contract with the state of Missouri regarding mobile crisis response service development.
- + Solari completed a crisis call center consulting contract with a 988 center in St. Louis.
- + Solari began consulting with the City of Philadelphia regarding crisis call center services.

Business Development

- + Solari was selected for two national subnetwork opportunities with the 988 Suicide & Crisis Lifeline, to take calls to the LGBTQI+ Youth Line and serve as a National Backup Call Center.
- + Solari was successful in multiple bids submitted for new business in Arizona and Oklahoma.



Community Outreach

- + Solari provided 24 community presentations and tabled at 20 community-based events, reaching more than 47,000 individuals.
- + Solari sponsored 34 national and local conferences and presented at multiple local and national events.



Community Education and Training

- + Solari certified 540 individuals in Mental Health First Aid.
- + Trained 1,989 individuals on suicide prevention, compassion fatigue, de-escalation and debriefing, crisis, and various other topics.
- + Collaborated with the Missouri Department of Mental Health to provide training to their staff and create two e-learning modules: Community Stabilization and Situation Awareness.
- + Provided 32 external trainings to organizations including Senator Mark Kelly's Office, Arizona State University, Phoenix Indian Center, and our first ever Spanish training to Clayco Construction.
- + Implemented innovative new training workshops for staff including Tattoo Storytelling and We Are Not Broken to highlight the diverse communities and backgrounds within the Solari family.

“
The first thing we do is listen. We never judge you or your concerns. Whatever you're going through, **we're here to help.**”

Warm Line Peer Support Specialist

”



2023 COMMUNITY IMPACT

Crisis Response Network

Solari's Crisis Response Network provides a continuum of crisis care. This includes serving as the provider of the statewide 24/7 crisis line in Arizona, as well as taking calls made around the clock to 988 in Arizona and Oklahoma, and dispatching crisis transportation and mobile crisis teams as needed in both states. In Arizona, we also operate a 24/7 peer support warm line.

All Crisis Lines are 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.



Top Five Reasons for Calling

Self-Harm/Suicidal	18%
Social Concerns	18%
Coordination of Care	18%
Psychosis	9%
Anxiety	7%

TOTAL INBOUND CRISIS CALLS **431,938**

NUMBER OF PEOPLE CALLING FOR ASSISTANCE FOR SOMEONE ELSE **139,108**

Arizona Statewide Crisis Line

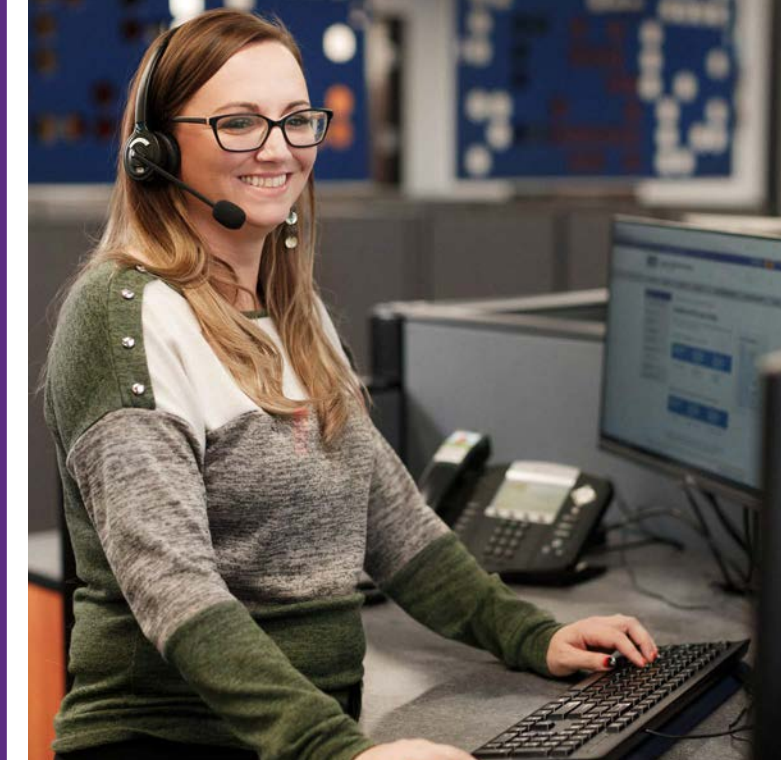
Fulfilling a longtime company goal, Solari began serving as the single, statewide crisis line vendor for the state of Arizona on the first day of this fiscal year, Oct. 1, 2022.

Along with the 24/7 crisis line, crisis texting services and crisis chat services were increased to 24/7 in November and January respectively.

Warm Line

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

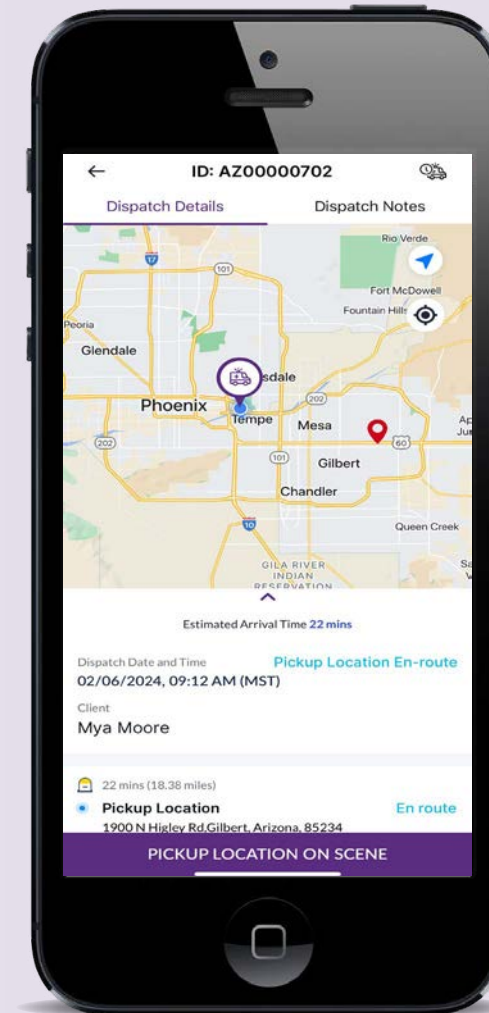
WARM LINE CALLS **155,573**



Dispatch Services

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

In partnership with Rainbow Health, our company created the Solari Dispatch Management product which interfaces with electronic medical record systems and enables crisis centers to dispatch, track, and interact with mobile crisis response teams in the field faster and easier than ever before. It was launched successfully in Arizona in April and in Oklahoma in September.



MOBILE TEAM DISPATCHES **56,944**

TRANSPORTATION DISPATCHES **9,504**



988 in Oklahoma

July 2023 marked the one-year anniversary of Solari as the single vendor taking calls made to 988, the national Suicide & Crisis Lifeline, from Oklahoma phone numbers at our Oklahoma City call center.

- + Monthly call volume increased by more than 1,000+ calls over the first year.
- + Also in July, Solari began responding to 988 text and chat.
- + Solari began coordinating with Public Safety Answering Points in Oklahoma City and Edmond on diverting appropriate mental health calls made to 911 to our 988 call center.

TOTAL INBOUND 988 CALLS

46,156

988 in Arizona

July 2023 marked the one-year anniversary of Solari as the primary vendor taking calls made to 988, the national Suicide & Crisis Lifeline, from Arizona phone numbers.

- + Monthly call volume increased by more than 1,000+ calls over the first year.
- + Also in July, Solari began serving as one of four national call centers for the LGBTQI+ Youth Line subset of 988.
- + In September, Solari's contract was renewed as a national backup center for 988 to respond to calls made from other states which lacked the resources to answer them all.

TOTAL INBOUND 988 CALLS

67,864

TOTAL INBOUND
LGBTQI+ YOUTH LINE CALLS
(JULY-SEPTEMBER)

19,906



2023 COMMUNITY IMPACT

Community Support Network

Solari's Community Support Network connects individuals to services, resources, and information that can enhance quality of life through access to housing, education, public safety, healthy foods, and local emergency services.

“ We work with individuals experiencing a mental health or substance use crisis and help find a solution to the **immediate situation.** ”

Community Support Network Staff Member



Top Identified Needs

Housing	23,047	24%
Utility Assistance	21,800	23%
Crisis Intervention	17,862	19%
Emergency Shelter	16,281	17%
Information and Referral	15,891	17%

Grand Total **94,881**

TOTAL CALLS RECEIVED **490,831**

CALLS HANDLED BY SPECIALISTS **113,906**

NEW SERVICES ADDED TO RESOURCE DATABASE **456**

211 Arizona

211 Arizona ensures that all Arizonans are easily connected to available health and human services in their communities. All 211 Arizona resources are verified quarterly to ensure accurate and timely resource connections. This year, the resource database has grown to include 2,956 agencies, 8,659 programs and 35,051 services.

Program Highlights

HOUSING

More than 20,000 calls handled with a 30-minute average talk time (indicating the complexity of these calls).

OUTCOMES:

- + 20% Diversion to resources outside of the homelessness system.
- + 30% Prevention and advocacy to retain housing.
- + 25% Navigating resources in the homelessness system.
- + 25% Direct referrals to shelter.
- + Due to barriers, approximately 15% of callers needed follow-up case management to ensure success.
- + Flexible Funds cover housing expenses, transportation, childcare and legal fees.
 - + Administered \$270,000 to over 250 households.
 - + 92% success rate after six months in preventing homelessness.

- + Balance of State Coordinated Entry Hotline assisted over 875 callers seeking housing services.
- + Family Housing Hub Coordinated Entry Hotline assisted over 715 families seeking shelter.

HEALTH

- + COVERAZ assisted 8,949 callers.
- + The Spanish-speaking Promotores hotline assisted 6,692 callers with general public health and social determinant of health needs.
- + 201 Caregivers were assisted with local resources to support their unique needs.

TRANSPORTATION

- + 13,313 rides were completed for 5,865 unique riders who were transported for resource connection and/or vital services.



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 in Arizona. This year, Solari also contracted with the state to review eligibility for Serious Emotional Disturbance (SED) determinations for youth in Arizona.

Program Highlights

- + Resource Navigators successfully connected 215 people to necessary resources.
- + Reviewed 8,097 applications for services and stewarded 705 appeals.
- + Earned 100% on all four quarterly compliance audits during the fiscal year.

Sober Living Facility Response

In April, working with the Arizona Health Care Cost Containment System, Solari began assisting tribal community members who were displaced by the closures of fraudulent sober living facilities via a dedicated option on the 211 Arizona phone line.

NUMBER OF CALLS
15,435

NUMBER OF PERSONS SERVED
5,352

NIGHTS OF LODGING PROVIDED
19,871
FOR 1,520 HOUSEHOLDS

NUMBER OF RIDES PROVIDED
1,102



Be Connected

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

- + 20,568 calls were received and managed.
- + Implemented the Care Navigator Program in February 2023.

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.

Program Highlights

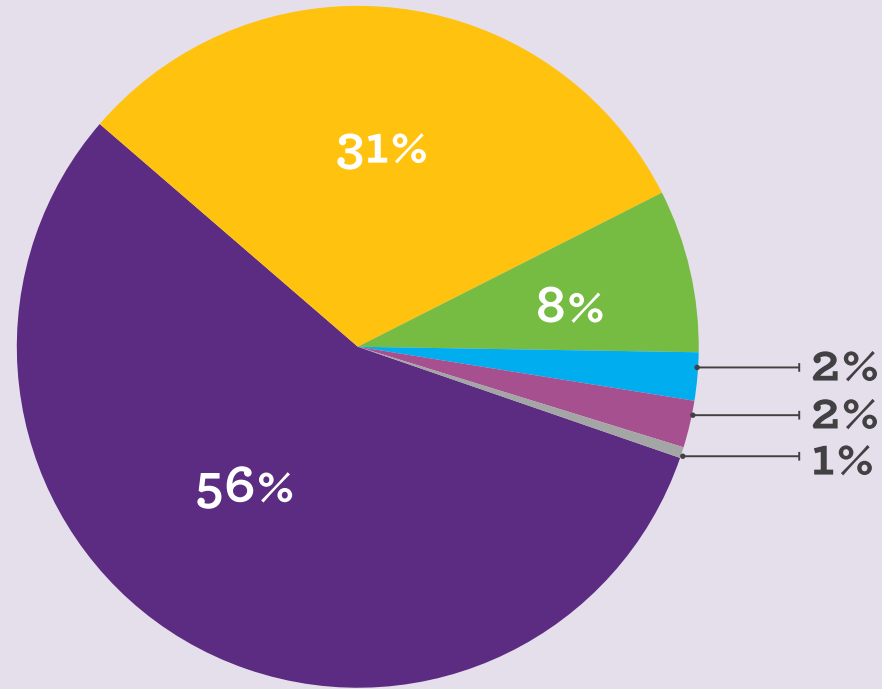
- + HMIS supports more than 1,500 users and 125 agencies statewide, which represents a 100% increase over the past four years.
- + The new AHCCCS and HMIS Data Matching Process has expanded to both Continuums of Care, and we have matched over 10,000 persons experiencing homelessness.
- + Developed four new dashboards this year: Program Performance Metrics, System Performance Metrics, Occupancy Dashboard, and Coordinated Entry Dashboard.



2023 Financials

EXPENSES

- Crisis Call Center
- 211 Arizona
- ECS
- HMIS
- Be Connected
- Other



TOTAL SUPPORT & REVENUE \$ 62,430,870

EXPENSES

Program Services:

Crisis Call Center	\$28,595,127
211 Arizona	\$15,921,764
Eligibility and Care Services (ECS)	\$3,938,647
Be Connected	\$1,161,711
Homeless Management	
Information System (HMIS)	\$1,137,665
Other	\$266,316

Supported Services:

General & Admin	\$9,167,074
Fundraising	\$387,531

Total Expenses \$60,575,835

Program Expense Total \$51,021,230

Board of Directors

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Power Services Executive, Retired

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Vice President, Strategic Partnerships,
Phoenix International Consultants

Dennis Bourgeois, Treasurer
EVP Regional Sales Manager Consumer
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Jim Balman, Board Member
Technology Executive (Retired)

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CEO, Recovery Empowerment Network

Mike Shore, Board Member
President/CEO, HOM

Josephine Jones, Board Member
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Saul Blair, Board Member
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Consultant, Headwaters, LLC

Neal Thomas, Emeritus Member
President, Comtrans





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