



Solaris
CRISIS & HUMAN SERVICES



Breaking

NEW GROUND

Annual Report 2022



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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

Compassion

We meet people with compassion.

Effort

We give every interaction our best effort.

Ownership

We take ownership and do what it takes to find a solution.

Fiscal Year

2022 OVERVIEW



15 YEARS OF INSPIRING HOPE
2007-2022

In Fiscal Year 2022, Solari proudly celebrated our 15th anniversary of service to our community. We did so by breaking new ground in Arizona and beyond. The company opened our first office outside our home state to expand our crisis services into Oklahoma. Solari also secured Arizona's first statewide crisis line contract and played a vital role in launching the National 988 Crisis & Suicide Lifeline.

The company negotiated a three-year contract with the state of Oklahoma's Department of Mental Health and Substance Abuse Services to serve as the call center responding to 988 calls throughout that state. To do so, more than 30 new employees were hired and trained to

work in our new, custom-designed call center in beautiful downtown Oklahoma City. The operation began taking calls in July and quickly ranked in the top 10 nationally for performance.

Also in July, Solari began serving as the primary vendor taking calls made in Arizona to 988. In August, the company was honored to begin service as a national backup center for 988 to respond to calls made from other states which lacked the resources to answer them all.

In March, Solari was awarded a contract to serve as the single, statewide crisis line vendor for Arizona, fulfilling a longtime organizational goal. Solari was chosen after a joint Invitation to Respond process. As part of the AHCCCS Complete Care Competitive Contract expansion, the ACC-RBHA contractors, Mercy Care, Care1st, and Arizona Complete Health-Complete Care Plan, jointly selected Solari as the provider. Statewide service will launch on Oct. 1, 2023, the first day of Solari's next fiscal year.



The company also continued to expand its thought leadership presence nationally with Solari executives interviewed as subject matter experts in *The New York Times*, *The Wall Street Journal*, *Boston Globe*, *Time Magazine*, *Politico*, and the *State of Reform* website as well as multiple Arizona and Oklahoma media outlets. Solari was also featured prominently in an episode of Scripps' nationally syndicated TV program "The Race" which aired on more than 35 stations nationwide and Lemonada Media dedicated an entire episode of their "Call for Help" national 988 podcast to the company's crisis work in Arizona.

While most of Solari's workforce remained remote, the Social Employee Engagement Committee

maintained our award-winning corporate culture with virtual events and trainings, and the Diversity, Equity & Inclusion Team was reorganized under a dedicated DEI Manager.

Solari was honored to have been named a Best Place to Work by *The Phoenix Business Journal* for the third consecutive year. We are pleased to mark the milestone of our 15th year in business, and we look forward to the next 15 years of improving lives and communities through our commitments to human connection and innovation.

Justin Chase
President/CEO





PARTNERSHIPS

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



“

The Solari culture is embracing, welcoming, and always has open communication. Connection to my team makes me feel engaged.

211 SPECIALIST

”

911 DIVERSION

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

MENTAL HEALTH-RELATED 911 CALLS
DIVERTED TO OUR CRISIS LINE

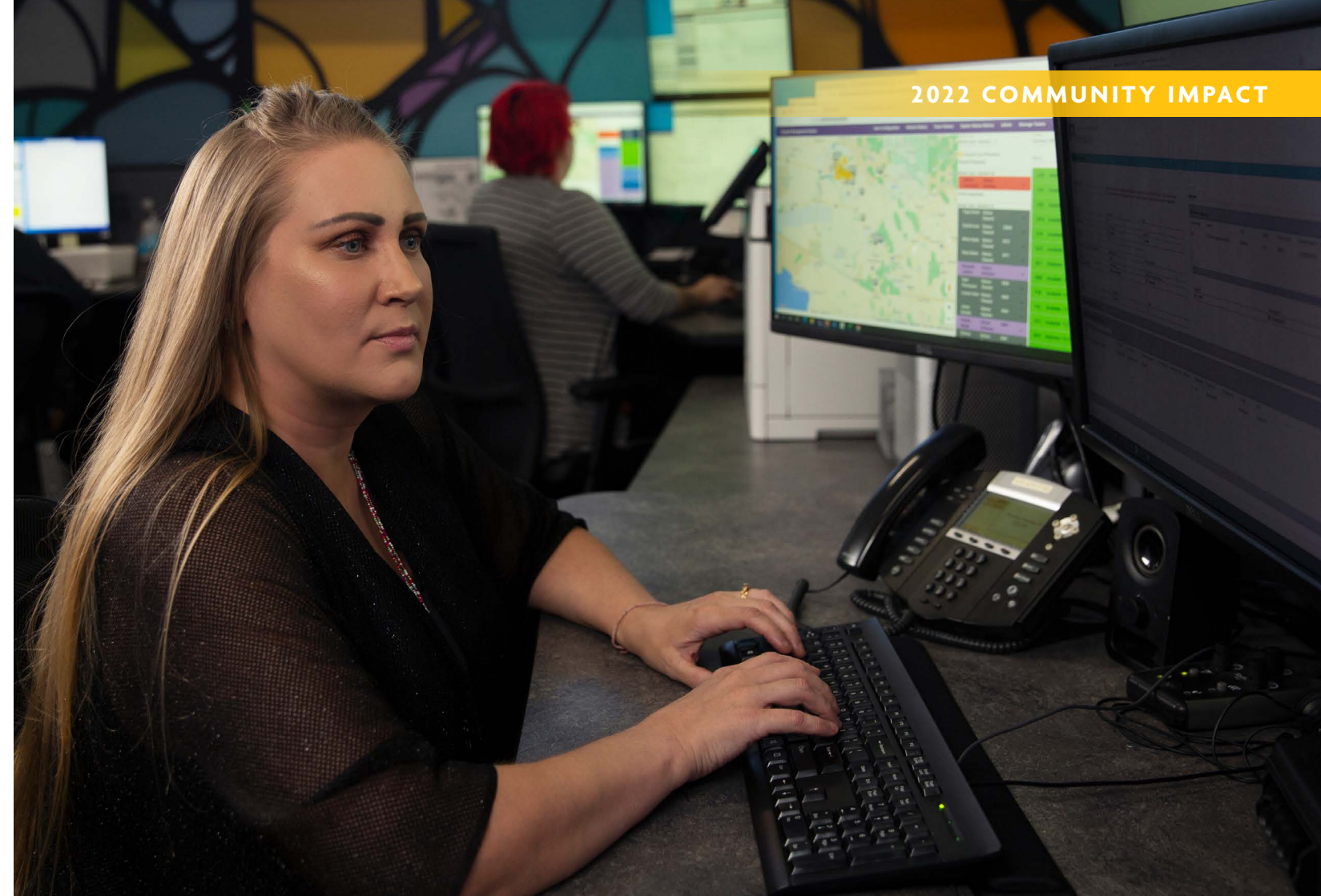
9,314

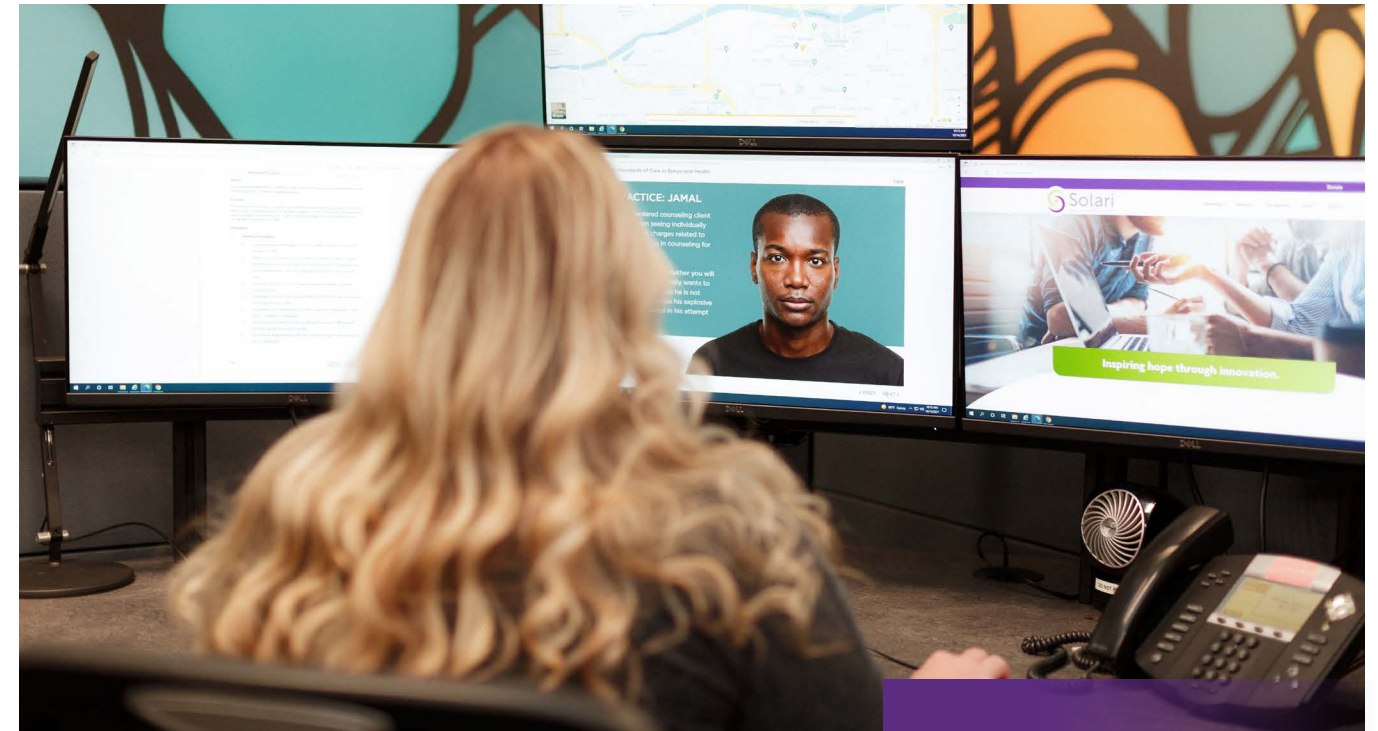
CRISIS CONSULTING

- Solari completed a year-long consulting contract with the state of Missouri regarding 988 implementation.
- Solari provided consulting services to companies in Oregon and Calgary, Canada, while also offering recommendations and feedback to other states and national organizations.

OUTREACH AND COMMUNITY EDUCATION

- Solari presented to 52 unique organizations across Arizona, reaching 14,085 individuals.
- Solari sponsored 22 conferences and presented at multiple local and national events.
- Solari was awarded a second Mental Health Awareness Training Grant through SAMHSA for the next five years to train individuals in Mental Health First Aid.





GROUND BREAKING

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.

The Crisis Line is free, confidential, and open to anyone who needs help. Non-English-speaking callers receive assistance in their languages. If the crisis cannot be solved over the phone, a mobile crisis team can be dispatched to meet the caller where they are. Solari's CRN added more than 100 new positions this fiscal year.

Crisis Response NETWORK



ARIZONA STATEWIDE CRISIS LINE

- In March 2022, as part of the AHCCCS Complete Care Competitive Contract expansion, the ACC-RBHA contractors, Mercy Care, Care1st, and Arizona Complete Health-Complete Care Plan (AzCH-CCP), jointly selected Solari to operate a single, statewide, 24/7/365 crisis line in Arizona effective Oct. 1, 2023.
- The three, previously existing regional crisis lines in Arizona now direct calls to Solari's crisis call center.

TOP FIVE REASONS FOR CALLING

- 23.85%** *Self-Harm/Suicidal*
- 21.75%** *Coordination of Care*
- 8.75%** *Psychosis*
- 8.5%** *Substance Use*
- 7.75%** *Social Concerns*

NUMBER OF PEOPLE CALLING FOR ASSISTANCE FOR SOMEONE ELSE

83,810

TOTAL INBOUND CRISIS CALLS

276,982

CENTRAL ARIZONA

223,239

NORTHERN ARIZONA

53,743

988 IN ARIZONA

- In July 2022, Solari became the primary vendor taking calls made to 988, the national Suicide & Crisis Prevention Lifeline, in Arizona.
- In August 2022, Solari began serving as a national backup center for 988 to respond to calls made from other states which lacked the resources to answer them all.

988 IN OKLAHOMA

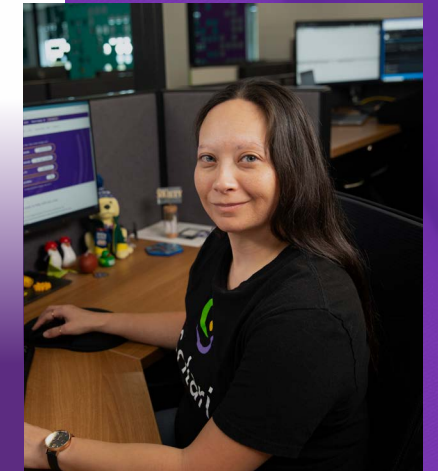
- Solari entered a three-year contract with the state of Oklahoma's Department of Mental Health and Substance Abuse Services to serve as the call center responding to calls in that state made to 988.
- Solari opened a new call center in downtown Oklahoma City, employing more than 30 new employees to staff the operation, which began taking calls on July 5, 2022. This marked Solari's first office outside our home state of Arizona.
- Solari's Oklahoma 988 crisis call center ranked in the top 10% in the nation for performance.

WARM LINE

- Solari's Warm Line is a free and confidential telephone service staffed 24/7 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.

DISPATCH SERVICES

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



TOTAL WARM LINE CALLS RECEIVED

167,543

MOBILE TEAM DISPATCHES

33,732

TRANSPORTATION DISPATCHES

11,988





CONNECTIONS

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.

Community Support NETWORK

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 2,912 agencies, 8,840 programs and 35,862 services.

MOST IDENTIFIED NEEDS		
Housing	38%	37,176
Utility Assistance	28%	27,808
Crisis Intervention	12%	11,301
Emergency Shelter	11%	10,967
Information Referral	11%	10,661
TOTAL		97,863



TOTAL CALLS RECEIVED
388,973

CALLS HANDLED BY SPECIALISTS
90,864

NEW SERVICES ADDED TO RESOURCE DATABASE
522

PROGRAM HIGHLIGHTS

HEALTH

- Managed 11,854 calls on the immunization navigation hotline in English and Spanish.
- 4,562 people were connected with health benefits through CoverAZ.
- The Spanish-speaking Promotores hotline assisted the Latinx community with COVID-19 vaccine information and received 546 calls.
- Initiated 70,474 calls for COVID-19 contact tracing and made another 608,372 auto-dialer-initiated calls.

HOUSING

- Managed 50,133 calls through the Eviction Prevention Hotline to provide resource navigation to those facing homelessness.
- Engaged 1,225 landlords to advocate for eviction prevention.
- Managed 1,395 calls through the Balance of State Coordinated Entry hotline to four southern Arizona counties: Gila, Graham, Greenlee, and Santa Cruz.

TRANSPORTATION

11,819 individuals were transported for resource connection and/or vital services.

BE CONNECTED

- The mission of the Be Connected program is to connect Arizona service members, veterans, families, and helpers to information, support, and resources.
- The Be Connected team grew by 45% this year.

CALLS RECEIVED AND MANAGED
16,150

beconnectedaz.org



“

I am part of the Hispanic/Latino community. I didn't know anything about 211 Arizona until I started working here and honestly when I found out about all the resources there are for EVERYONE, I started sharing the information with family, friends, and others. It feels amazing to see worried faces change with the prospect of hope and services.

**211 ARIZONA
SPECIALIST**

”



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.

HIGHLIGHTS

- Resource Navigators successfully connected 243 people to necessary resources.
- Reviewed 7,390 applications for services and stewarded 634 appeals.
- Earned 100% on all four quarterly compliance audits during the fiscal year.



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

HIGHLIGHTS

- HMIS supports more than 1,200 users and 115 agencies statewide.
- The HMIS Team launched a new data matching service coordinating care between individuals experiencing homelessness who are at high risk of heat-related illness and their AHCCCS health care plans. More than 2,600 people were matched for additional care.
- The HMIS team developed several new dashboards to look at racial and ethnic disparities in homelessness statewide.

2022 FINANCIALS

TOTAL SUPPORT AND REVENUE **\$41,964,621**

EXPENSES

Program Services:

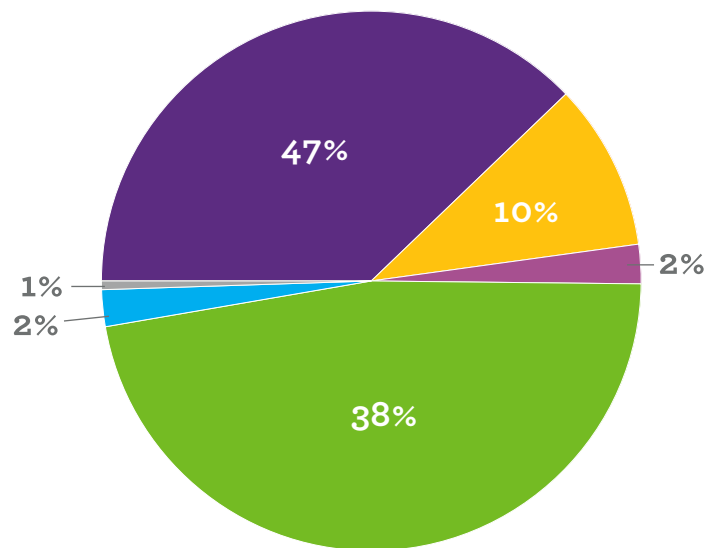
211 Arizona	16,463,998
Crisis Call Center	13,217,654
Eligibility and Care Services (ECS)	3,493,667
Homeless Management	
Information System (HMIS)	821,752
Be Connected	769,033
Other	179,947

Total Program Expenses **\$34,946,051**

Supported Services:

General and Administrative	6,821,268
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Total Expenses **\$41,767,319**



EXPENSES

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



BOARD OF DIRECTORS

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

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Vice President, Strategic Partnerships,
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Financial Controller, McDonald's USA, LLC
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Technology Executive (Retired)

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

April Dickerson, Board Member
CEO, Recovery Empowerment Network

Angela Harrolle, Board Member
CEO, 100 Club of Arizona

Michael Horn, Board Member
Commander, Tempe Police

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

Dean Pedrotti, Board Member
Captain, Phoenix Fire Department (Retired)



Solari

CRISIS & HUMAN SERVICES

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