

Connection

When It Matters Most



Annual Report
Fiscal Year 2025



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Mission:

INSPIRING

Hope!

Vision:

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

Values:



Compassion



Effort



Ownership



A Message from Our CEO

This year marked continued momentum for Solari: expanding services, investing in our workforce and reinforcing the quality and accountability our communities expect. In FY 2025, Solari advanced our mission through measurable impact, expanded reach and trusted performance.

While 2025 proved to be a challenging year for crisis systems nationwide, Solari remained steadfast and strong for all the communities we serve. Despite funding constraints, our teams delivered reliable, high-quality crisis support at scale.

Following our launch as Colorado's 988 provider just before the start of our 2025 fiscal year, Solari quickly achieved an impressive 94% answer rate in the state and we continued to strengthen our crisis response in Arizona and Oklahoma.

Across all three states, Solari responded to nearly one million crisis calls, providing connection, safety and support when it mattered most. We also extended our impact beyond our service areas, reaching more than 61,000 people nationwide through outreach, education and community engagement.

In our first year of operating the Housing and Health Opportunities (H2O) program in Arizona, we helped more than 1,000 people move toward housing stability, reinforcing our commitment to solutions that prevent crises before they begin.

This report reflects Solari's focus on responsiveness, growth and trust with the help of our extraordinarily dedicated staff. I am proud of what we accomplished together and grateful to our Board of Directors, partners and supporters who make this work possible.



A handwritten signature in white ink that reads "Justin Chase". The signature is fluid and cursive, written over a dark blue background.

Justin Chase | Chief Executive Officer

Impact at a Glance

When people reach out for help, every second matters. This year, Solari provided support across crisis and community services, connecting individuals to care, resources and stability.



1M+ Connections

to crisis support through calls, texts and chat



Top Workplace

national recognition by USA Today and regionally by The Arizona Republic and The Oklahoman



11.8K Diversions

from 911 to 988 reduce unnecessary emergency response



75K+ People

connected to in-person crisis mobile team support



537K+ People

provided support for housing, food, utilities, transportation and other basic needs



61K+ People

received information and education on suicide prevention and mental health services



Strategic Priorities: Culture, Reputation, and Growth



Culture

A resilient, high-performing workforce powers Solari's services. This year, we strengthened employee engagement, recognition and development, ensuring our teams are supported to deliver compassionate, high-quality care every day.

Workplace Excellence & Recognition

- Named a **National Top Workplace** and highest-ranking nonprofit
- Earned **Top Workplace recognition in Arizona and Oklahoma**
- CEO Justin Chase recognized with a **Top Workplaces Leadership Award**
- Recipient of the **National Social Responsibility Award**

Healthy Workforce

- Awarded the **Platinum Healthy Arizona Worksites designation**, reflecting our commitment to employee wellbeing



Reputation

Solari's reputation is built on consistent performance, accountability, and trust. As a leading operator of crisis response systems, we deliver outcomes that strengthen communities and improve access to care.

Performance & Outcomes

- All crisis lines met key performance metrics throughout the year
- In Colorado, Solari launched 988 services in September 2024 and, within three months:
 - Improved answer rates by **24%**
 - Reduced average speed to answer by **31 seconds**



Quality & Accountability

- Achieved **96–100% compliance** across all clinical audits.
- Maintained national accreditations and earned **American Association of Suicidology (AAS) accreditation** for our Colorado crisis line.



Growth

As demand for crisis services accelerates, Solari is scaling infrastructure to expand access while maintaining clinical quality. Our approach is deliberate: build sustainable systems that ensure more individuals can access timely, compassionate care.

- Expanded crisis and 988 services to **Colorado**, strengthening multi-state operations.
- Launched as the administrator of **Arizona’s Housing and Health Opportunities program**, broadening our impact beyond crisis response.
- Increased revenue by **\$26 million**, supporting continued investment in people, systems and service delivery.
- Raised **\$450,000** through philanthropic partnerships, including our annual gala, corporate sponsors and individual donors.



Top Workplace

National recognition by USA Today and regionally by The Arizona Republic and The Oklahoman.



Crisis Services

Connection, safety and support, when it matters most.

Crisis does not wait and neither can we. Across Arizona, Colorado, Oklahoma and national backup coverage, Solari answered the call by providing compassionate support, timely connection and coordinated next steps for people experiencing distress.

Total Crisis Impact

Each state met or exceeded their metrics consistently throughout the year (CO starting in January).

Contact Totals



979,405
Calls



36,385
Texts



15,477
Chats



15,353
988 Backup



11,896
911 Diversion Total

Behavioral health-related calls to 911 which are diverted to Solari

Top 5 Reasons for Calling



Social Concerns



Self-Harm/Suicidal



Anxiety



Coordination of Care



Depression

State Specific Crisis Data



Arizona 988 and Statewide Crisis Line

556,419

Call Volume

12

ASA (in seconds)

2,422

Text Volume

65,621

Mobile Team
Dispatches

98%

Answer Rate

11,086

911 Diversion

3,251

Chat Volume



Colorado 988 Mental Health Line

330,561

Call Volume

15

ASA (in seconds)

26,954

Text Volume

1,990

Mobile Team
Dispatches

94%

Answer Rate

494

911 Diversion

10,266

Chat Volume



Oklahoma 988 Mental Health Lifeline

77,072

Call Volume

11

ASA (in seconds)

7,009

Text Volume

7,457

Mobile Team
Dispatches

95%

Answer Rate

316

911 Diversion

1,960

Chat Volume

Support Lines & Services

Through our specialized support lines, Solari connects individuals and families to housing support, basic needs assistance, transportation resources and ongoing care. This work strengthens stability and reduces preventable crises across our communities.

Program Data & Highlights

211 Arizona

211 is often the front door to community support. This year, Solari helped individuals navigate urgent needs by connecting people to housing support, shelter options, rent and utility assistance, transportation resources and more.



\$537,000

Housing Aid

Supported 251 clients with an average of \$2,139 in aid per individual to maintain stable housing and prevent homelessness.



537,053

211 User Contacts



361,003

Total inbound calls and total website views



14,895

Number of transportation rides



16,667

Number of heat relief calls

Top Identified Needs



Rent Payment Assistance



Electric Service Payment Assistance



Community Shelters



Housing Related Coordinated Entry



Transitional Housing/Shelter



Warm Line & Peer Support

Our warm line and peer services provide connection, encouragement and guidance that help people stay grounded, supported and engaged in care. This service is available to help people before a crisis occurs.



112,166
AZ Total Calls



101,257
CO Total Calls

Highlight

Implementation of consolidation under 988. Improved answer rates by an average of 20% and decreased wait times to under 3 minutes (down from an average of 15 minutes).

SAFEDVS

Solari's domestic violence support services provide compassionate, trauma-informed assistance for individuals seeking safety, resources and options during difficult and high-risk moments.



30,244
Total Calls

Specialized Community Programs & Services

Eligibility & Care Services

Our Eligibility & Care Services support access, quality and continuity by helping individuals and providers navigate requirements, trainings and compliance for evaluating Serious Mental Illness (SMI) determinations.



11,414

SMI Applications Processed



854

Appeals Managed



100+

Trainings Provided



100%

Compliance Performance



Be Connected

Be Connected offers responsive support and connection for Arizona's military service members, Veterans, families and caregivers who are seeking help, information and pathways to care.



28,529
Total Calls



21,036
Calls Received



7,493
Outreach Calls



HMIS

The Homeless Management Information System is a local information technology system used to collect data on the provision of housing and services to individuals and families experiencing homelessness and persons at risk of homelessness. This strengthens housing and homelessness response by enabling timely, accurate service documentation and systemwide collaboration.



8,632

Provider Issues Resolved



2,120

Users Supported



65,318

Clients Supported



H2O

The Housing and Health Opportunities (H2O) program helps people move toward stability through coordinated support and service connections. Throughout this first year, the program demonstrated early momentum and meaningful progress toward permanent housing outcomes.



1,269

People Supported



100+

Permanent Housing Obtained



10,000

Client Service Connections



2025 Financials

	2025	2024	2023
REVENUES			
Private and Government Contracts	\$53,044,148	\$38,140,013	NA
Private and Government Contributions	\$37,869,507	\$25,754,420	NA
Fundraising	\$392,379	\$361,139	NA
Other Revenues	\$318,892	\$1,272,959	NA
Total Revenues	\$91,624,926	\$65,528,531	\$62,430,870
EXPENSES - PROGRAM SERVICES			
Contact Center	\$50,293,463	\$34,271,298	\$28,595,127
Eligibility Care Services	\$4,681,338	\$4,751,522	\$3,938,647
HMIS	\$1,713,049	\$1,351,381	\$1,137,665
211 Arizona	\$7,423,134	\$11,349,033	\$15,921,764
MHAT Training	\$108,007	\$85,252	NA
Be Connected	\$1,562,253	\$1,532,635	\$1,161,711
H2O	\$10,785,629	\$334,039	NA
Other Programs	\$218,792	\$297,425	\$266,316
Total Program Services	\$76,785,665	\$53,972,585	\$51,021,230
Management and General	\$10,079,788	\$10,184,225	\$9,167,074
Fundraising	\$438,487	\$576,094	\$387,531
Total Expenses	\$87,303,940	\$64,732,904	\$60,575,835
Excess Revenue over Expenses	\$4,320,986	\$795,627	\$1,855,035



Board of Directors

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JIM BALMAN, BOARD MEMBER

Technology Executive (*Retired*)

SAUL BLAIR, BOARD MEMBER

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& Business Continuity Intermountain
Health – Colorado

CHRISTINE THOMAS, BOARD MEMBER

Managing Director Health Consulting and
Market Conduct Services, Examination Resources





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