



2-1-1  
Arizona



**Solari**  
Danielle Fischer

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**Solari**  
CRISIS & HUMAN SERVICES

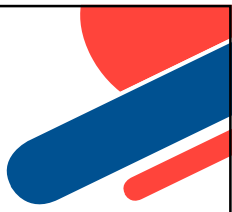
## Who We Are

SOLARI is an award winning, non-profit organization that partners with communities to provide solutions that improve public access to local services and resources.



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## Services

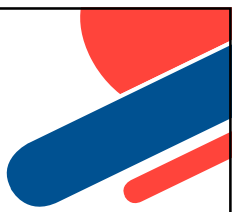


24/7 Crisis Hotline	24/7 Peer Support Warm Line	24/7 211 Information and Referral	SMI Determinations
Dispatch and Reporting Services	Homeless Management Information System (HMIS)	Police/Fire and Tragedy Support Lines	

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## Services



Be Connected	Promotores	211 Transportation Hotline
211 Eviction Prevention Program	211 Housing Crisis Hotline	211 Caregiver Program

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## 211 Information and Referral

- Founded in 1979.
- Acquired by Solari in 2017.
- Due to funding challenges, live answer was deactivated in July 2019.
- At the request of the Governor, 211 live answer was reactivated to provide COVID-19 hotline services on 3/22/2020.
- Funding partners came together to bring back live answer services at the end of April.
- As of 7/1/2020, 211 is now available 24/7/365.



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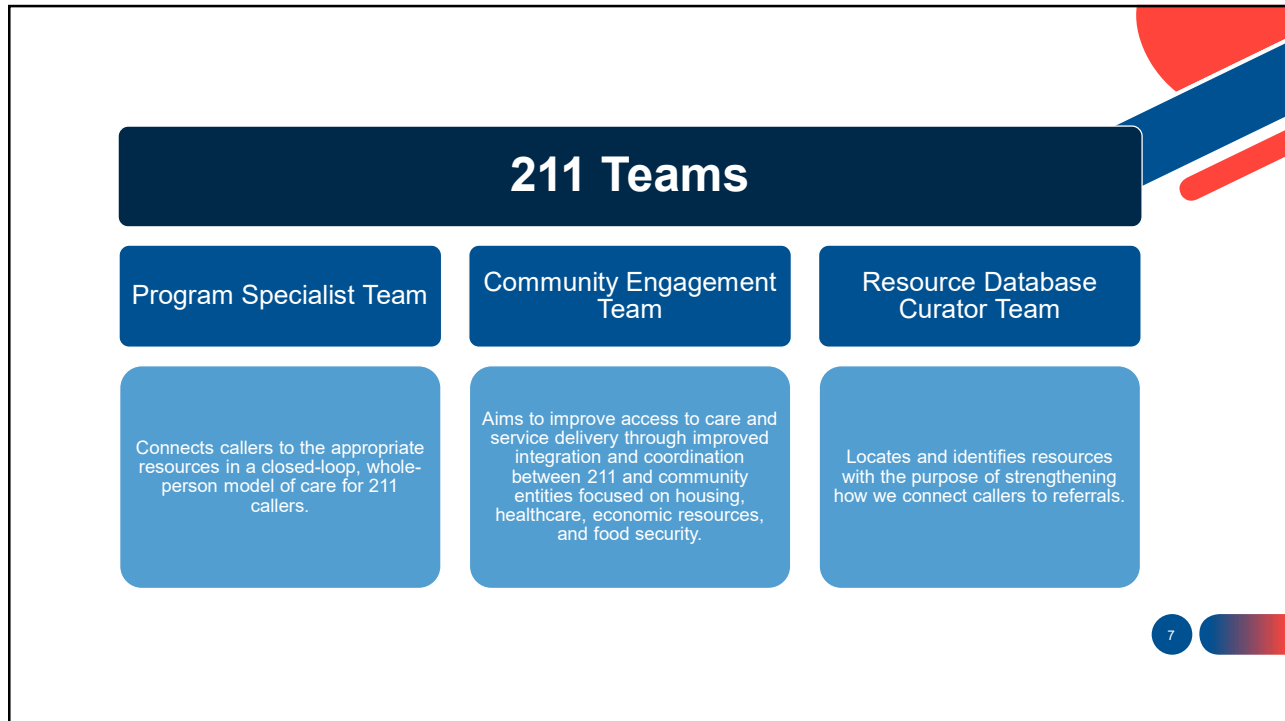
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## 211 Services

- 24/7 live answer
- Web-based Resource Database
- Provides free assistance to anyone in the community with a resource need
- 211 serves entire state of Arizona (part of Nationwide network)
- Non-crisis
- Non-clinical

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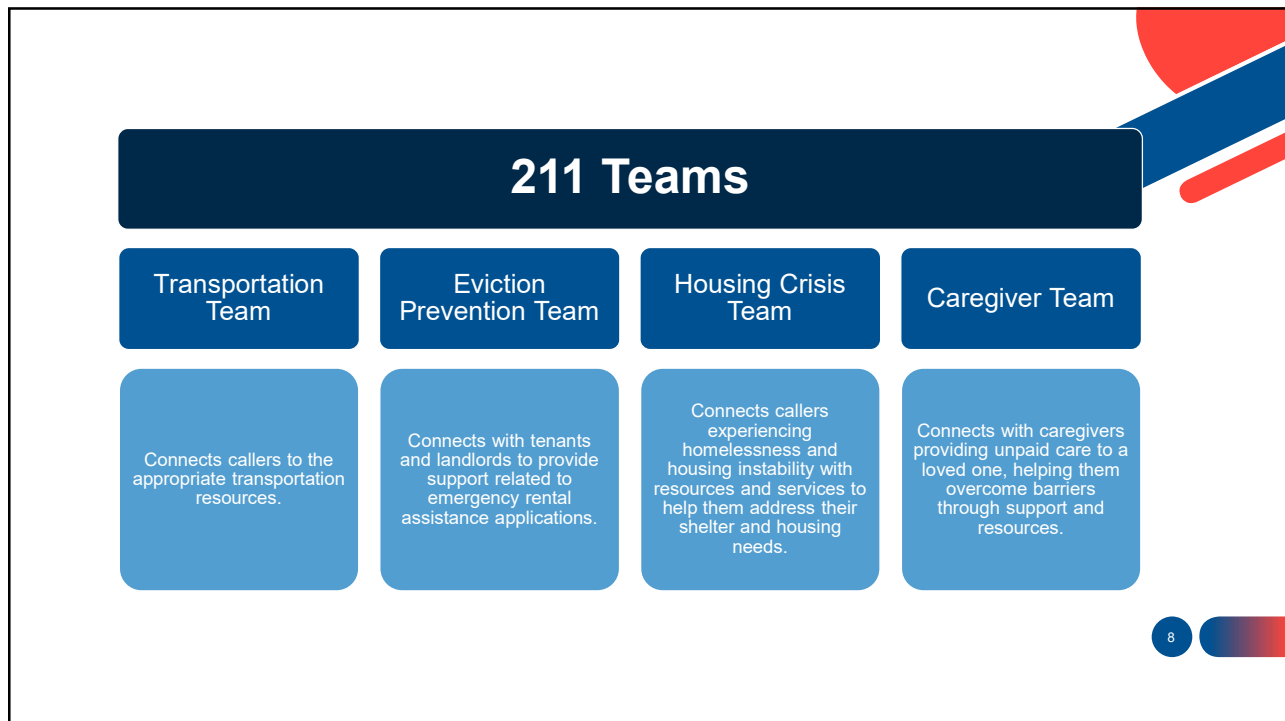


**211 Teams**

<b>Program Specialist Team</b>	<b>Community Engagement Team</b>	<b>Resource Database Curator Team</b>
Connects callers to the appropriate resources in a closed-loop, whole-person model of care for 211 callers.	Aims to improve access to care and service delivery through improved integration and coordination between 211 and community entities focused on housing, healthcare, economic resources, and food security.	Locates and identifies resources with the purpose of strengthening how we connect callers to referrals.

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**211 Teams**

<b>Transportation Team</b>	<b>Eviction Prevention Team</b>	<b>Housing Crisis Team</b>	<b>Caregiver Team</b>
Connects callers to the appropriate transportation resources.	Connects with tenants and landlords to provide support related to emergency rental assistance applications.	Connects callers experiencing homelessness and housing instability with resources and services to help them address their shelter and housing needs.	Connects with caregivers providing unpaid care to a loved one, helping them overcome barriers through support and resources.

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## Data for Calls Handled by Staff

### Maricopa County (Last 90 Days)

Top Identified Needs	Percentage
Housing & Shelter	40%
Utilities	11%
Food	6%
Healthcare & COVID-19	5%
Employment & Income	5%

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## 211 Arizona Website Search Options



- Search bar
- Search by Category
- Search by County
- Advanced Search
- Get Help tab
- Ribbon for most important/relevant topics

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## Solari and 211 Arizona Hotlines



- **Crisis Line:** 844-534-HOPE (4673), dial 988, or text "HOPE" to 4HOPE (44673)
- **Warm Line (Maricopa County):** 602-347-1100
- **211 Information and Referral:** Dial 211
- **Be Connected:** 1-866-429-8387
- **Promotores:** Dial 211
- **211 Transportation Hotline:** 1-855-345-6432 or dial 211
- **211 Housing Crisis Hotline:** Dial 211
- **211 Caregiver Program:** 602-599-0110 or dial 211

## Contact Information

**Northern Arizona Liaison:** Kristie Bandy, [Kristin.Bandy@solari-inc.org](mailto:Kristin.Bandy@solari-inc.org)

**Central Arizona Liaison:** Danielle Fischer, [Danielle.Fischer@solari-inc.org](mailto:Danielle.Fischer@solari-inc.org)

**Southern Arizona Liaison:** Yolanda Flores, [Yolanda.Flores@solari-inc.org](mailto:Yolanda.Flores@solari-inc.org)

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