

Solari Services Statewide

24/7 Crisis Hotline – Central and Northern Arizona

Trained crisis intervention specialists are available around the clock, every day of the year, to help over the phone. The Crisis Hotline is free, confidential, and open to anyone who needs help. Non-English-speaking callers will receive assistance in their own language. If the crisis cannot be solved over the phone, Solari can coordinate with local agencies to provide further assistance.

- **Central Arizona: 1-800-631-1314**
- **Northern Arizona: 1-877-756-4090**

24/7 Peer Support Warm Line – Maricopa County

The Warm Line is a free and confidential telephone service staffed by peers who have, themselves, dealt with behavioral health challenges. Peer support specialists offer peer support and compassion for callers.

- **Maricopa County: 602-347-1100**

24/7 2-1-1 Information and Referral – Statewide

2-1-1 Arizona is the state's 24/7/365 information and referral hotline. Specialists provide assistance to anyone in the community with a resource need, such as housing, rental assistance, help accessing food, unemployment services, healthcare, and more.

- **Statewide: Dial 2-1-1**

SMI Determinations – Statewide

Solari evaluates whether applicants meet diagnostic and functional criteria to receive comprehensive community-based mental health care. Behavioral health service providers complete an evaluation for an individual, then submit the SMI Assessment Packet to Solari to make an SMI eligibility determination.

Anyone living in Arizona can ask to be assessed to learn if they qualify for SMI determination benefits. The person must make a request through their healthcare provider or their AHCCCS provider.

- **Statewide number for questions (*for providers*): 855-832-2866**

Dispatch and Reporting Services – Central and Northern AZ

Solari partners with local community providers to dispatch mobile teams of trained crisis specialists to help people where they are or arrange transportation to take them to a safe place. The mobile team will meet with the individual, complete an assessment, and help them find a solution to the immediate situation. A mobile team can also take the person to a safe place. Emergency transportation may be provided to shelters, hospitals, or substance use treatment centers.

Homeless Management Information System (HMIS) – Statewide, excluding Pima County

HMIS is a local information technology system used to collect client-level data and data on the provision of housing and services to individuals and families experiencing homelessness and persons at risk of homelessness.

Solari works with the Maricopa County and Arizona Balance of State Continuums of Care to manage this data.

Police/Fire and Tragedy Support Lines – Statewide

Solari activates a Tragedy Support Line for those affected by local and national crisis situations. This line can be called toll-free from anywhere.

Be Connected – Statewide

Be Connected is a statewide program focused on reducing deaths by suicide in Arizona's military and veteran population by connecting service members, veterans, and their families to support and resources. Providers and helpers can also call the hotline to receive assistance with finding and connecting to resources.

- **Statewide: 1-866-429-8387**

COVID-19 Hotline – Statewide

In response to the pandemic, a statewide COVID-19 hotline was established as a resource for the community. Individuals who call the COVID-19 Hotline will be connected to a specialist that can help answer general questions and concerns about COVID-19, vaccines, and boosters. Specialists can also help people register to receive the vaccines and boosters.

- **Statewide: Dial 2-1-1**

Promotores – Maricopa County

The Promotores program was made possible through a partnership between Maricopa County Department of Public Health and 2-1-1 Arizona. “Promotores de salud” in Spanish – known as “community health workers” in English – are a longstanding, traditional, and trusted part of the Hispanic community. The Promotores program allows Spanish-speaking callers in Maricopa County to get help with booking vaccine appointments for themselves, a relative, a friend, a co-worker, or a neighbor. Callers can also get information about COVID-19 and the vaccines through a Spanish speaker.

- **Maricopa County:** Dial 2-1-1

2-1-1 Transportation Hotline – Statewide

2-1-1 Arizona offers a variety of free transportation options to the community through the 2-1-1 Transportation Hotline.

Ride United Rides

United Way Worldwide, in partnership with Lyft, launched the Ride United initiative to address unmet transportation needs for individuals and families in communities across the country by providing free Lyft rides to eligible 2-1-1 callers for the following needs:

- **Health:** medical/dental/eye appointment and testing; substance use support; mental health support/community support; apply for Medicare/Medicaid/CHIP services; return home from ER; Veterans Affairs services; pharmacy services; inoculation appointments
- **Employment:** job interview; commute to/from work; pre-employment needs; technology acquisition
- **Food:** grocery store; prepared/hot meals; food pantry/bank; SNAP/WIC benefits access
- **Economic stability:** financial coaching/empowerment; tax preparation services; essential supplies (non-food); record obtainment (SSN, birth/death certificate, etc.); transportation services (DMV, car repair, etc.)
- **Legal:** eviction court; court-ordered community service; probation/parole check-in; court-ordered education; commute to/from court proceedings/counsel; record expungement
- **Housing:** accessing and maintaining benefits (vouchers, rental assistance, etc.); emergency shelter; utilities assistance
- **Education:** enrollment; commute to/from school, class, daycare; guardian school engagement; library or internet access; technology acquisition

Heat Relief Rides

Through a grant from Arizona Public Service (APS), 2-1-1 can arrange free rides to cooling centers and emergency heat relief stations during the months of May through September in 2022.

- Clients must be 18 years of age or older (unless accompanied by a parent or guardian), ambulatory, not experiencing any COVID symptoms, and not experiencing any signs of heat distress or other medical emergencies.
- Rides cannot be scheduled in advance.
- Rides will be provided until funds are exhausted.

In addition to transportation services, 2-1-1 Arizona offers delivery of food, clothing, PPE, and other supplies through a partnership with DoorDash.

DoorDash Last Mile Delivery Program

2-1-1 can arrange free deliveries for agencies and their clients through the DoorDash Last Mile Delivery Program.

- Deliveries must occur within a 10-mile radius of the pick-up site.
 - DoorDash can deliver pretty much anything, excluding prescription medications.
 - DoorDash needs ~10 boxes or bags to be able to fit inside a Prius-sized vehicle.
 - Deliveries are unlimited and can be made on a recurring basis.
- **Statewide number for transportation or delivery inquiries: [1-855-345-6432](tel:1-855-345-6432)**

2-1-1 Eviction Prevention Program – Statewide

In response to the record number of tenants in need of rental assistance, 2-1-1 Arizona launched the Eviction Prevention Program in partnership with the Arizona Department of Health Services. The program serves to help address the backlog of stalled rental assistance applications and ensure the community has appropriate support in completing applications that could prevent evictions. The program was successfully launched on July 9, 2021, and since then, 2-1-1 Arizona has built successful partnerships with several emergency rental assistance (ERA) programs, including Maricopa County, Pima County, Department of Economic Security (DES), and City of Phoenix to provide outbound calls to their applicants and offer support with completing applications, following up with landlords, and connecting to additional resources as needed.

2-1-1 Virtual Case Management – Statewide

The Virtual Case Management team provides support for callers with complex issues that may not have been resolved in the initial call. They can spend more time with callers to ensure that they receive the care they need and may provide a series of follow-up calls to confirm that the callers have received services. 2-1-1 Arizona has developed an internal referral process that connects individuals and families receiving assistance through other 2-1-1 programs with the Virtual Case Management team for additional support.

2-1-1 Housing Crisis Hotline – Statewide

The Housing Crisis Hotline is a statewide, centralized help line that connects callers with resources and services to help them address their shelter and housing needs.

The Housing Crisis Hotline offers:

- Live screening and triage
- Diversion from the homeless system
- Referrals and warm handoffs to coordinated entry and street outreach teams
- Assistance with locating emergency shelter beds, domestic violence services, and heat relief stations
- Referrals to rental assistance programs, utility assistance programs, and legal aid agencies
- **Statewide: Dial 2-1-1**