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# 2-1-1 Arizona Impact Report

*Transforming lives by linking individuals and families to vital community services*

This program was funded through a contract with the Arizona Department of Economic Security. Points of view are those of the author and do not necessarily represent the official position or policies of the Department.





## A Note From Justin Chase, President and CEO

It is my pleasure to share the 2-1-1 Arizona Impact Report with you. After 18 months of live-answer services, 2-1-1 has fielded more than 830,000 calls from all of Arizona's 15 counties.

Due to funding challenges, 2-1-1 live-answer service was suspended in July, 2019. Since then, we've worked diligently to identify funding partners to restore live-answer operations.

Live-answer service provides a personal, compassionate, human connection that people deserve – especially during the ongoing COVID-19 pandemic. A group of community partners including Valley of the Sun United Way, Arizona Public Service, EPCOR, Salt River Project, Southwest Gas, Tucson Electric Power, UniSource Energy Services and Vitalyst Health Foundation came together to restore limited live-answer services. Following a request from Arizona Governor Ducey, 2-1-1 launched the state's COVID-19 Hotline with limited live-answer service on March 20, 2020. With funding from the Arizona Department of Economic Security, 2-1-1 24/7/365 live-answer service went live on July 1, 2020.

Since then, 2-1-1 has expanded to become the state's go-to resource for health and human services. 2-1-1 Arizona not only links individuals and families to vital community services in their time of need, but also partners with communities to identify gaps and provide solutions through data.

At a time when our communities need us most, it's an honor for 2-1-1 Arizona to answer the call.

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

**Justin Chase, LMSW, CPHQ, FACHE**  
President and CEO

Solari Crisis & Human Services

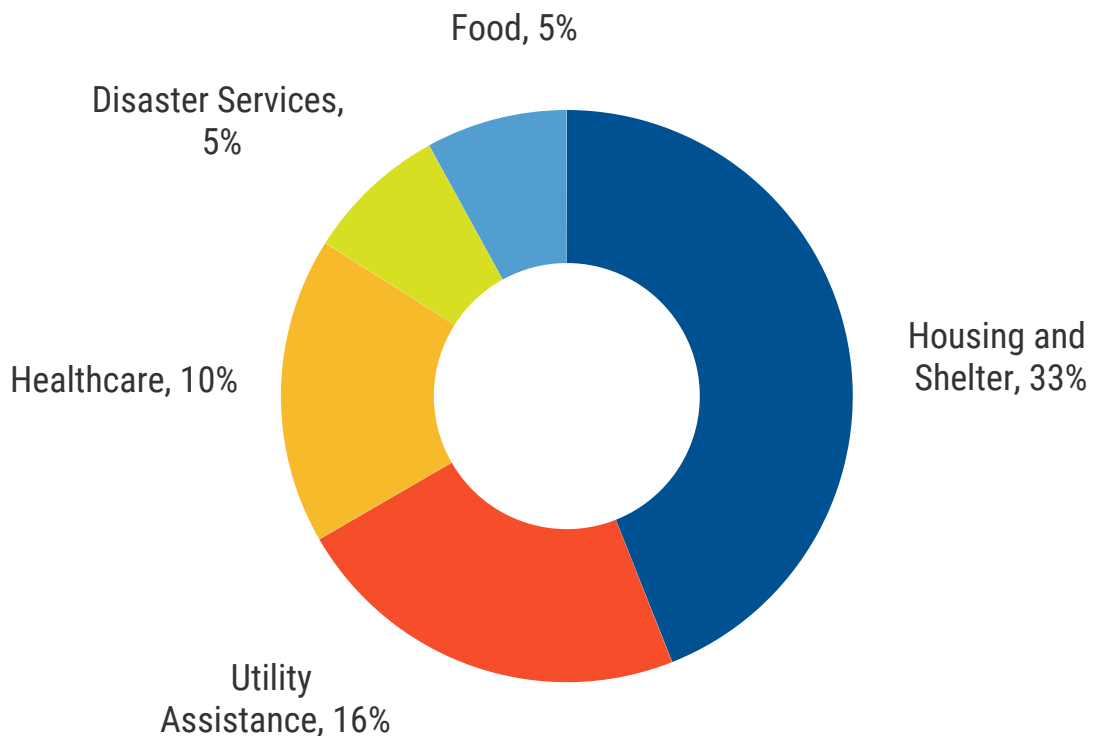
## Success Story

Jen lost her job and was one month behind on rent and a few months behind on utilities. She recently started receiving unemployment and needed help getting caught up on her bills. Jen requested assistance paying her electric and water bills that had stacked up since losing her job. She is actively engaged in her community and continues to look for work. 2-1-1 supported Jen with flexible funds to help her catch up on her rent and utility bills.

*\*Name has been changed to protect confidentiality.*



## Top 5 Reasons for Calling






# 2-1-1 and COVID-19 Hotline Call Volume

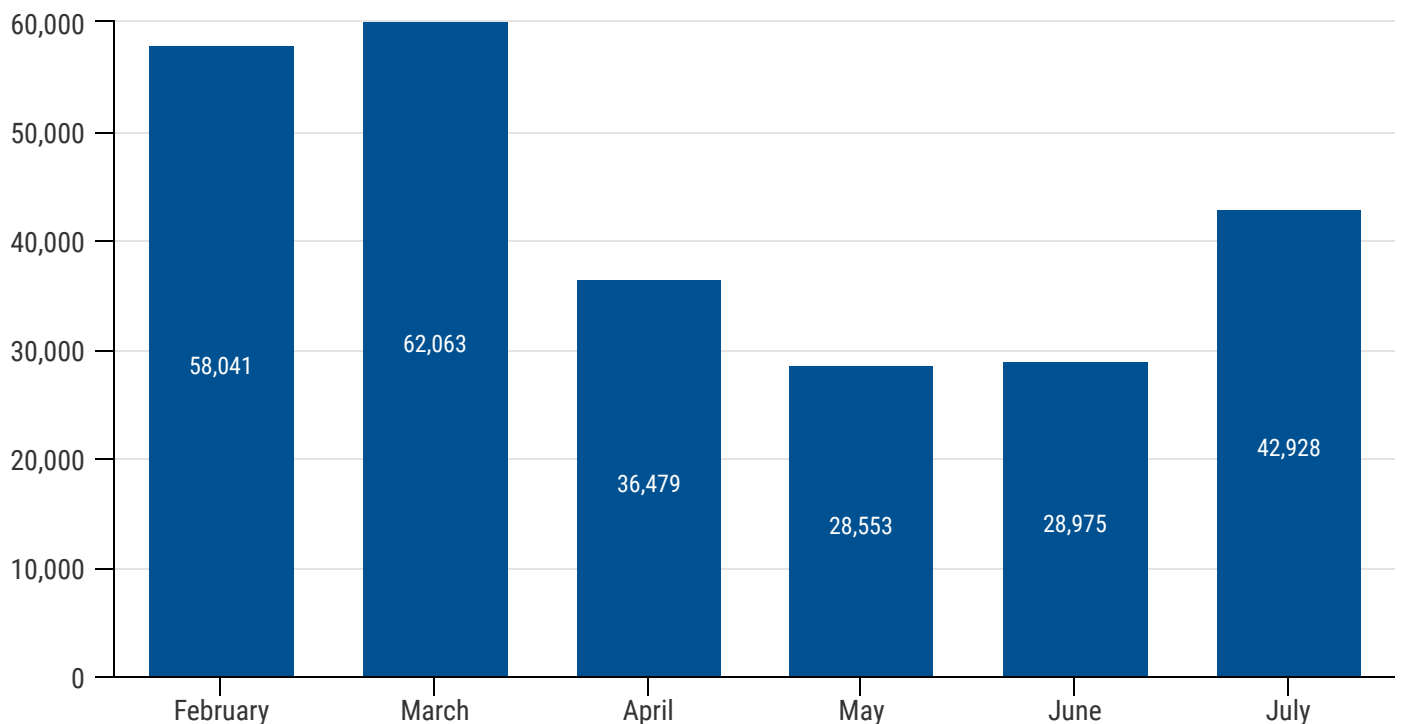
All 2-1-1 callers have access to automated resource information provided for COVID-19 and other basic needs. If the caller cannot find what they need through the automated system, the caller can connect to a specialist to assist in finding solutions to the presenting concern(s).

**832,764**  
Total Calls to 2-1-1

**181,683**  
of which are specific  
to COVID-19 Programs



## 2-1-1 Call Volume, 6 Month Breakout



# Data for Calls Handled by Staff

March 23, 2020-July 31, 2021

## Individual Needs

| Top Identified Needs                     | # of calls | %   |
|--|------------|-----|
| Housing/Shelter                          | 45,066     | 33% |
| Utilities                                | 21,421     | 16% |
| Healthcare                               | 13,922     | 10% |
| Disaster Services                        | 7,442      | 5%  |
| Food                                     | 7,275      | 5%  |
| Individual, Family and Community Support | 5,532      | 4%  |
| Mental Health/Addictions                 | 5,241      | 4%  |
| Legal, Consumer and Public Safety        | 5,006      | 4%  |

## Data by County

| County     | # of calls |
|------------|------------|
| Maricopa   | 54,759     |
| Pima       | 9,837      |
| Pinal      | 3,328      |
| Yuma       | 1,799      |
| Yavapai    | 1,441      |
| Mohave     | 1,317      |
| Cochise    | 940        |
| Coconino   | 578        |
| Navajo     | 404        |
| Gila       | 403        |
| Santa Cruz | 290        |
| Graham     | 146        |
| La Paz     | 122        |
| Apache     | 108        |
| Greenlee   | 20         |

## More Success Stories

\*Names have been changed to protect confidentiality.



**Alice** has two jobs and has been applying for different types of assistance to meet her and her husband's needs. They were getting behind on bills and were struggling to find money to pay for utilities, rent and food. Her husband lost his job due to COVID and was still looking for work. 2-1-1 helped her schedule an interview to apply for SNAP as she continues to look for higher paying work. Alice was behind a month in her utility bills and was unable to catch up with her current income. 2-1-1 helped Alice catch up on utility bills, apply for public benefits and explore different job postings to find something that would sustain her current situation.

**John** stated that he and his 12-year old daughter were about to lose their apartment. 2-1-1 staff helped him apply for eviction prevention resources through the Arizona Department of Housing (ADOH). After following up with him, he was still anxiously awaiting a response from ADOH. He shared about other struggles and what his needs were with his daughter. Staff explored options for employment and also identified resources for his daughter who was missing connection with her peers. 2-1-1 staff connected him with telephonic counseling services for his family. A week later, staff followed up and John shared about his first counseling experience and that he felt much better. In addition, staff was able to connect him with Solari's warm line if he ever wanted to talk with someone. John shared that his faith in himself was restored as it had been a long time that someone cared enough to help him in any way.



## 2-1-1 Develops Partnerships to Respond to Community Needs

2-1-1 general funding allows Solari to stand up 2-1-1 specialty programs in short time frames. Solari has partnered with public and private partners to respond swiftly to community needs. **Partnering with 2-1-1 provides easy, 24/7, statewide access to needed services.**

| Program                             | Funder/Key Partner  | Count                                |
|-------------------------------------|---|--------------------------------------|
| Eviction Prevention Line            | Arizona Department of Health Services   | 1,179 applications submitted         |
| Crisis Counseling Program Referrals | Federal Emergency Management Agency (FEMA) and Arizona Health Care Cost Containment System (AHCCCS) | 7,222 referrals to crisis counselors |
| COVID-19 Resource and Referrals     | Department of Economic Security (DES)   | 23,125 calls handled by a specialist |
| Contact Tracing                     | Maricopa County Department of Public Health   | Over 125,088 calls                   |
| COVID-19 Compliance Hotline         | Arizona Department of Health  | Over 6,484 calls                     |
| Vaccine Navigators                  | Arizona Department of Health Services   | Over 5,900 calls                     |
| Promotores                          | Maricopa County Department of Public Health   | Over 2,630 calls                     |
| Transportation Line                 | APS, United Way Worldwide, AHCCCS   | Over 800 ride provided               |

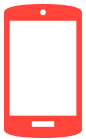


# 2-1-1 Develops Partnerships to Respond to Community Needs

## Providing Vital Transportation



**DoorDash Last Mile Delivery Program:** In 2020, United Way Worldwide officially expanded their Ride United initiative, which addresses transportation needs, to include delivery of food and other supplies using DoorDash. 2-1-1 Arizona quickly partnered with local agencies to implement the DoorDash Last Mile Delivery Program in order to provide deliveries of essential items such as food, PPE, school supplies, and hygiene products to community members in need. Within the first day of launching the program, 2-1-1 Arizona was able to facilitate 34 deliveries to individuals and families.



**Ride United Transportation:** To address unmet transportation needs in the community, 2-1-1 Arizona partnered with United Way Worldwide and Lyft to provide free rides related to healthcare, employment, food insecurity, education, and financial assistance through the Ride United program. Since the program's launch, rides have been provided to COVID-19 testing and vaccination sites, food banks, and other essential services in metro areas throughout the state.



**Non-Emergency Medical Transportation:** 2-1-1 Arizona has partnered with Arizona's statewide Medicaid program, Arizona Health Care Cost Containment System (AHCCCS), to facilitate non-emergency medical transportation to vaccination appointments for all members who have an AHCCCS Insurance Plan as their primary insurance. This partnership ensures technology and transportation do not present any barriers to receiving the vaccine.



**Heat Relief Transportation:** Arizona's extreme heat poses threats to everyone and can be fatal. It is particularly detrimental for vulnerable populations including the homeless, elderly, communities of color, and those in low-income areas. To help keep these vulnerable individuals and families safe during Arizona's hot summer months, 2-1-1 Arizona partnered with APS to offer rides to cooling centers and emergency heat relief stations through United Way Worldwide's existing Ride United program. Anyone needing water or a place to escape the heat can call 2-1-1 Arizona to get connected with heat relief transportation.



# 2-1-1 Develops Partnerships to Respond to Community Needs

## Preventing Evictions



**Eviction Prevention Line:** In response to the record number of tenants in need of rental assistance across the state, 2-1-1 Arizona launched the Eviction Prevention Line in partnership with Arizona Department of Health Services to help with the backlog of stalled rental assistance applications and ensure the community has appropriate support in completing applications that could prevent evictions.

The project was successfully launched on July 9, 2021, and since then, over 5,000 outreach attempts to Maricopa County applicants have been completed. At the beginning of August, the program expanded to offer support to Pima County, with over 2,000 outreach attempts to Pima County applicants completed so far. 2-1-1 Arizona is eager to partner with other municipalities and rental assistance programs to offer this type of support.



**Eviction Prevention App:** 2-1-1 Arizona in collaboration with Amazon Web Services and Arizona State University's Smart City Cloud Innovation Center, created an Eviction Prevention App that connects individuals and families facing an eviction to resources and information. The App was developed in response to a record number of calls received by 2-1-1 Arizona for rental assistance and legal help. Available in both English and Spanish, the App provides users with a tailored report that walks them through the steps they need to take in order to be protected by the CDC Eviction Moratorium, where and how to apply for rental assistance, and how to get connected with legal aid, among other resources.



**Eviction Prevention Partnership with Southern Arizona Legal Aid:** Recognizing the need to quickly connect tenants in unstable housing with assistance to prevent an eviction, 2-1-1 Arizona partnered with Southern Arizona Legal Aid (SALA) to administer flexible funding for SALA clients at risk of homelessness or eviction. 2-1-1 Arizona developed a streamlined process that allows SALA to identify eligible individuals from their existing pool of clients and refer them to 2-1-1 Arizona for financial assistance, reducing burdensome documentation requirements and ensuring that tenants remain stably housed.

# 2-1-1 Develops Partnerships to Respond to Community Needs

## Serving our Community



**Social Determinants of Health Closed Loop Referral System:** 2-1-1 Arizona, in collaboration with Health Current and Arizona Health Care Cost Containment System (AHCCCS), is implementing a single, statewide closed loop referral system to address social determinants of health needs in Arizona. This new technology platform is designed to connect healthcare and community service providers to streamline the referral process, foster easier access to vital services and provide confirmation when social services are delivered. 2-1-1 Arizona's reliable and up-to-date resource directory will serve as the foundation for referring individuals to highly matched community resources, and 2-1-1 Call Specialists will provide follow-up calls and navigation to clients in need of additional support services.



**Homeless Coordinated Entry for Graham, Greenlee, Gila and Santa Cruz:** In collaboration with Synchrony Bank and the Arizona Department of Housing, 2-1-1 Arizona continues to offer a free Housing Crisis Hotline for individuals at risk of or experiencing homelessness in Gila, Graham, Greenlee, and Santa Cruz County. The Housing Crisis Hotline provides eviction prevention resources for those that are at imminent risk of eviction or homelessness, as well as a coordinated entry point for people experiencing homelessness. Services include live screening and triage for eligible resources, regular follow-up while an individual is experiencing homelessness, diversion from the homeless system, housing needs assessment and referral, and one-time financial and/or transportation services. 2-1-1 has already provided \$32,503 in flexible funds to rural communities to address housing and rent issues.



**Outreach to COVID-19 Cases for Resource Navigation:** Funding from Arizona Department of Health Services allowed 2-1-1 Arizona to follow up with community members that were contacted through COVID-19 Contact Tracing and identified needs in other Social Determinants of Health categories. These staff provide virtual case management services to connect individuals to the resources necessary to meet their needs long term.