OUR MISSION

Inspiring Hope

OUR VISION
Empowering transformation from HOPE to HEALTH

OUR VALUES

COMPASSION
Meet people with compassion

EFFORT
Every interaction deserves my best effort

OWNERSHIP
I own the success of the company
When life is overwhelming, if someone is worried about a loved one, or if someone just needs to talk, Crisis Response Network provides immediate and confidential help. We are proud of the service we provide Arizona’s individuals and families.

**HOPE to HEALTH**

In the past 10 years we have:

- Helped thousands of individuals and families get connected to the help they need
- Inspired hope to more than 105,000 children and families in crisis
- Supported nearly 3,000,000 crisis callers throughout Arizona
- Expanded crisis and dispatches services to six northern Arizona counties
- Dispatched 210,000 mobile teams
- Successfully answered calls in ten seconds or less

Our goal is to empower transformation from hope to health through our variety of services. 2017 brought many changes, challenges and successes. This year, we welcomed Community Information and Referral (CIR) services into the CRN family, which includes 2-1-1 Arizona and Homeless Management Information System (HMIS). In addition, we celebrated our 10-year anniversary, hosting our first-ever community awards ceremony titled, “The Art of Inspiring Hope.”
We Are Here 24/7/365
HELPING
Our COMMUNITY

Trained Crisis Specialists are available around the clock, every day of the year, to help via phone. The Crisis Line is confidential and is open to anyone who needs help. Non-English speaking callers will receive assistance in their language. If your crisis cannot be solved over the phone, CRN may dispatch mobile clinicians to meet you where you are.

WE HELP IN MANY WAYS:

• TALKING TO YOU and helping you calm down
• Talking about your worries about a LOVED ONE
• Helping you deal with DIFFICULT RELATIONSHIPS
• Talking about thoughts of SUICIDE
• Sending help to meet you IN THE COMMUNITY
• Getting you somewhere that’s SAFE
• Helping you arrange COUNSELING or connecting you to a community resource near you
• Providing emotional SUPPORT TO CHILDREN who have been removed from their homes
• STABILIZING violent or threatening situations
• Presenting options for dealing with other URGENT SITUATIONS
• Helping you identify your RESOURCES FOR CARE
The call center at Crisis Response Network is important for two reasons: one, because they listen carefully and two, because they listen with respect and dignity.

MARY — Crisis Line Caller*
SERVICE AREAS
Central Arizona, Northern Arizona

NORTHERN AZ 28,543
CENTRAL AZ 249,494

Inbound Crisis Calls 278,037
Warm Line Calls 176,012

TOP FIVE PRIMARY REASONS FOR CALLING
27.5% Coordination of Care
17.6% Self-Harm/Suicidal
8% Substance Abuse
7.3% Anxiety
5.7% Social Concerns

CONTACT CENTER
2017 HIGHLIGHTS
• Fully staffed for the first time in five years and reduced turnover
• Reorganized Contact Center structure to a team model
• Increased the amount of licensed clinical support
• Reduced call abandonment rate to <2%
• Successfully implemented six lines/programs
CRISIS DISPATCH REQUESTS

Total Transportation Requests: **30,240**

**CENTRAL AZ**

30,176

**NORTHERN AZ**

64

MOBILE TEAMS

Total Mobile Team Requests: **27,137**

Expanded dispatch capabilities to Yavapai, Mohave, Coconino and Gila counties.

**CENTRAL ARIZONA**

<table>
<thead>
<tr>
<th>Total Mobile Teams Dispatched</th>
<th>23,019</th>
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<tbody>
<tr>
<td>Total By Day</td>
<td>63</td>
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<tr>
<td>Total By Hour</td>
<td>3</td>
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<table>
<thead>
<tr>
<th>Total Mobile Team Dispatch by Police/CRN</th>
<th>23,016</th>
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<tbody>
<tr>
<td>Police Request for MT</td>
<td>3,604</td>
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<tr>
<td>Community Dispatches</td>
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<table>
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<tr>
<th>Total Mobile Teams by Fund Source</th>
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<tr>
<td>Non-Title XIX</td>
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<tr>
<td>Title XIX</td>
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<td>Unknown</td>
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**NORTHERN ARIZONA**

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<th>Total Mobile Teams Dispatched</th>
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<td>Total By Day</td>
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<td>Total By Hour</td>
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<table>
<thead>
<tr>
<th>Total Mobile Team Dispatch by Police/CRN</th>
<th>4,116</th>
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<tr>
<td>Police Request for MT</td>
<td>772</td>
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<tr>
<td>Community Dispatches</td>
<td>3,344</td>
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<td>Non-Title XIX</td>
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<td>Title XIX</td>
<td>1,603</td>
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<tr>
<td>Unknown</td>
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</table>

1 Transportation requests are for safe transportation for individuals to places such as the Urgent Psychiatric Center (UPC), crisis nursery, homeless shelters or facilities for psychiatric assessments, etc.
2 Mobile Team Requests are for crisis mobile teams — two professionals who respond to crisis situations and provide assessments and support in the community.

“I owe Crisis Response Network my life. If it wasn’t for them, I would not be here and neither would my son.”

**TOM — Family Member**
2017 HIGHLIGHTS

- 53 classroom courses facilitated
- Secured and completed grant to provide 20 Psychological First Aid courses throughout Arizona
- 516 individuals trained in the classroom
- 2,427 training courses assigned with 100% completion and 88% compliance

COMMUNITY RELATIONS

2017 HIGHLIGHTS

- Developed partnerships with two local Community Health Workers/Promotora groups
- Provided 28 presentations
- Attended and outreached at 24 conferences
- Attended and outreached at 44 community events

Individuals Reached 73,659
ELIGIBILITY and CARE SERVICES (ECS)

2017 HIGHLIGHTS

• Expanded program to serve three Native American Tribes: Gila River, Navajo Nation and White Mountain Apache
• In March, processed the highest volume of cases in a single month with 901 packets
• Maintained ECS timeliness of determination at above 99.9%
• 100% in all compliance audits

<table>
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<th>AUDIT PERFORMED</th>
<th>PERIOD AUDITED</th>
<th>AUDIT RESULTS</th>
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<tr>
<td>January 2017</td>
<td>10.1.16 – 12.31.16</td>
<td>100% Compliance</td>
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<tr>
<td>April 2017</td>
<td>1.1.17 – 3.31.17</td>
<td>100% Compliance</td>
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<tr>
<td>August 2017</td>
<td>4.1.17 – 6.10.17</td>
<td>100% Compliance</td>
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<tr>
<td>November 2017</td>
<td>7.1.17 – 9.30.17</td>
<td>100% Compliance</td>
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CRN is great! They always reach out and ask if we have any questions. They always get back to us within the hour. Last year, we had a flood of SMI cases and we had so much support and assistance from CRN, we were able to get everything done in a timely manner.

— PATTY HOFFMAN
Southeastern Arizona Behavioral Health Services, Inc. (SEABHS)
Centerpoint is a non-profit organization dedicated to working in partnership with first responders, local communities, government and health service providers to support disaster readiness, response and recovery services to communities.

**MISSION:** Strengthen resilient communities

**VISION:** Inspire Hope during life’s most challenging times

**2017 HIGHLIGHTS**

- Member of *multiple local and national organizations and councils*
- Aided in training more than *250 officers* in Crisis Intervention Training (CIT)
- Presented at *10 conferences* locally and nationally
- Held a *community information session* to introduce the program and Trauma Informed Disaster Response Vehicle to the community
NEW PROGRAMS

2-1-1
2-1-1 transforms lives by linking individuals and families to vital community services throughout Arizona.

TOP FIVE PRIMARY 2-1-1 REQUESTS

- **27.4%** Housing & Shelter
- **17.1%** Utilities
- **9.4%** Food
- **8.4%** Healthcare
- **6.2%** Government & Legal

**Calls:**
47,957

**Total Requests:**
59,273

HMIS

HMIS is a local information technology system, used to collect client-level data and data on the provision of housing and services to homeless individuals, families and persons at risk of homelessness. HMIS works with the Maricopa County and Arizona Balance of State Continuums of Care.

In 2017, HMIS built a new website with a highly innovative automated ticketing portal. This new site streamlines processes for training the community. After the new site launched, HMIS staff trained 140 individuals in the first two training sessions. These technological advancements have greatly increased the impact HMIS has on the community.
2017 FINANCIALS

TOTAL REVENUE

$ 15,005,000

EXPENSES

Program Services:

- Crisis Call Center  7,237,000
- Eligibility Care Services  4,793,000

Total Program Services  $ 12,030,000

Supported Services:

- General and Administrative  2,530,000

TOTAL EXPENSES  $ 14,560,000

EXPENSES

Crisis Contact Center  17%
Eligibility Care Services  33%
General and Administrative  50%

“The Crisis Specialist walked us through the scariest time of our family’s life.”

SANDRA — Family Member *
He calmed me down and was so kind. He gave me some information and resources that I needed. I felt really good after calling.

KATE — Crisis Line Caller*

* Names have been changed to protect the privacy of individuals.
We are so thankful for all the help. Thank you for your proactive approach and ability to stay calm under pressure. It very likely saved a life.

PETE — Crisis Line Caller*