HOPE to HEALTH

When life is overwhelming, if someone is worried about a loved one, or if someone needs a caring person to listen, Crisis Response Network provides immediate and confidential help.

We are proud of the service we have provided to individuals and families in Arizona over the past 11 years.

2018 BROUGHT A LOT OF GROWTH.
Changing Lives
One Call At A Time

CRISIS CALL CENTER
Inbound Calls. Crisis Resolution.

Trained crisis intervention specialists are available around the clock, every day of the year, to help over the phone. The Crisis Line is FREE, confidential and open to anyone who needs help. Our specialists can assist in many ways, including:

• LISTENING TO YOUR CONCERNS and helping you problem solve
• Discussing your worries about a LOVED ONE
• Helping you cope with DIFFICULT RELATIONSHIPS
• Processing thoughts of SUICIDE and exploring other alternatives
• SENDING HELP to meet you in the community
• Getting you somewhere that’s SAFE
• Helping you arrange COUNSELING or connect to a community resource near you
• Providing emotional SUPPORT TO CHILDREN who have been removed from their homes
• STABILIZING violent or threatening situations
• Presenting solutions for dealing with other URGENT SITUATIONS

WE ARE HERE 24/7/365 TO HELP THE COMMUNITY

SERVICE AREAS
Central Arizona, Northern Arizona

TOTAL INBOUND CRISIS CALLS
307,486

CENTRAL AZ
275,761

NORTHERN AZ
31,725
Anyone can call for 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.

**TOP FIVE REASONS FOR CALLING**

- **24.8%** Self-Harm/Suicidal
- **18.5%** Coordination of Care
- **12.1%** Substance Use
- **7.0%** Social Concerns
- **6.5%** Anxiety

**WARM LINE**

The Warm Line is a free and confidential telephone service staffed by peers who have, themselves, experienced behavioral health challenges. Peer support specialists can relate to behavioral health situations because they have been through similar experiences. Peer support specialists offer support and compassion to callers who need someone to talk with.

**SERVICE AREAS**

- Central Arizona

**TOTAL WARM LINE CALLS**

**154,091**

---

**CALL CENTER 2018 Highlights**

- Built a customized Dispatch Command Center
- Successfully piloted a GPS dispatching platform with community partners
- Took a record-breaking 26,118 calls in October while maintaining a <1% abandonment rate

---

**WARM LINE 2018 Highlights**

- Launched a Warm Line volunteer and internship program
- Created Warm Line University training program in RELIAS
- Provided a Peer Support Lunch and Learn

---

*I have been calling the Warm Line every day for several years since my breakdown. Every experience has been positive.*

— Warm Line Caller
MOBILE TEAMS
CRN partners with local community providers to help individuals where they are. Crisis Specialists can send a mobile team of trained crisis intervention specialists to individuals during a mental health or substance use crisis. The mobile team will meet with the person, complete an assessment and help them problem solve the situation. A mobile team can also meet people in the community and take them to a safe place. During FY18, CRN dispatched approximately 17,353 mobile teams in Central Arizona and 6,118 in Northern Arizona.

MOBILE TEAMS DISPATCHED
17,353
IN CENTRAL ARIZONA
6,118
IN NORTHERN ARIZONA

TRANSPORTATION SERVICES
CRN’s Dispatch Team can arrange transportation for emergencies and bring people to a safe place. Emergency transportation may be provided to shelters, hospitals or substance use treatment centers. During FY18, CRN dispatched approximately 24,638 transportation requests in Central Arizona.

TRANSPORTATION REQUESTS
24,638
IN CENTRAL ARIZONA

COLLABORATION WITH POLICE AND FIRE
CRN partners and works closely with first responders to ensure that individuals facing mental and substance use challenges are treated with compassion and are connected to the most appropriate level of care. To that end, CRN actively participates in Crisis Intervention Team (CIT) training programs for first responders across the state. In FY18 CRN participated in 11 CIT trainings in Central and Northern Arizona.

BETTER DATA
CRN believes transparency is critically important when providing these vital services to the community. CRN developed a community-facing dashboard which highlights many of the metrics mentioned above for funders, local governments and the general public to view via our website. For more information, visit our online dashboard: www.crisisnetwork.org/about

POLICE REQUESTS
3,387
IN CENTRAL ARIZONA
755
IN NORTHERN ARIZONA

FIRE REQUESTS
523
IN CENTRAL ARIZONA
15
IN NORTHERN ARIZONA
Evaluating for SMI Assistance

ELIGIBILITY AND CARE SERVICES (ECS)

ECS evaluates whether applicants meet diagnostic and functional criteria to receive comprehensive community-based mental health care. The Seriously Mentally Ill (SMI) Eligibility Determination program is available across all of Arizona. Behavioral health service providers complete an evaluation for an individual then submit the SMI Assessment Packet to CRN to make an SMI eligibility determination.

SERVICE AREAS
Arizona Statewide

2018 Highlights
• ECS won the SMI Eligibility Determination RFP to continue providing services across the state for the next five years
• Attained URAC accreditation
• Maintained ECS timeliness of determination above 99% and 100% in all compliance audits

I appreciate your patience. The time you have taken to help me has been most appreciated. I did not know what SMI really meant but now I do because you took time to listen to me.
— ECS Caller

100% IN ALL COMPLIANCE AUDITS

<table>
<thead>
<tr>
<th>AUDIT PERFORMED</th>
<th>PERIOD AUDITED</th>
</tr>
</thead>
<tbody>
<tr>
<td>January 2018</td>
<td>10/1/17 - 12/31/17</td>
</tr>
<tr>
<td>April 2018</td>
<td>11/1/18 - 3/31/18</td>
</tr>
<tr>
<td>August 2018</td>
<td>4/1/18 - 6/10/18</td>
</tr>
<tr>
<td>November 2018</td>
<td>7/1/18 - 9/30/18</td>
</tr>
</tbody>
</table>
Developing Skills and Responsiveness

TRAINING

2018 Highlights

- 42 classroom courses facilitated at CRN and more than 6,000 hours of training provided
- Secured SAMHSA grant for Mental Health First Aid training for the next three years
- Graduated from National Council for Behavioral Health Trauma Informed Care Learning Community

42 CLASSROOM COURSES FACILITATED AT CRN

>6,000 HOURS OF TRAINING PROVIDED

COMMUNITY RELATIONS

2018 Highlights

- Reached 38,215 individuals through 32 presentations, 54 community events and 20 conferences
- Social Employee Engagement Committee (SEEC) coordinated 17 events, meals and activities to engage and care for employees.
- CRN employees volunteered a total of 330 hours to the Phoenix and Tucson areas, valued at $8,085.00, according to the Bureau of Labor Statistics

ATTENDED

54 COMMUNITY EVENTS

REACHED

38,215 INDIVIDUALS
2-1-1 Arizona transforms lives by linking individuals and families to vital community services throughout Arizona. 2-1-1 Arizona provided information and referrals to more than...

900,000

INDIVIDUALS VIA PHONE AND WEBSITE IN FY18

MISSION: Transform lives by linking individuals and families to vital community services throughout Arizona.

VISION: All Arizonans are easily connected to available health and human services in their communities.

<table>
<thead>
<tr>
<th>Number</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>42,149</td>
<td>Number of calls</td>
</tr>
<tr>
<td>79,954</td>
<td>Number of phone referrals</td>
</tr>
<tr>
<td>393,340</td>
<td>Number of website visits</td>
</tr>
<tr>
<td>834,282</td>
<td>Number of searches on the website</td>
</tr>
<tr>
<td>61,394</td>
<td>Number of Interactive Voice Response (IVR) referrals</td>
</tr>
</tbody>
</table>

TOP 10 NEED REQUESTS

- Electric Service Payment Assistance: 5,796
- Rent Payment Assistance: 4,326
- Food Pantries: 2,487
- Comprehensive Information and Referral: 1,727
- Low Cost Home Rental Listings: 950
- Community Shelters: 590
- Food Stamps/Supplemental Nutrition Program (SNAP) Applications: 529
- Water Service Payment Assistance: 529
- Landlord/Tenant Assistance: 420
- Legal Representation: 380

TOP 10 PROGRAMS REFERRED TO

- Society of Saint Vincent de Paul: 6,469
- Diocese of Phoenix Church: 3,053
- The Salvation Army Phoenix Social Services Emergency Assistance: 1,862
- Friendly House: 1,204
- Sunnyslope Family Services Center: 1,030
- Society of Saint Vincent de Paul – Tucson Diocesan Council: 999
- Socialserve Affordable Housing Information: 939
- John F. Long Family Services Center: 728
- Glendale Community Action Program: 698
- Travis L. Williams Family Services Center: 682

2018 Highlights

- The IVR was updated to better assist those experiencing homelessness and/or domestic violence
- Information can now be texted directly to the caller more efficiently
- Qualifying for-profits now included in referral database
HOMELESS MANAGEMENT INFORMATION SYSTEM (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 and families and persons at risk of homelessness. HMIS works with the Maricopa County and Arizona Balance Of State Continuums of Care.

VISION: To drive and inspire data-informed change to improve homeless systems.

MARICOPA COUNTY AND BALANCE OF STATE CONTINUUM OF CARE

<table>
<thead>
<tr>
<th>TOTAL NUMBER IN:</th>
<th>MARICOPA</th>
<th>BOS</th>
<th>COMBINED</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency Shelter</td>
<td>11,610</td>
<td>3,965</td>
<td>15,575</td>
</tr>
<tr>
<td>Transitional</td>
<td>2,806</td>
<td>362</td>
<td>3,168</td>
</tr>
<tr>
<td>Permanent Supportive Housing (PSH)</td>
<td>6,771</td>
<td>1,285</td>
<td>8,056</td>
</tr>
<tr>
<td>Rapid Rehousing (RRH)</td>
<td>4,501</td>
<td>2,797</td>
<td>7,298</td>
</tr>
<tr>
<td>Open Public Housing (OPH)</td>
<td>556</td>
<td>82</td>
<td>638</td>
</tr>
<tr>
<td>Street Outreach</td>
<td>9,906</td>
<td>2,721</td>
<td>12,627</td>
</tr>
<tr>
<td>Total number served (Unduplicated)</td>
<td><strong>28,415</strong></td>
<td><strong>9,999</strong></td>
<td><strong>38,414</strong></td>
</tr>
</tbody>
</table>

| Singles | 18,867 | 7,058 | 25,925 |
| Unaccompanied Youth | 295 | 110 | 405 |
| Adults in Families | 4,390 | 1,572 | 5,962 |
| Children in Families | 5,546 | 1,474 | 7,020 |
| Male | 16,213 | 6,187 | 22,400 |
| Female | 11,989 | 3,642 | 15,631 |
| Other | 213 | 170 | 383 |

2018 Highlights

- First HMIS team in the nation to receive 100% data reliability on the Community Solutions Build for Zero
- 11 new organizations on boarded to the HMIS system
- 100% compliant with all HUD requirements

TICKETS RESOLVED

<table>
<thead>
<tr>
<th></th>
<th>Balance Of State</th>
<th>Maricopa</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Balance Of State</td>
<td>816</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Maricopa</td>
<td>2,519</td>
<td></td>
<td>3,335</td>
</tr>
</tbody>
</table>

USERS ON BALANCE OF STATE AND ON MARICOPA

<table>
<thead>
<tr>
<th></th>
<th>Balance Of State</th>
<th>Maricopa</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Balance Of State</td>
<td>165</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Maricopa</td>
<td>629</td>
<td></td>
<td>794</td>
</tr>
</tbody>
</table>

AGENCIES

<table>
<thead>
<tr>
<th></th>
<th>Balance Of State</th>
<th>Maricopa</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Balance Of State</td>
<td>39</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Maricopa</td>
<td>48</td>
<td></td>
<td>97</td>
</tr>
</tbody>
</table>

IN-PERSON TRAININGS OFFERED AT CRN

<table>
<thead>
<tr>
<th></th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Balance Of State</td>
<td>63</td>
</tr>
<tr>
<td>Maricopa</td>
<td>23</td>
</tr>
<tr>
<td>Total</td>
<td>86</td>
</tr>
</tbody>
</table>

IN-PERSON TRAININGS OFFERED OUTSIDE CRN

<table>
<thead>
<tr>
<th></th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Balance Of State</td>
<td>113</td>
</tr>
<tr>
<td>Maricopa</td>
<td>223</td>
</tr>
<tr>
<td>Total</td>
<td>336</td>
</tr>
</tbody>
</table>

PEOPLE ATTENDING IN-PERSON TRAININGS

<table>
<thead>
<tr>
<th></th>
<th>Balance Of State</th>
<th>Maricopa</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Balance Of State</td>
<td>113</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Maricopa</td>
<td>223</td>
<td></td>
<td>336</td>
</tr>
</tbody>
</table>

NUMBER OF ONLINE TRAININGS COMPLETED ON THE HMIS WEBSITE

<table>
<thead>
<tr>
<th></th>
<th>Balance Of State</th>
<th>Maricopa</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Balance Of State</td>
<td>168</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Maricopa</td>
<td>615</td>
<td></td>
<td>783</td>
</tr>
</tbody>
</table>
Centerpoint for Hope is dedicated to working in partnership with first responders, local communities, governments 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

---

**2018 Highlights**
- Purchased and retrofitted the Centerpoint Tragedy Response Vehicle (TRV)
- Asked to serve on the City of Phoenix Commission on Traumatic Incident Intervention
- Seven strategic outreach meetings held with Phoenix City Council and other municipalities
## 2018 FINANCIALS

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>TOTAL SUPPORT AND REVENUE</td>
<td>$16,372,269</td>
</tr>
</tbody>
</table>

### EXPENSES

#### Program Services:

- Crisis Call Center: $7,802,780
- Eligibility Care Services: $3,991,980
- Homeless Management Information System: $609,445
- 2-1-1 Arizona: $325,666
- Centerpoint for Hope: $163,378
- Other: $71,006

**Total Program Expenses**: $12,964,255

#### Supported Services:

- General and Administrative: $3,123,330

**Total Supported Services**: $3,123,330

**TOTAL EXPENSES**: $16,087,585

---

### BOARD OF DIRECTORS

- **Zaida Zavitz, Chair**
  Financial Controller, McDonald’s USA, LLC (Retired)

- **Neal Thomas, Vice Chair**
  President and CEO | ComTrans

- **Jim McDougall, Secretary**
  Attorney | Frazer Ryan Goldberg & Arnold LLP

- **Dean Pedrotti, Treasurer**
  Captain | Phoenix Fire Department

- **Larry Villano, Board Member**
  Chief Operations Officer | Terros

- **Laura Larson-Huffaker, Board Member**
  Executive Director | EMPACT LaFrontera

- **Rob Ferraro, Board Member**
  Officer | Tempe Police Department

- **Ashley Bridwell, Board Member**
  Neurological Rehabilitation Program Coordinator | Barrow Center for Brain Injury & Concussion at St. Joseph’s Medical Center

- **Trish Bleth, Board Member**
  EVP Regional Sales Manager Consumer Banking | UMB Bank (Retired)

---

1275 West Washington Street, Suite 108
Tempe, Arizona 85281

602.427.4600
CrisisNetwork.org

---

Services provided by CRN are funded through contracts with the Arizona Health Care Cost Containment System (AHCCCS), Mercy Care and Steward Health Choice.