HERE WE GROW 2019 ANNUAL REPORT
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

HOPE to HEALTH

Crisis Response Network and its committed staff are dedicated to helping individuals and families through a continuum of health care services.

We are very proud of the connections to resources and the services we have provided for Arizona residents over the past 12 years.

Our goal is to empower transformation from HOPE to HEALTH through all our business lines and in everything we do.

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CRN is proud to have been awarded a contract with the national Blue Cross Blue Shield Association to create and staff a new Substance Use Resource Center line. It will launch as a pilot program in Arizona, Ohio and West Virginia in December 2019 with future plans to expand to a nationwide line.

We also partnered with Rocky Mountain Crisis Partners to earn a contract for a statewide crisis line in Colorado. CRN's telephony and electronic health record platform will allow RMCP to improve records and provide data on speed of answer, abandoned calls and total callers served.

CRN was hired as a consultant for crisis system services in Orange County, California. Following multiple visits, improvement recommendations were made which may result in a future partnership.

Our Centerpoint for Hope program entered into a partnership with Blue Cross Blue Shield of Arizona for their Mobilize AZ initiative to help combat the opioid epidemic across the state.

CRN partnered with the Salt River Pima-Maricopa Indian Community on a crisis line dedicated exclusively to their community. Callers are connected to resources within the tribal community and also can be connected to outside resources, if desired.

To help first responders, a Fire Crisis Direct Line was established exclusively for firefighters to receive support on scene to connect with information and resources.

As CRN has grown its presence in the community, the company has also taken important steps to care for its growing number of employees, which increased from 179 at the beginning of fiscal year 2019 to 189 at its end. That marks an increase of 5.58 percent and the company continues to grow.

We are particularly proud to achieve a Silver Award in the Healthy Arizona Worksite Program, a statewide effort that provides Arizona employers with training, technical assistance, tools, and resources to design, implement, and evaluate worksite wellness initiatives.

Justin Chase, President/CEO
CRISIS CALL CENTER

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:

- Talking to you and helping you create a plan to resolve your crisis
- Discussing 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

TOTAL INBOUND CRISIS CALLS
265,906

Anyone can call for help. Non-English-speaking callers will receive assistance in their language. If your crisis cannot be resolved over the phone, CRN may dispatch mobile clinicians to meet you where you are.

SERVICE AREAS
- Central Arizona
- Northern Arizona

OUR SERVICES

24/7/365 TO HELP THE COMMUNITY

We are here
Received funds to implement a Fire Crisis Direct Line and build an application to better assist the Phoenix Fire Department.

Requested and received an increase in annual funding from Mercy Care.

Implemented a follow-up program to check on our highest acuity callers.

Participated in the response to the Colorado RFI, which resulted in a partnership, funds from which will be distributed over the next five years.

Implemented a first-of-its-kind dedicated crisis line for the Salt River Pima-Maricopa Indian Community.

Completed seven Crisis Intervention Trainings (CIT).

TOP FIVE REASONS FOR CALLING

25.4% Self-Harm/Suicidal
18% Coordination of Care
11% Substance Use
8.6% Social Concerns
8% Psychosis

Number of people calling for assistance for someone else 114,461

Every time I call Crisis Response Network, there is an understanding, caring person on the other end of the phone.

— CRISIS LINE CALLER
**WARM LINE**

The Warm Line is a free and confidential telephone service staffed by peers who have experienced mental health and/or substance use challenges. Warm Line staff can relate to a caller’s situations because many have been through similar experiences themselves. Warm Line specialists offer peer support for callers who need someone to talk with.

**SERVICE AREA:**
Central Arizona

**TOTAL WARM LINE CALLS**
93,767

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**OUR SERVICES**

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**TRAGEDY SUPPORT LINE**

CRN activates a Tragedy Support Line for those affected by local and national crisis situations. When activated, the Tragedy Support Line number is **1.800.203.CARE (2273)** and can be called toll-free from anywhere.

During fiscal year 2019, the Tragedy Support Line received 298 calls after being activated for events including mass shootings in California, Texas and other states.

**TOTAL TRAGEDY SUPPORT LINE CALLS**
298
MOBILE TEAMS
CRN works with local community providers to help you where you are. As needed, our Crisis Specialists can send a mobile team of trained crisis intervention specialists to you or your loved one to meet face-to-face and help resolve or problem-solve the crisis. A mobile team can also meet you in the community and take you somewhere that’s safe.

SERVICE AREAS:
Central Arizona
Northern Arizona

CRISIS TRANSPORTATION SERVICES
CRN is available to help arrange transportation if you need to get to a safe place.

SERVICE AREAS:
Central Arizona
Northern Arizona

They are really helping me and meeting my needs. I enjoy them very much and I can appropriately talk about what I need to talk about. Thank you very much for giving us the Warm Line.

— WARM LINE CALLER

TOTAL DISPATCHES:
15,326
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.

<table>
<thead>
<tr>
<th>AUDIT PERFORMED</th>
<th>PERIOD AUDITED</th>
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<tbody>
<tr>
<td>JAN 2019</td>
<td>JAN 1, 2018 - DEC 31, 2018</td>
</tr>
<tr>
<td>APR 2019</td>
<td>JAN 1, 2019 - MAR 31, 2019</td>
</tr>
<tr>
<td>AUG 2019</td>
<td>APR 1, 2019 - JUN 10, 2019</td>
</tr>
<tr>
<td>NOV 2019</td>
<td>JUL 1, 2019 - SEP 30, 2019</td>
</tr>
</tbody>
</table>
TRAINING

✓ Implemented SAMHSA Mental Health Awareness Training grant (approximately $375,000 2019-2021).
  • Provided 28 courses and certified 592 individuals in Mental Health First Aid. Trained individuals have gone on to refer 590 individuals to mental health care or services
  • Number of individuals trained in target groups:
    - 251 school personnel
    - 164 behavioral health workers
    - 114 community members
    - 59 first responders
    - 4 veterans

✓ Selected as the only site in Arizona to be part of the Teen Mental Health First Aid pilot project in collaboration with East Valley Institute of Technology (EVIT).

COMMUNITY RELATIONS

✓ Community outreach totals:
  • Number of presentations: 27
  • Number of Conferences/Community Outreach Events: 92
  • Total number reached: 27,830

✓ Provided 24 employee engagement activities led by the Social Employee Engagement Committee (SEEC). These events included quarterly employee meals, corporate volunteering opportunities, gift cards and more.

✓ Provided 19 local and national presentations to continue to bolster CRN as an expert in our community and our field.
2-1-1 Arizona provides information and referral services throughout Arizona.

**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.

Despite a loss of legislative funding and reductions in other sources of funds that resulted in the discontinuation of live-answer service, 2-1-1 Arizona continues to connect individuals and families to community services throughout the state.

The Interactive Voice Response system is available 24/7/365 for callers, while the website and mobile app can also be used to access information, resources and services. CRN is dedicated to restoring live-answer service and efforts are ongoing to secure the necessary funding to do so.

**35,711** Number of phone referrals

**52,182** Number of Interactive Voice Response (IVR) referrals

**707,779** Number of website searches

**TOP 10 NEED REQUESTS**

- Electric Service Payment Assistance ........................................... 3,640
- Rent Payment Assistance .......................................................... 2,669
- Food Pantries ............................................................................ 1,193
- Low Cost Home Rental Listings .................................................. 686
- Food Stamps/Supplemental Nutrition Program (SNAP) Applications .......................................................... 494
- Community Shelters ................................................................. 356
- Nongovernmental Agency Departments ........................................ 300
- Comprehensive Information and Referral Service ....................... 293
- Landlord/Tenant Assistance ....................................................... 287
- Water Service Payment Assistance ............................................ 274

**TOP 10 AGENCIES REFERRED TO**

- Society of Saint Vincent de Paul Diocese of Phoenix .................. 3,729
- The Salvation Army Phoenix Social Services Emergency Assistance .......................................................... 1,405
- SocialServe ............................................................................. 878
- John F. Long Family Services Center ......................................... 664
- Sunnyslope Family Services Center ........................................... 661
- Society of Saint Vincent de Paul – Tucson Diocesan Council .......... 607
- DES Nutrition Assistance Program ............................................ 529
- The Salvation Army Social Services - Tucson .................................. 492
- Pima County Community Action Agency .................................... 482
- A New Leaf’s MesaCAN .......................................................... 459
HMIS
Homeless Management Information System

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.

NUMBER OF TICKETS RESOLVED
Maricopa .......................................................... 2,602
Balance Of State ............................................... 837
Total ................................................................. 3,439

NUMBER OF USERS ON BALANCE OF STATE AND ON MARICOPA
Maricopa .......................................................... 681
BOS ................................................................. 181
Total ................................................................. 862

NUMBER OF AGENCIES
Maricopa .......................................................... 52
BOS ................................................................. 37
Total ................................................................. 89

NUMBER OF IN-PERSON TRAININGS OFFERED AT CRN
Total ................................................................. 42

NUMBER OF IN-PERSON TRAININGS OFFERED OUTSIDE CRN
Total ................................................................. 7

NUMBER OF PEOPLE ATTENDING IN-PERSON TRAININGS
Maricopa .......................................................... 225
BOS ................................................................. 85
Total ................................................................. 310

NUMBER OF ONLINE TRAININGS COMPLETED
Maricopa .......................................................... 1,586
BOS ................................................................. 639
Total ................................................................. 2,225

MARICOPA COUNTY AND BALANCE OF STATE CONTINUUMS OF CARE

<table>
<thead>
<tr>
<th>TOTAL NUMBER IN</th>
<th>MARICOPA</th>
<th>BOS</th>
<th>COMBINED</th>
</tr>
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<tbody>
<tr>
<td>Emergency Shelter</td>
<td>11,154</td>
<td>3,917</td>
<td>15,071</td>
</tr>
<tr>
<td>Transitional</td>
<td>2,677</td>
<td>412</td>
<td>3,089</td>
</tr>
<tr>
<td>Permanent Supportive Housing (PSH)</td>
<td>7,100</td>
<td>1,329</td>
<td>8,429</td>
</tr>
<tr>
<td>Rapid Re-Housing (RRH)</td>
<td>4,898</td>
<td>2,953</td>
<td>7,851</td>
</tr>
<tr>
<td>Other Permanent Housing (OPH)</td>
<td>454</td>
<td>0</td>
<td>454</td>
</tr>
<tr>
<td>Street Outreach</td>
<td>10,862</td>
<td>3,258</td>
<td>14,120</td>
</tr>
</tbody>
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Total number served: 29,055 9,876 38,931
(Unduplicated)

Singles .............................................. 19,726 6,751 26,477
Unaccompanied Youth .......... 282 109 391
Adults in Families .......... 4,545 1,729 6,274
Children in Families .... 5,078 1,454 6,532
Male .................................................. 16,808 6,032 22,840
Female ............................................. 12,002 3,755 15,757
Other ................................................. 245 89 334

2019 HIGHLIGHTS

- There were 14 new agencies added this year: five homeless and nine health, indicating a growth in interest outside of just the homeless sector in the HMIS. This represents a one year 20% growth in new agencies.
- 900 users were added across both sites. This represents a one year 12% user growth.
- 3,438 tickets were completed for users in the HMIS Ticketing System.
- There were 2,070 total training instances, 1,193 unique users were trained both in person and online.
- 427 training satisfaction survey responses were collected, showing a 97% satisfaction rate with the trainings.
- New Coordinated Entry Hotline funding was secured for the Balance of State in the amount of $28,000 annually. HMIS blended this balance of state funding and a two-year grant valued at $50,000 from United Way National/Synchrony to staff the hotline.
BE CONNECTED

Be Connected’s mission is to connect Arizona service members, veterans, families and helpers to information, support and resources.

- Be Connected has increased its annual contract with CRN by $150,000 this year to a total of $300,000.
- Call volume increased significantly over the last year from 770/month to 1295/month; a 68% increase.
- Received an over 87% satisfaction rating via automated survey completed by callers.

CALL: Help and support by phone for Arizona service members, veterans, families and helpers at 1.866.4AZ.VETS.

MATCH: Personalized resource matching and navigation support.

LEARN: Training and skills to equip yourself to help others.

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<tr>
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<th>JULY 2018</th>
<th>JULY 2019</th>
<th>CHANGE</th>
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<tbody>
<tr>
<td>Inbound Calls</td>
<td>469</td>
<td>862</td>
<td>+ 393  (44%)</td>
</tr>
<tr>
<td>Outbound Calls</td>
<td>301</td>
<td>433</td>
<td>+ 132  (84%)</td>
</tr>
<tr>
<td>Total</td>
<td>770</td>
<td>1,295</td>
<td>+ 525  (68%)</td>
</tr>
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</table>
In partnership with Blue Cross Blue Shield of Arizona, the specially-outfitted Centerpoint for Hope Tragedy Response Vehicle (TRV) hosted more than 35 mobile clinics from April 1 to Sept. 30, 2019, visiting Apache, Cochise, Coconino, Maricopa, Navajo, Pima, Pinal, and Yavapai counties.

Each clinic visit offered health screenings and connections to community resources and treatment options along with free Naloxone to help combat the opioid epidemic in the state. During this span, we made 877 contacts, performed 98 Social Determinants of Health intakes, provided 191 referrals, facilitated 147 HIV/HEP C screenings, and made 29 connections to Medication-Assisted Treatment (MAT).

A first-anniversary celebration event was well attended by state legislators and other government agency officials and business representatives, resulting in many new connections and potential opportunities for the program.

MISSION: Strengthen resilient communities
VISION: Inspire Hope during life’s most challenging times

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2019 marked many milestones of growth for CRN, including our first contract outside our home state of Arizona. Looking to the future, we believe we have the staff and infrastructure in place to continue, and responsibly sustain, our company’s growth while Inspiring Hope in the communities we serve.

— JUSTIN CHASE
President/CEO

2019 FINANCIALS

TOTAL SUPPORT AND REVENUE $ 16,723,591

EXPENSES

Program Services:

- Crisis Call Center  7,785,675
- Eligibility and Care Services (ECS)   4,020,501
- Homeless Management Information System (HMIS)  643,675
- 2-1-1 Arizona  286,917
- Centerpoint for Hope  282,514
- Other  430,640

Total Program Expenses $ 13,449,922

Supported Services:

- General and Administrative  3,317,414

TOTAL EXPENSES $ 16,767,336

Services provided by CRN are funded through contracts with the Arizona Health Care Cost Containment System (AHCCCS), Mercy Care and Steward Health Choice.
Few organizations have a more meaningful impact on the lives of Arizonans with significant health and human services needs than CRN. Our caring and compassionate team, steady leadership and state-of-the-art technology solutions combine to position CRN for continued success in the future.

— MIKE SHORE, Board Chair and President/CEO of Hom Inc.