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Chief Operating Officer
Solari: Crisis and Human Services | 2-1-1 Arizona

History

1979: 2-1-1 was founded

2017: Acquired by Solari

2019: Due to funding challenges, live-answer was deactivated

March 2020: At the request of the Governor, 2-1-1 live-answer was reactivated to provide COVID-19 services

July 2020: 2-1-1 extended hours to provide 24/7 service to the community

Targeted Services



Contact Tracing



Immunization Navigation and Promotores



COVID-19 Hotline



Eviction Prevention



Transportation



Health Insurance/COVER AZ

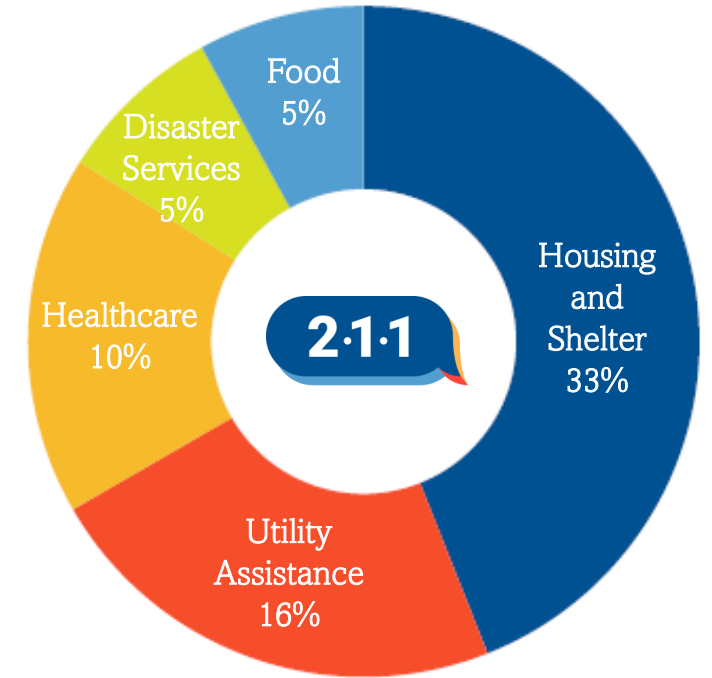
Our Impact

24/7/365 Availability

835,000 Calls to Date

180,000 COVID-19 Calls

Serving All 15 Counties



Resource Database

Resource Specialist Team

- Team of 6
- Reviews and vets more than 35,000 resources on a quarterly basis
- Strengthens connections to resources for callers/visitors

Community Liaisons

- Team of 4
- Designated outreach regions
- Improves access to care through improved integration and coordination between 211 and community organizations

2-1-1 Objectives for CLRS



Goal: A single record to create and respond to referrals.



Enhance story telling of work already happening.



Improve partners working together with available resources.

Maximizing the CLRS

The NowPow software will become the backbone of 2-1-1.



Increased visibility of referral outcomes



Increased capacity



Improved service provision



Enhanced business relationships

City of Tempe

2.1.1



CLRS and Medical Providers

Models where 2-1-1 can provide screening, referral and follow-up.

