



Solari's Continuum of Services

By Brittney Clark



Meet Your Speaker

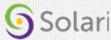


Outreach and Experience Specialist

Education: Bachelor of Arts in Public Relations with a minor in Business.

Role: Providing mental health-related presentations, outreaching to community organizations, tabling at community events, and conferences.

Fun Facts: Brittney enjoys hiking, exploring new coffee shops, and playing with her pup, Nala.



Nice to Meet You!

- **Your name**
- **Organization and role**
- **Something you are excited to learn in this session**



OVERVIEW

Who is Solari

Accessing Services

Call Volumes

Training Opportunities



Who is Solari?

Solari is an award-winning non-profit that has provided crisis-related services since 2007.

States We Operate In



Arizona



Oklahoma



Colorado



History of Solari



Arizona Statewide Crisis Line

Since 2007, Solari has been providing crisis support to thousands of individuals and families in Arizona.

The Arizona State-Wide Crisis Hotline provides 24/7 free and confidential support to anyone.

Finding Support:

- Dial 1-844-534-HOPE
- Text "HOPE" to 4hope (44673)
- BulletPROOF: (603) 433-2677
- Firestrong: (844) 525-3473



Accessing 988

The 988 Suicide & Crisis Lifeline provides 24/7, free and confidential support to people in mental health-related distress or suicidal crises.

Finding Support

- Call or Text: 988 to be connected with your local provider
- Online Chat: 988lifeline.com
- Specific Call lines: Press 1 for Veterans or 2 for Spanish



Key Differences



Statewide Crisis Line

- Routes directly to Solari
- A person will answer
- Ability to dispatch mobile crisis teams

988

- Routed by caller's location to nearest 988 call center
- You will first hear a recording, "Press 1 for veterans, press 2 for Spanish."

Because Solari is the 988 and Statewide provider in Arizona, Arizonans can expect a consistent response, regardless of what number you call



Reasons to Call

Depression

Anxiety

Relationships/
Social Concerns

Psychosis

Coordination of
Care

Self-Harm

Suicide

Substance Use

Danger to Others



What to Expect

Calls/texts are answered quickly by a real person

We will ask for name, birthday, and phone number

We will also ask if you are thinking about suicide or harming anyone else

You can remain anonymous

Information provided is private and confidential

Don't wait for a crisis, call early to help prevent a crisis

Call as a third party to get information or resources for another person



Crisis Line Call Volumes

Solari answered over 518,573 crisis-related calls in 2024



BC1 Updated with new graphs

Brittney Clark, 2025-07-11T16:03:40.128

Testimonies

“The specialist helped me reflect and think through my experience. I’ve never called the crisis line before and I’m so so glad I did.”

“I woke up feeling hope... I’m now able to listen and speak positive messages to myself.”

988 caller



Dispatching Services

We work with local community providers to dispatch mobile teams of trained Crisis Intervention Specialists to individuals who are experiencing a mental health or substance use crisis.



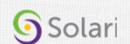
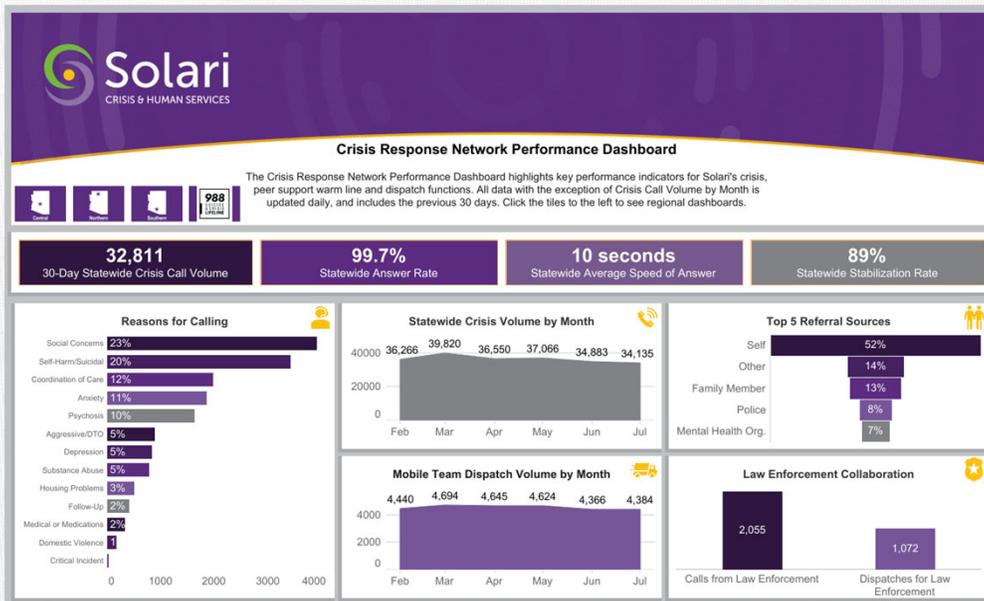
Dispatching Services

Commonly asked Questions

- When do you send a mobile team?
- How long will it take for a mobile team to arrive?
- How are mobile teams assigned?
- Who works on a mobile team?
- What to expect when the mobile team arrives?



Community Dashboard



Peer Support Warm Line

Solari answered over 156,205 Peer Support Warm Line calls in 2024

We live most of our lives in the spaces between the highs and the lows and that's where the Warm Line can help. Trained Peer Support Specialists are available 24/7 to provide friendly, anonymous support.

Whether it's feelings of loneliness or struggles with substance use, our specialists have been there. They can help you steer clear of a crisis before it happens and celebrate the joyful moments.

Finding Support:

- Dial 602-347-1100



Reasons to Call

To feel a little less lonely

To get some fears or worries off your chest

To share the excitement of a new job or life goal

To find local resources and support groups

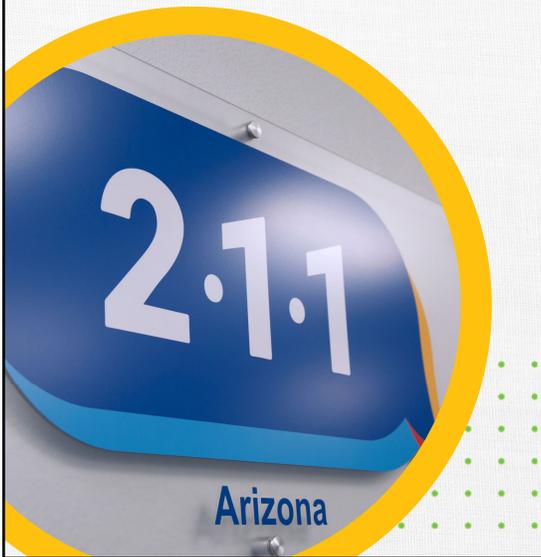
To identify coping strategies for depression, anxiety, or substance use



S(1 Add a transition for the 2024 facts

Shelby Graves (She/Her), 2025-07-10T17:14:34.082

2-1-1 Information and Referral



211 is an online directory and call line service available in English and Spanish.

211 will help individuals and families find resources that are available to them locally, throughout the state, and provide connections to critical services that can improve – and save – lives.

Finding Support

- Dial 2-1-1
 - 211 call line hours: 9 am – 7 pm
- Visit 211Arizona.org
- Download 211 Arizona app



Reasons to Call 2-1-1

Food Boxes

Utility Assistance

Heat Relief

Rental Assistance

Transportation

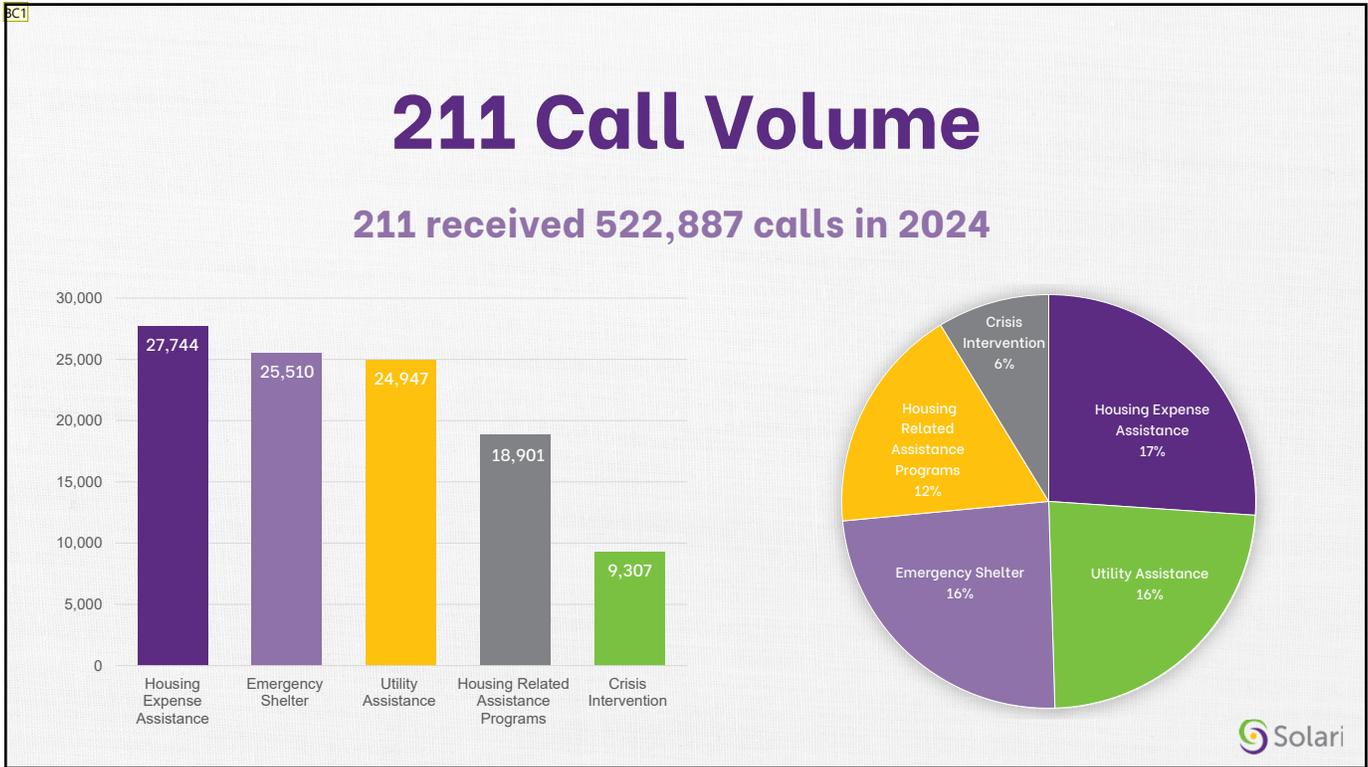
Healthcare

Legal Assistance

Shelter

Youth and Family Services





Warning Signs and Symptoms

Distinguishing the difference between what is normal for an individual and what could be a mental health crisis is not always easy.

If you are ever concerned about someone, call or text the Statewide Crisis Line or 988, and a Solari Crisis Specialist can help provide you with resources to support that individual.

Statewide Crisis Line

- Dial 1-844-534-HOPE
- Text "HOPE" to 4Hope (44673)

988 Lifeline

- Call or Text 988 to be connected with your local provider



BC1 Updated with new graphs

Brittney Clark, 2025-07-11T16:03:28.140

Warning Signs and Symptoms

Excess Worrying or Fear

Avoiding Friends and Activities

Changes in Sleeping Habits

Overuse of Substances

Thinking about Suicide

Prolonged Irritability or Anger

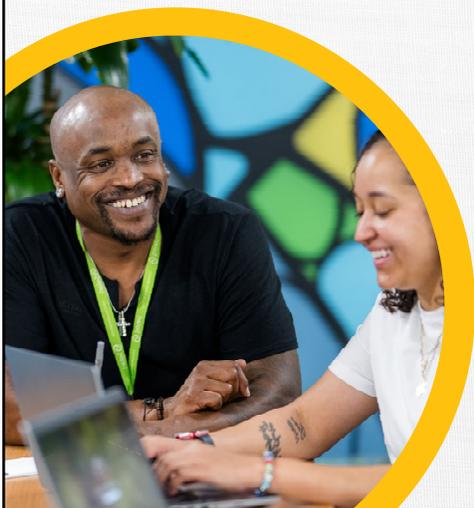
Changes in Eating Habits

Missing Deadlines

Unable to Carry Out Daily Activities



Be Connected



BeConnected is a wrap-around call line, connecting Arizona service members, veterans, families & helpers to information, support, and resources.

With over 3,000 resources statewide, a community navigator will help match you or your family to resources in your area.

Training opportunities, including in-person and online, can equip Arizonans with the knowledge, skills, and confidence to help.

Finding Support

- Dial 1-866-429-8387
- Call Line Hours:
 - M-F 8 am-5 pm
- Visit beconnectedaz.org



Local Help Lines

CRISIS LINE

24/7 National Suicide and Crisis Lifeline:
Call or Text 988

24/7 Arizona Statewide Crisis Line:
Dial 1-844-534-HOPE
Text "HOPE" to 4HOPE(44673)

2-1-1 ARIZONA

Live Operator Service
Dial 2-1-1
Call Line Hours:
9 am-7 pm

24/7 Online Directory
Visit 211Arizona.org

24/7 Information and referral for health and human services

WARM LINE

Dial 602-347-1100

24/7 Certified Peer Support Specialists providing non-crisis support and information
*Must be 18 to call

BECONNECTED

Live Operator Service
Dial 1-866-429-8387
Call Line Hours:
M-F 8 am- 5 pm

24/7 Online Database
Visit beConnectedAZ.org

Wrap-around call line, connecting Arizona service members, families & helpers to information, support, and resources.



MHFA TRAINING

Mental Health First Aid is a free in-person or virtual course that teaches you how to identify, understand, and respond to signs of mental illnesses and substance use disorders.

Topics Discussed

- Depression and Mood Disorders
- Anxiety Disorders
- Trauma
- Psychosis
- Substance Use Disorders

How to Help Someone Who is Experiencing:

- Panic Attacks
- Suicidal Thoughts or Behaviors
- Nonsuicidal Self-Injury
- Overdose or Withdrawal

Types of Courses

- Adult MHFA
- Teen MHFA (Grades 10-12 or ages 15-18)
- Youth MHFA (ages 12-18)

To Request Training: solari-inc.org/resources/training-education



Slide 26

S(1) You might ask the Training team if they have other trainings they want to promote

Shelby Graves (She/Her), 2025-07-10T17:18:25.910

Solari Community Presentation

To continue our mission of Inspiring Hope, we provide free 45 minute in-person or virtual presentations covering how to access our life saving services.

To Schedule

- Email: Brittney.Clark@Solari-inc.org



Follow Solari on Social Media!



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Solari

THANK YOU!

Do you have any questions?

Solari
CRISIS & HUMAN SERVICES

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solari-inc.org