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# 211 Arizona Impact Report

*Transforming lives by linking individuals and families to vital community services*





## A Note From Justin Chase, President and CEO

It is my pleasure to share the 211 Arizona Impact Report with you. After six months of live-answer services, 211 has fielded more than 200,000 calls from all of Arizona's 15 counties.

Due to funding challenges, 211 live-answer service was suspended in July, 2019. Since then, Crisis Response Network worked diligently to identify funding partners to restore live-answer operations.

Live-answer service provides a personal, compassionate, human connection that people deserve – especially during the ongoing COVID-19 pandemic. A group of community partners including Valley of the Sun United Way, Arizona Public Service, EPCOR, Salt River Project, Southwest Gas, Tucson Electric Power, UniSource Energy Services and Vtalyt Health Foundation came together to restore limited live-answer services. Following a request from Arizona Governor Ducey, 211 launched the state's COVID-19 Hotline with limited live-answer service on March 20, 2020. With funding from the Arizona Department of Economic Security, 211 24/7/365 live-answer service went live on July 1, 2020.

Since then, 211 has expanded to become the state's go-to resource for health and human services, including general information and referral, eviction prevention and the Resilient Arizona Crisis Counseling Program.

211 Arizona not only links individuals and families to vital community services in their time of need, but also partners with communities to identify gaps and provide solutions through data.

At a time when our communities need us most, it's an honor for 211 Arizona to answer the call.

A handwritten signature in black ink that reads "Justin N. Chase". The signature is fluid and cursive, with the first name "Justin" and last name "Chase" clearly legible.

**Justin Chase, LMSW, CPHQ, FACHE**  
**President and CEO**

Crisis Response Network

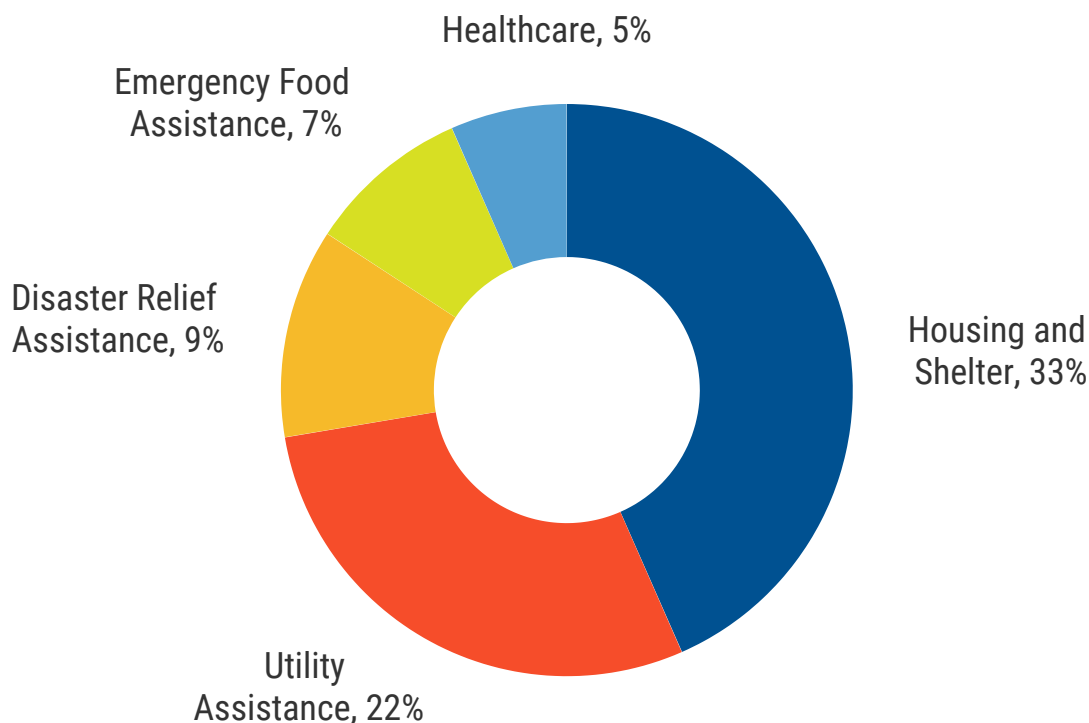
## Success Story

Jen lost her job and was one month behind on rent and a few months behind on utilities. She recently started receiving unemployment and needed help getting caught up on her bills. Jen requested assistance paying her electric and water bills that had stacked up since losing her job. She is actively engaged in her community and continues to look for work. 211 supported Jen with flexible funds to help her catch up on her rent and utility bills.

*\*Name has been changed to protect confidentiality.*

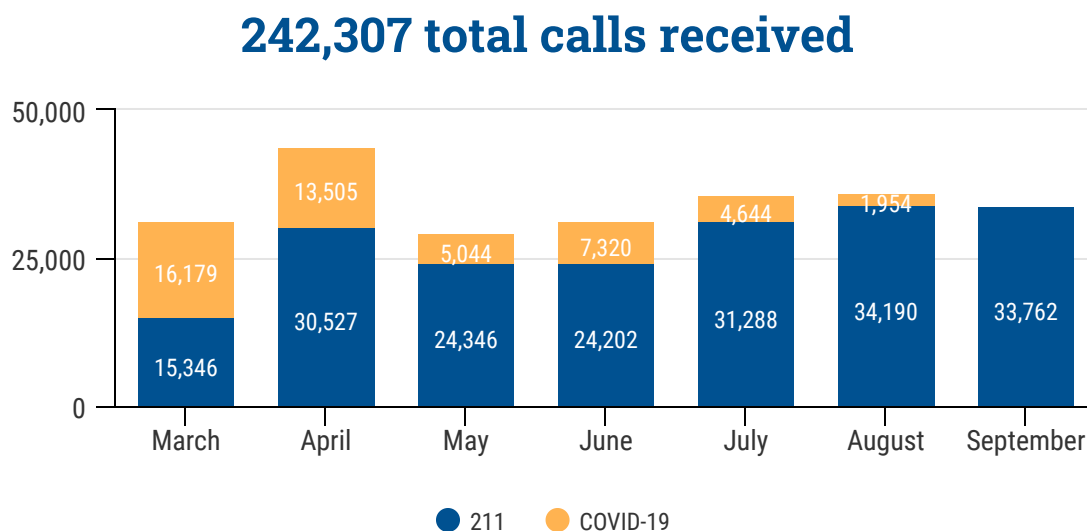


## Top 5 Reasons for Calling

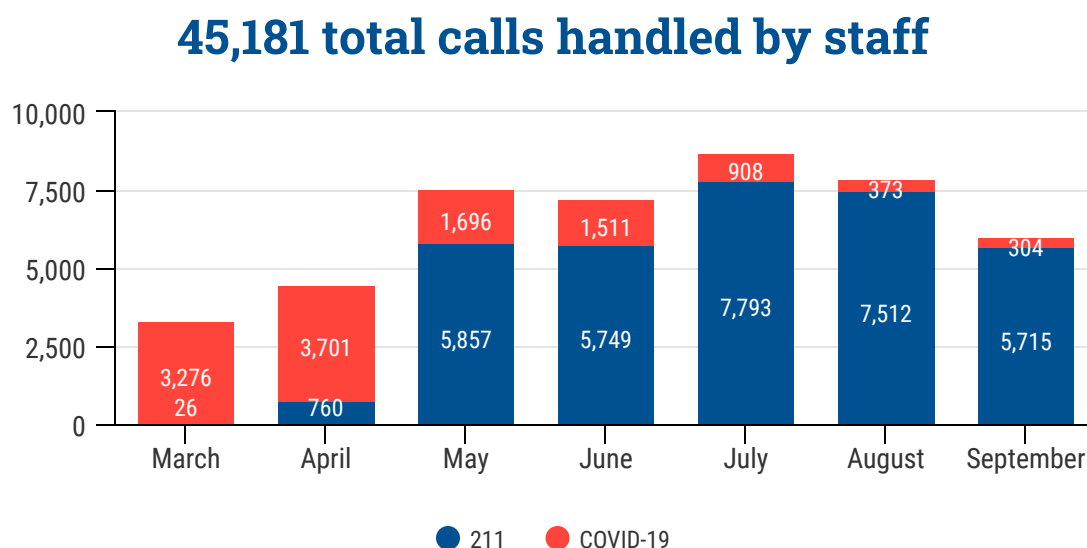


## 211 and COVID-19 Hotline Call Volume Overview

All 211 callers have access to automated resource information provided for COVID-19 and other social needs. In the chart below, these calls are defined as 'calls received'.



In addition to automated information, callers can speak directly to a specialist. In the chart below, these calls are defined as 'calls handled by staff'.



# Data for Calls Handled by Staff

July-September 2020

## Individual Needs

Top Identified Needs	#
Utility Assistance	12,696
Housing Expense Assistance (Rent/Mortgage)	8,341
Disaster Relief Counseling (Crisis Counseling/Heat Relief)	2,310
Emergency Shelter	2,287
Residential Housing Options	2,055
Emergency Food	1,847
Housing Search and Information	879
Nutrition Related Public Assistance	568
Administrative Entities	507
Categorical Program Administrative Units	431
Health Educations	385
Personal Goods/Services	346
Disease/Disability Specific Screening/Diagnosis	305
Meals	291
Landlord/Tenant Assistance	287
Unemployment Insurance	276
Detoxification	272
General Legal Aid	247

## Data by County

County	#
Maricopa	12,622
Pima	2,092
Pinal	656
Yuma	533
Yavapai	290
Mohave	277
Cochise	193
Coconino	113
Navajo	74
Gila	51
Santa Cruz	51
Graham	29
La Paz	27
Apache	24
Greenlee	3

## More Success Stories

\*Names have been changed to protect confidentiality.



**Alice** has two jobs and has been applying for different types of assistance to meet her and her husband's needs. They were getting behind on bills and were struggling to find money to pay for utilities, rent and food. Her husband lost his job due to COVID and was still looking for work. 211 helped her schedule an interview to apply for SNAP as she continues to look for higher paying work. Alice was behind a month in her utility bills and was unable to catch up with her current income. 2-1-1 helped Alice catch up on utility bills, apply for public benefits and explore different job postings to find something that would sustain her current situation.

**John** stated that he and his 12-year old daughter were about to lose their apartment. 211 staff helped him apply for eviction prevention resources through the Arizona Department of Housing (ADOH). After following up with him, he was still anxiously awaiting a response from ADOH. He shared about other struggles and what his needs were with his daughter. Staff explored options for employment and also identified resources for his daughter who was missing connection with her peers. 211 staff connected him with telephonic counseling services for his family. A week later, staff followed up and John shared about his first counseling experience and that he felt much better. In addition, staff was able to connect him with CRN's warm line if he ever wanted to talk with someone. John shared that his faith in himself was restored as it had been a long time that someone cared enough to help him in any way.



# 211 Helps Communities Identify Gaps and Encourage Solutions through Data

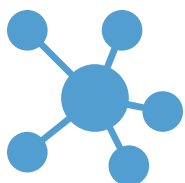
Essential community planning partners reached out to 211 Arizona to review call data to help them better understand the needs of their constituents and make informed decisions to address those needs.



**Arizona Housing Coalition** utilized 211 call data to identify areas in Arizona with high eviction prevention call volumes related to COVID-19. They leveraged data to start a campaign to encourage 25 municipalities to use their Federal CARES ACT allocation to assist residents with rental assistance. The cities of Guadalupe and Sedona responded by changing their allocation plans to include rental assistance measures.



**Arizona Center for Rural Health and Gila County Homeless Task Force** each indicated they will be referring their clients to 211 to ensure coordination of services and utilize data to better understand the needs of Arizona residents in their local service areas.



**Valley of the Sun United Way, United Way of Yavapai County, Virginia Piper Foundation, Arizona Grant Makers of Southern AZ and Maricopa County Human Services** each individually reached out to 211 Arizona for reliable 211 data to help them make better data-informed funding decisions.



**Tempe Community Council** sought guidance on how to inform their residents of available assistance programs. Rather than duplicating efforts, they leveraged 211's resource collection to inform their marketing campaign.



## 211 Develops Partnerships to Respond to Community Needs

211 general funding allowed CRN to stand up 211 specialty programs in short time frames. CRN has partnered with public and private partners to respond swiftly to community needs. **Partnering with 211 provides easy, 24/7, statewide access to needed services.**

Program	Funder/Key Partner	Count
Eviction Prevention Line	Arizona Department of Housing	996 applications submitted
Crisis Counseling Program Referrals	Federal Emergency Management Agency (FEMA) and Arizona Health Care Cost Containment System (AHCCCS)	2,274 referrals to crisis counselors
COVID-19 Resource and Referrals	Department of Economic Security (DES)	3,110 callers to 211
Contact Tracing	Maricopa County Department of Public Health	Over 18,000 calls
COVID-19 Compliance Hotline	Arizona Department of Health	Over 1,000 calls

## 211 Projects in Early Implementation

- 211 will be providing more than \$50,000 in flexible funds to rural communities to address housing and rent issues.
- 211, in partnership with United Way World Wide and Lyft, will be providing 1,000 free rides for issues related but not limited to housing, employment and food insecurity.
- 211 will be providing Walgreens flu shot vouchers for free vaccinations to families in need.
- 211 is the coordinated access point to homeless services available in Graham, Greenlee, Gila and Santa Cruz counties.

This program was funded through a contract with the Arizona Department of Economic Security. Points of view are those of the author and do not necessarily represent the official position or policies of the Department