

# Community Information and Referral Services BOARD OF DIRECTOR'S: 2014-2015

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## COMMUNITY INFORMATION AND REFERRAL SERVICES

transforms lives by linking individuals and families  
to vital community services throughout Arizona.

It is our vision that all Arizonans are easily connected to  
available health and human services in their communities.

See more at: [211arizona.org](http://211arizona.org)

## FUNDING PARTNERS



JULY 1, 2014 – JUNE 30, 2015  
**AGENCY  
ANNUAL REPORT**

## 2-1-1 ARIZONA

Total calls handled **74,158**

Clients searching online database: **445,960**  
 Total IVR calls: **44,990**

Total referrals: **1,311,016**

### TOP TEN NEED REQUESTS (Calls only)

UTILITY SERVICE PAYMENT ASSISTANCE	16,354
RENT PAYMENT ASSISTANCE	13,685
FOOD PANTRIES	3,666
EMERGENCY FOOD	2,557
MORTGAGE DELINQUENCY & DEFAULT COUNSELING	2,371
FOOD STAMPS/SNAP APPLICATIONS	2,119
COMMUNITY SHELTERS	1,548
LOW COST HOME RENTAL LISTINGS	1,504
COMPREHENSIVE INFORMATION AND REFERRAL	1,499
HOUSEHOLD GOODS VOUCHERS	1,411

### TOP TEN AGENCIES REFERRED TO (Calls only)

SOCIETY OF SAINT VINCENT DE PAUL DIOCESE OF PHOENIX CHURCH MAP	19,940
THE SALVATION ARMY PHOENIX SOCIAL SERVICES EMERGENCY ASSISTANCE	7,752
FRIENDLY HOUSE EMERGENCY SERVICES	5,834
JOHN F LONG FAMILY SERVICES CENTER	3,327
SUNNYSLOPE FAMILY SERVICES CENTER	3,108
SOCIETY OF SAINT VINCENT DE PAUL - TUCSON DIOCESAN COUNCIL	2,723
WEST VALLEY PARTNERS IN CARING - SUN CITY	2,304
A NEW LEAF'S MESACAN	1,971
TRAVIS L WILLIAMS FAMILY SERVICES CENTER	1,892
GLENDALE COMMUNITY ACTION PROGRAM	1,877

## HOMELESS MANAGEMENT INFORMATION SYSTEM (HMIS) SERVICES

Maricopa and Balance of State Continuum of Care's July 1, 2014-June 30, 2015



Total Number in:  
 Emergency Shelter: **15,661**

Permanent/Supportive Housing: **5,345**

Transitional Housing: **3,837**

Rapid Re-Housing: **3,993**

**25,598**

Total Number of Unduplicated Served

Singles: **15,588**

Children in Families: **5,241**

Males: **15,237**

Adults in Families: **4,356**

Unaccompanied Youth: **413**

Females: **10,361**

## FINANCIAL REPORT FISCAL YEAR 2014-2015

### SUPPORT AND REVENUE

CONTRACTS/GRANTS  
**\$1,154,493**

CONTRIBUTIONS  
**\$158,567**

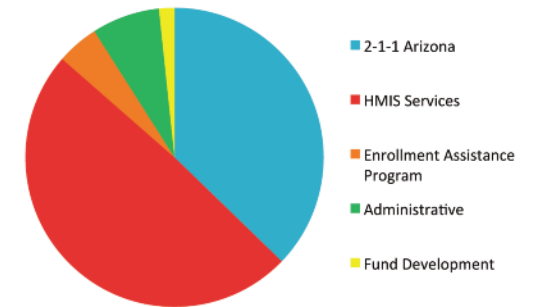
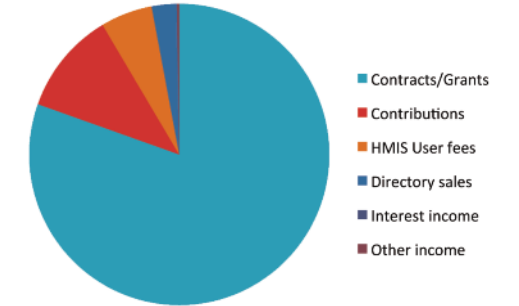
HMIS USER FEES  
**\$79,950**

DIRECTORY SALES  
**\$38,887**

INTEREST INCOME  
**\$298**

OTHER INCOME  
**\$3,278**

Total support & revenue  
**\$1,435,473**



### EXPENSES BY PROGRAM:

2-1-1 ARIZONA  
**\$465,104**

ADMINISTRATIVE  
**\$91,876**

HMIS SERVICES  
**\$614,485**

FUND DEVELOPMENT  
**\$20,933**

ENROLLMENT ASSISTANCE PROGRAM  
**\$56,764**

TOTAL EXPENSES  
**\$1,249,162**

Net Revenue/(Expense)  
**\$186,311**