



# Community Information and Referral Services



2018 AGENCY ANNUAL REPORT, OCTOBER 1, 2017 – SEPTEMBER 30, 2018



[www.211Arizona.org](http://www.211Arizona.org)

**2-1-1 Arizona** transforms lives by linking individuals and families to vital community services throughout Arizona. 2-1-1 Arizona provided information and referrals to more than...

# 900,000

## INDIVIDUALS VIA PHONE AND WEBSITE IN 2018

**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.

**42,149** Number of calls

**79,954** Number of phone referrals

**393,340** Number of website visits

**834,282** Number of searches on the website

**61,394** Number of Interactive Voice Response (IVR) referrals

### TOP 10 NEED REQUESTS

Electric Service Payment Assistance.....	<b>5,796</b>
Rent Payment Assistance.....	<b>4,326</b>
Food Pantries.....	<b>2,487</b>
Comprehensive Information and Referral.....	<b>1,727</b>
Low Cost Home Rental Listings.....	<b>950</b>
Community Shelters.....	<b>590</b>
Food Stamps/Supplemental Nutrition Program (SNAP) Applications.....	<b>529</b>
Water Service Payment Assistance.....	<b>529</b>
Landlord/Tenant Assistance.....	<b>420</b>
Legal Representation.....	<b>380</b>

### TOP 10 PROGRAMS REFERRED TO

Society of Saint Vincent de Paul Diocese of Phoenix Church.....	<b>6,469</b>
The Salvation Army Phoenix Social Services Emergency Assistance.....	<b>3,053</b>
Friendly House Emergency Support Services.....	<b>1,862</b>
Sunnyslope Family Services Center.....	<b>1,204</b>
Society of Saint Vincent de Paul – Tucson Diocesan Council.....	<b>1,030</b>
Socialserve Affordable Housing Information.....	<b>999</b>
John F. Long Family Services Center.....	<b>939</b>
Glendale Community Action Program.....	<b>728</b>
Travis L. Williams Family Services Center....	<b>698</b>
A New Leaf’s MesaCAN.....	<b>682</b>

### 2018 Highlights:

- The IVR was updated to better assist those experiencing homelessness and/or domestic violence
- Information can now be texted directly to the caller more efficiently
- Qualifying for-profits now included in referral database

# HOMELESS MANAGEMENT INFORMATION SYSTEM (HMIS)



HMIS  
Homeless Management  
Information System

[www.hmisaz.org](http://www.hmisaz.org)

## MARICOPA COUNTY AND BALANCE OF STATE CONTINUUM OF CARE

TOTAL NUMBER IN:	MARICOPA	BOS	COMBINED
Emergency Shelter	11,610	3,965	15,575
Transitional	2,806	362	3,168
Permanent Supportive Housing (PSH)	6,771	1,285	8,056
Rapid Re-Housing (RRH)	4,501	2,797	7,298
Open Public Housing (OPH)	556	82	638
Street Outreach	9,906	2,721	12,627
Total Number Served (Unduplicated)	<b>28,415</b>	<b>9,999</b>	<b>38,414</b>
Singles	18,867	7,058	25,925
Unaccompanied Youth	295	110	405
Adults in Families	4,390	1,572	5,962
Children in Families	5,546	1,474	7,020
Male	16,213	6,187	22,400
Female	11,989	3,642	15,631
Other	213	170	383

### 2018 Highlights:

- First HMIS team in the nation to receive 100% data reliability on the Community Solutions Build for Zero
- 11 new organizations on boarded to the HMIS system
- 100% compliant with all HUD requirements

## COMMUNITY AND INFORMATION AND REFERRAL SERVICES 2018 FINANCIALS

**TOTAL SUPPORT AND REVENUE \$ 1,088,841**

2-1-1 Arizona	214,999
HMIS	638,829
Other Contracts	60,323
Contributions	69,656
User fees	96,225
Other income	8,809

**Program Expenses \$ 1,002,869**

Management and General	368,161
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**TOTAL EXPENSES \$ 1,371,030**

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### FUNDING PARTNERS

