



**Community  
Information &  
Referral**

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

*"Bringing People and Services Together Since 1964"*

# FY 2003 - 2004 ANNUAL REPORT

***Our Mission:***

*"To serve as the key source of integrated information that brings people and services together to meet vital needs."*

1515 East Osborn Road, The Annex • Phoenix, Arizona 85014  
Phone: 602-263-8845 • Fax: 602-263-0979 • Web: [www.cir.org](http://www.cir.org)

## *A message from the President of the Board of Directors*



Not only has Community Information and Referral (CIR) grown and streamlined its core business of providing Arizona residents in 10 counties with health and human service information available throughout the region, we've taken on some new and exciting challenges. We remain closely involved in the development of Arizona's 2-1-1 statewide telephone communications system which will ultimately play a critical role in helping detect, prevent and respond to

critical needs in the state, including acts of terrorism. We continue to explore improvements to our ongoing commitment to the administration of the Domestic Violence Hotline, Homeless Management Information System, Community Voice Mail and Teen Link. We are also expanding our organizational capacity by seeking Alliance of Information & Referral Systems (AIRS) accreditation.

With just one phone call, or a visit to CIR's website, CIR links Arizonans to over 2,300 agencies and over 9,000 program services that are available throughout the 10 county region we serve. Your continued support enables us to do this, and for that we thank you.

Sincerely,  
*Jane Borger*

**Jane Borger**  
President

## *A message from the Executive Director*



Community Information and Referral (CIR) has certainly grown from its modest beginnings in 1964. The most recent issue of the Maricopa County Directory of Human Services and Self Help Groups includes nearly 2,300 organizations. Today CIR's 24-hours a day, 365 days a year Help Hotline serves 10 Arizona counties and thousands each month who need help.

CIR operates the Maricopa County Homeless Management Information System (HMIS): HMIS is a HUD funded program that connects domestic violence, homeless, and transitional emergency shelters throughout Maricopa County via the internet and provides standardized client intake and case management functions.

In addition, two highly successful systems continue

to serve the community for the less fortunate: COmmunity NeTwork for ACcessing Shelter (CONTACTS), a 24-hour Hotline for victims of domestic violence and homelessness; and Community Voice Mail (CVM), a program which mimics a home phone message answering system that enables homeless persons and domestic violence victims to stay in contact with employers, care givers, first responders, family and friends. All of these resources have proven to be invaluable assets to our community.

Community Information and Referral (CIR) is continually renewing its efforts to strengthen and serve the community by remaining closely involved with Governor Napolitano and other stakeholders in

the development of a 2-1-1 statewide telephone communications system that facilitates easy access to community, health and human care services. The 2-1-1 system will also be an integral part of statewide efforts to detect, prevent and respond to critical incidents, including acts of terrorism. CIR remains committed to making our community a safe and healthy one.

Thanks to everyone who has supported Community Information and Referral over the years; your support is indispensable and greatly appreciated.

Sincerely,  
*Roberto Armijo*

**Roberto Armijo**  
Executive Director

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

*Community Information & Referral has maintained a web presence for the public since 1995. An abbreviated version of the database of health and human service programs and agencies can be accessed by visitors to the site by both category and name. Seasonal links to valuable information on specific topics are also easily accessed online. Website hits are tallied apart from calls responded to through the Help Hotline. FY 2003/2004 hits totalled 215,695.*



# FY 2003 - 04 HELP HOTLINE STATISTICS

**602-263-8856 • 1-800-352-3792 (for area codes 928 and 520)**

## HOTLINE CALLS BY COUNTY:

County	# of calls:
Apache:	198
Coconino:	1,122
Gila:	624
La Paz:	189
Maricopa:	208,196
Mohave:	2,236
Navajo:	676
Pinal:	3,603
Yavapai:	2,541
Yuma:	2,392
Other AZ counties:	7,471
Out-of-State:	5,554
(location unknown):	232

**Total 235,034**

## HOTLINE CALLS IN MARICOPA COUNTY:

Location:	# of calls:
Aguila:	17
Anthem:	355
Arlington:	6
Avondale:	1,887
Buckeye:	540
Carefree:	47
Cashion:	78
Cave Creek:	443

Chandler:	5,772
Chandler Heights:	13
El Mirage:	1,151
Fort McDowell:	16
Fountain Hills:	395
Gila Bend:	45
Gilbert:	2,761
Glendale:	17,088
Goodyear:	866
Higley:	201
Laveen:	183
Litchfield Park:	476
Mesa:	24,311
Morristown:	45
Palo Verde:	6
Paradise Valley:	307
Peoria:	4,571
Phoenix:	125,907
Queen Creek:	532
Rio Verde:	12
Scottsdale:	7,480
Sun City:	1,132
Sun City West:	495
Surprise:	1,841
Tempe:	8,011
Tolleson:	490
Tonopah:	136
Waddell:	85
Wickenburg:	184
Wittmann:	146
Youngtown:	165

## BASIC CALLER DEMOGRAPHICS:

**Sex:**

Female:	36,425
Male:	11,487

**Age:**

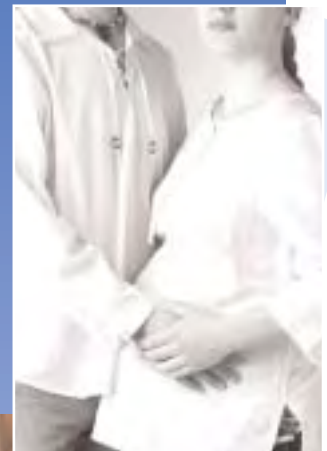
Under 18:	355
18-30:	15,111
31-59:	31,787
Over 60:	14,193

**Ethnicity:**

Caucasian:	37,534
Native American:	829
African American:	5,694
Asian/Pacific Islander:	104
Hispanic:	6,702
Other/Unknown:	1,052

**Employment Status:**

Full-Time:	40,360
Part-Time:	5,187
Unemployed:	71,315
Retired:	3,650
Disabled:	12,338
Home Maker:	838
Student:	5,093
Unknown/NA:	82,940



## HELP HOTLINE TOP 10 LIST

*The top ten needs addressed in FY 2003/2004 by the Help Hotline:*

Community Information & Referral operates a free, bilingual information Help Hotline 24 hours a day, 365 days a year. The Help Hotline staff responded to 235,034 calls during the 2003/ 2004 fiscal year; 80% of calls were from females, with 208,196 calls coming from Maricopa County.

1. Financial-Emergency:	31,389
2. Financial-Utilities:	28,241
3. Flu Shots:	27,831
4. Food-Emergency:	26,657
5. Information and Referral:	17,691
6. Childhood Immunizations:	10,758
7. Housing-Emergency Homeless:	9,838
8. Legal-Assistance:	8,636
9. Consumer-General:	7,994
10. Tax Information:	6,290



## Community NeTwork for ACcessing Shelter (CONTACS)

602-263-8900  
or 1-800-799-7739

### CONTACS TOP TEN CALLERS

by City and Zip Code in  
Maricopa County

85006	Phoenix . . .	1,676
85007	Phoenix . . .	1,173
85008	Phoenix . . .	3,280
85009	Phoenix . .	10,085
85014	Phoenix . . .	1,347
85015	Phoenix . . .	2,295
85016	Phoenix . . .	1,021
85017	Phoenix . . .	1,373
85201	Mesa . . . . .	1,348
85301	Glendale . . . .	966

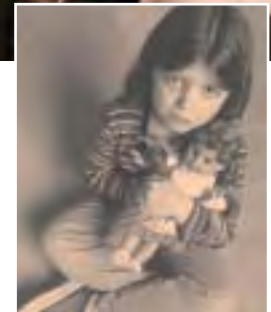
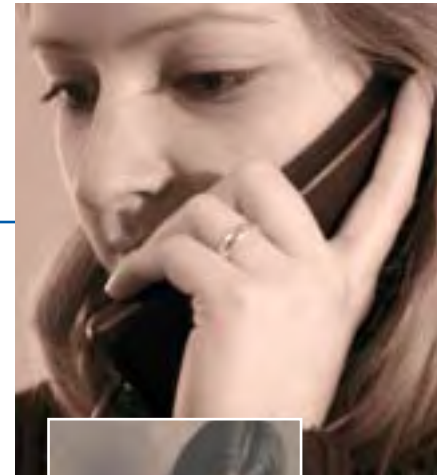
COMMUNITY NeTwork for ACcessing Shelter (CONTACS), has been operated by Community Information & Referral in partnership with PREHAB of Arizona's Domestic Violence Safe Temporary Overflow Program (DV STOP) and the American Red Cross since 1998. CONTACS is a toll-free domestic violence and homeless shelter bilingual Hotline. *The Hotline is available 24 hours a day, 365 days a year.* An internet database is used to display bed availability in 35 Maricopa County

homeless, transitional and domestic violence shelters. DV STOP addresses the needs of domestic violence victims when domestic violence shelters have no vacancies; the program makes referrals for clients with temporary shelters through the American Red Cross, case management and/or safety planning program.

During the 2003/2004 fiscal year, CONTACS received 47,912 calls. The vast majority of calls continued to come from single homeless individuals,

followed by calls from homeless families. 11,164 calls were non-shelter related; these calls typically are referred to the CIR Help Hotline.

CONTACS is primarily funded by the Cities of Phoenix, Scottsdale, Mesa, Glendale and the Valley of the Sun United Way.



### CONTACS Demographics:

#### Sex:

Female	36,425
Male	11,487

#### Age:

Under 18:	355
18-30:	15,111
31-59:	31,787
Over 60:	659

#### Ethnicity:

Caucasian	34,942
Native American	723
African American	4,479
Asian/Pacific Islander	104
Hispanic	6,805
Other/Unknown	859

#### Callers, by Employment

Full-Time:	2634
Part-Time:	1622
Unemployed:	24,505
Retired:	129
Disabled:	1,030
Home Maker:	71
Student:	232
Unknown/Not Applicable:	17,689

#### Referrals by City:

Anthem	14
Avondale	264
Buckeye	60
Carefree	1
Cashion	9
Cave Creek	15
Chandler	583
El Mirage	55
Fort McDowell	3
Fountain Hills	7
Gila Bend	3
Gilbert	160
Glendale	2,193
Goodyear	147
Higley	7
Laveen	19
Litchfield Park	20
Mesa	3,805
Morristown	1
Paradise Valley	16
Peoria	374
Phoenix	34,981
Queen Creek	26
Scottsdale	727
Sun City	39
Sun City West	25
Surprise	113
Tempe	1,096
Tolleson	35
Tonopah	2
Waddell	10
Wickenburg	11
Wittmann	4
Youngtown	14
(not recorded or outside Maricopa County)	3,073

\*DV = Domestic Violence

#### Caller Classification:

Homeless Family	9,360
Homeless Single	19,061
DV Family	2,889
DV Single	4,642
Transitional Family	216
Transitional Single	580
Sub-Total	36,748
Non-shelter- related calls	11,164

**Total Calls** .....47,912

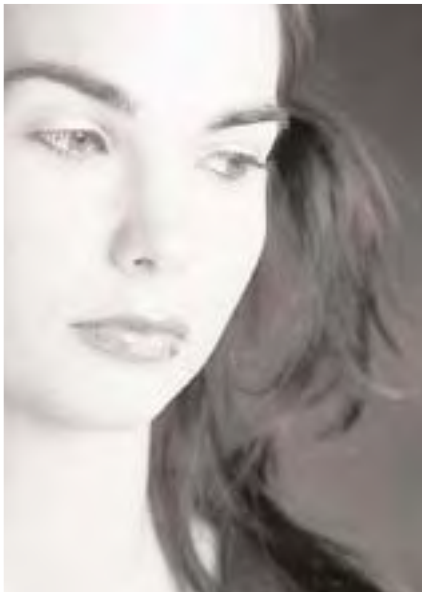
Crisis Calls Placed	169
Calls transferred to DV STOP	3417



# COMMUNITY VOICE MAIL

For information call Patt Patterson  
at CIR: 602-263-8845 Ext. 108

Community Information & Referral's Community Voice Mail Program (CVM) has continued to grow in User/Client usage. There has been an increase in the number of Collaborating Partners (Agencies) assigning CVM to their clients; however, there has also been an elimination of Agencies that were not using the CVM numbers efficiently for their clients. The net result is that the number of Agencies has averaged at about 57 even though there was an increase of 8 during FY 02-03 and 10 during FY 03-04. There has been an increase of 16 during the first half of FY 04-05.



During Fiscal Year 2003-2004, there were 170,312 owner/user/client calls out of 542,941 total calls logged into the CVM system.

The total number of clients reported to CVM by the Agencies was 1,906 during the FY 03-04, an increase of 175 new clients reported to CVM by the Agencies over the previous year. The increased Client activity has taken place on a system that has not increased in size resulting in increased system efficiency. CVM still has 1,400 Direct Inward Dialed (DID) blocked lines funneling through 4 trunk lines.

CVM USERS SERVED	July 1, 2002 to June 30, 2003	July 1, 2003 to June 30, 2004
<b>ALL CLIENTS SERVED</b>	<b>1,731</b>	<b>1,906</b>
Clients Started CVM Before Report Period (and still on):	294	315
Clients Starting CVM During Report Period:	1,437	1,591
Clients Ending CVM During Report Period:	973	1,073
Clients Still On CVM at End of Report Period:	453	548
Total Family Size Served:	3,181	3,526
<b>ETHNICITIES</b>		
Caucasians: Non Hispanic = 892; + Hispanic = 254 :	1,146	1,240
Black or Afro-American:	317	322
American Indian / Alaskan Native:	131	179
Native Hawaiian or Other Pacific Islander:	8	15
Asian:	8	15
Other:	1,021	1,105
<b>GENDER &amp; AVERAGES</b>		
Gender: Female 901, Male 805, Unspecified 8, TOTAL:	1,714	1,905
Average AGE of CVM Users:	50.8	47.5
Average monthly income of CVM users:	\$124.69	\$96.53
Average Family Size of CVM User Families:	5.1	5.2
<b>CVM USER STATUS / SITUATION at START</b>		
Reported as Homeless:	1,425	1,725
Reported as Unemployed:	993	1055
Reported as Abused:	389	426
Reported as Disabled:	110	110
Reported as Veteran:	222	286
Reported with Limited English:	33	62
Reported as Female Head of Household:	286	379
<b>OUTCOME DATA REPORTED</b>		
<i>(USER EXITS CVM)</i>		
Users that Achieved at least ONE Objective:		
Obtained a JOB:	413	553
Obtained HOUSING:	225	357
Obtained Behavioral Healthcare:	58	74
Obtained Medical Healthcare:	47	68
Obtained Social Services:	160	257
Obtained Monthly Benefits (Soc.Sec., Disability, etc.):	10	12
Reported to have Obtained Safe Communications:	323	512
Reported to have Increased Self Esteem:	401	496



## Homeless Management Information System (HMIS) Project

Community Information and Referral is the administering organization of the HMIS for the Maricopa County Continuum of Care collaborative. The HMIS is an off-the-shelf software system used to capture and report data on persons who are homeless in Maricopa County in order to meet shelter funding requirements by the U.S. Department of Housing and Urban Development (HUD). The system is also used as a shelter bed reservation system, and as an on-line client intake and case management system, as well as a client service tracking system.



Maricopa HMIS training lab in session.

### Funders

Thank you to the following groups for all their trusted support:

- Arizona Community Foundation
- Lodestar Foundation
- U S Department of Housing and Urban Development
- Valley of the Sun United Way
- Virginia G. Piper Charitable Trust



Pam Hughes, Roberto Armijo and Amy St. Peter at the Maricopa HMIS Training Lab Open House.

### Maricopa HMIS Implementation Agencies

The following agencies / organizations have implemented Maricopa HMIS for one or more of their programs.

- |  |                                      |
|--|--------------------------------------|
| Arizona Housing Inc.                             | Labors Community Services Agency     |
| Arizona Behavioral Health Care (ABC)             | MesaCan                              |
| Care Directions - Stepping Stones (through NACI) | META Services Inc.                   |
| Catholic Social Services - El Mirage             | Native American Connections          |
| Central Arizona Shelter Services - CASS          | NOVA                                 |
| Chrysalis  | Phoenix Rescue Mission               |
| Chicanos por la Causa                            | Phoenix Shanti Group                 |
| City of Phoenix - Winter Overflow Shelter        | Respite Shelter                      |
| Community Care                                   | Save the Family                      |
| Day Resource Center                              | Spirit of God Ministries             |
| Homebase Youth Services                          | The Salvation Army                   |
| Homeward Bound                                   | Tumbleweed                           |
| House of Refuge - East                           | United Methodist Outreach Ministries |
| House of Refuge - Sunnyslope                     | US Vets                              |
|  | Women in New Recovery                |
|  | YWCA                                 |



Bob Duvall and Roberto Armijo present Mark Holleran (right) from the Central Arizona Shelters Services a Maricopa HMIS Pioneer Award.



Bob Duvall and Roberto Armijo present Nancy Marion (right) from the House of Refuge East, a Maricopa HMIS Pioneer Award.



Roberto Armijo and Bob Duvall present Kevin Murphy (center) from the Labor's Community Service Agency a Maricopa HMIS Pioneers Award.



2002 Recipient of the Maricopa HMIS Leadership Award, Mary Gill.



Maricopa HMIS users recognized at the HUD/Stardust Foundation Luncheon.

# FY 2003-04 FINANCIAL REPORT

## Statement of Activities Fiscal Year Ending June 30, 2004

### Revenue

GOVERNMENT CONTRACTS AND GRANTS .....	\$1,132,600
UNITED WAY .....	207,000
CONTRIBUTIONS .....	137,417
DIRECTORY SALES .....	146,146
OTHER .....	5,351
GAIN ON INVESTMENTS .....	21,308

**TOTAL: \$1,649,822**

### Expenditures

SALARIES, BENEFITS, AND RELATED EXPENSES .....	\$766,466
PROFESSIONAL & OUTSIDE SERVICES .....	545,761
MATERIALS & SUPPLIES .....	20,736
PRINTING .....	36,233
EQUIPMENT .....	94,418
TELEPHONE .....	69,722
ADVERTISING/TELEPHONE DIRECTORIES .....	23,790
RENT .....	70,492
MISC. OPERATING COSTS .....	17,728
DEPRECIATION .....	26,395
EXPENSES OVER REVENUE .....	-21,919

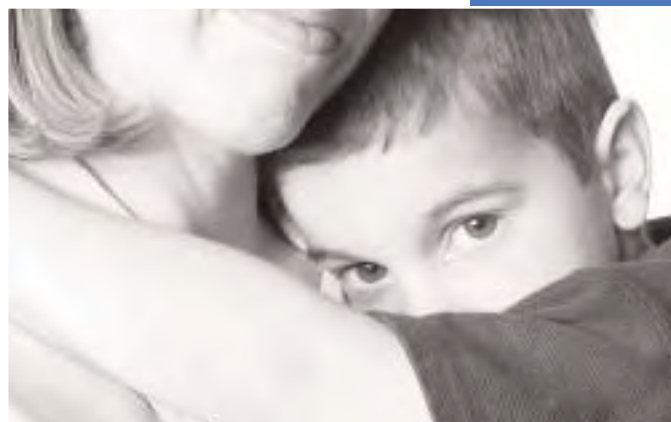
**TOTAL: \$1,649,822**

### Expenditures By Program

INFORMATION & REFERRAL HOTLINE .....	34%
HOMELESS MANAGEMENT INFORMATION SYSTEM .....	37%
CONTACTS SHELTER HOTLINE .....	12%
DIRECTORIES AND OUTREACH PUBLICATIONS .....	8%
COMMUNITY VOICE MAIL .....	3%
LIFELINE EMERGENCY RESPONSE SYSTEM .....	1%

**TOTAL PROGRAM: 95%**  
**ADMINISTRATION: 5%**

*CIR received the  
 2004 Black Board of  
 Directors project  
 Non-Profit Agency  
 of the year Award.*



## 2003-2004 FLU HOTLINE

### Flu Hotline Caller Statistics

# of Calls . . . . . 27,714  
# of Referrals . . . . . 27,909  
# of Website Hits . 151,663

### Calls by County

Apache . . . . . 4  
Cochise . . . . . 80  
Coconino . . . . . 83  
Gila . . . . . 45  
Graham . . . . . 5  
Greenlee . . . . . 1  
La Paz . . . . . 12  
Maricopa . . . . . 59,739  
Mohave . . . . . 53  
Navajo . . . . . 42  
Pima . . . . . 4,670  
Pinal . . . . . 549  
Santa Cruz . . . . . 20  
Yavapai . . . . . 213  
Yuma . . . . . 309  
(Other/ Out-of-state) 1,125

### FLU HOTLINE SPONSORS:

Arizona Association of Community Health Centers  
Blue Cross  
Blue Shield of AZ  
CIGNA Healthcare  
Health Logic Education Systems  
Health Net of Arizona  
HealthStyles Southwest  
Healthwaves  
Health Services Advisory Group  
Maricopa County Dept. of Public Health  
McKesson  
Mollen Clinic  
Passport Health  
Wyeth Vaccines

## Major Funders

Arizona Community Foundation  
Arizona Department of Economic Security  
Arizona Department of Health Services  
Arizona Department of Housing  
City of Glendale  
City of Mesa  
City of Phoenix  
City of Scottsdale  
Lodestar Foundation  
Maricopa Association of Governments  
Maricopa County Department of Health/Public Health Nursing  
Scottsdale Cares  
Season for Sharing /  
The Arizona Republic-12 News  
U S Department of Housing and Urban Development  
Valley of the Sun United Way  
Virginia G. Piper Charitable Trust

## Major Contributors

Arizona Public Service Company/  
Pinnacle West Capital Corp.  
Arizona Association of  
Community Health Centers  
Blue Cross/Blue Shield of Arizona  
CIGNA Healthcare  
Health Logic Education Services  
Health Net of Arizona  
Health Services Advisory Group  
HealthStyles Southwest  
Healthwaves  
McKesson  
Mollen Clinic  
Passport Health  
Salt River Project  
Southwest Gas Corporation  
Wyeth-Ayerst Laboratories

## Individual Contributors

Leslie Fujii  
Peggy McCabe  
JoEllen Miranda  
Ayako Tomooka  
Darla Wells  
anonymous donors

## Community Information & Referral Board of Directors 2003-2004

### Jane Borger

*President*  
Salt River Project

### Elizabeth S. Magoon

*Vice President*  
Elizabeth Magoon & Associates

### Tom Marin

*Treasurer*  
Ernst & Young, LLP

### JoEllen Miranda

*Secretary*  
Southwest Gas Corporation

### Roberto Armijo

*Executive Director*  
Community Information  
& Referral

### Roger A. Ball

Maricopa County Department  
of Transportation

### Michael C. Creal

American Express Global  
Network Services

### Deborah Froelich-Freeman

Pinnacle West Capital Corporation

### Pamela Johnson

Fry's & Fry's Marketplace

### Derwin Skipp

Arizona State University

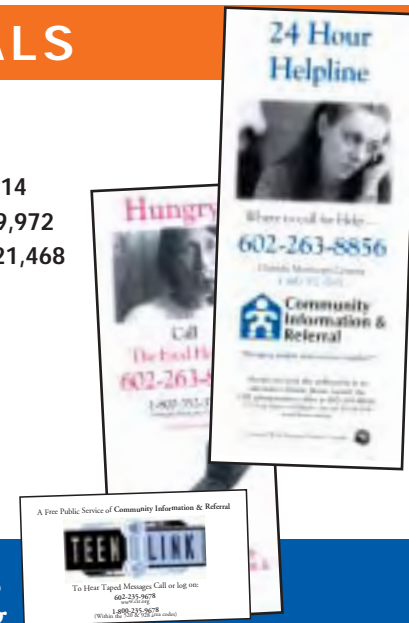
## CIR OUTREACH MATERIALS



Free informational outreach materials are provided to the public each year by Community Information & Referral. Materials were sent to agencies and directly to the public during FY 2003/2004.

### Number Distributed:

24-Hour Helpline Brochures: 48,314  
24-Hour Helpline Wallet Cards: 49,972  
24-Hour Helpline Phone Labels: 21,468  
Teen Link Cards: 76,882  
Food Hotline Cards: 31,631  
Lifeline Brochures: 5,786  
CONTACTS Brochures: 25,783  
CONTACTS Wallet Cards: 21,983  
CONTACTS Posters: 746  
Total Distributed: 282,565





**Teen Link • 602-235-9678**

*1-800-235-9678 (for area codes 928 and 520)*

Designed and operated specifically for teens, TEEN LINK is an invaluable, anonymous resource for troubled youth in need of accurate information. TEEN LINK is a telephone tape library of 78 pre-recorded messages that address social and emotional development issues. Teens can hear important messages on subjects such as alcohol and other drugs or emotional concerns, or they can speak with a live operator.

**Teen Link Topics:**

Alcohol & Other Drugs  
Why Do You Drink?  
Drink Responsibly  
Facts about Drugs  
Drug Dependency  
Alcohol & Pregnancy

Birth Control & Pregnancy  
Becoming Pregnant  
Am I Pregnant?  
Girlfriend Is Pregnant  
Tell Parents You're Pregnant  
Birth Control Information  
Birth Control Myths  
Sex & Love: Is There A Difference  
How Far Is Too Far?  
Are You Ready for Sex?  
It's OK to Say No  
Father Responsibilities

Career & Life Choices  
Moving Out  
Planning Rest of Your Life  
College Alternatives  
Choosing A Career



Emotional Concerns  
Handling Anger  
Becoming Person You'd Like  
On Being A Teen  
Feeling Lonely?  
Coping with Feeling Down  
Nobody Cares  
Feeling Guilty  
Unhappy with Your Looks  
Dealing with Rejection  
Hating Brother/Sister  
Hating Teacher  
Helping A Suicidal Friend  
Thinking of Suicide  
On Being Abused  
Handling Death of a Loved-One  
Surviving a Break-Up  
Get What You Want in Life

Family Concerns  
Get Back Parent's Trust  
Hating Mother/Father  
Getting Parents to Listen  
No Communication with Parents  
Tired of Being Compared  
Fight with Brother/Sister  
Problems over Dating  
Problems over Hours  
Problems over Smoking  
Problems over Drugs  
Coping with Parent's Rules  
Your Attitude  
Being Treated Like a Child  
Coping with Parent's Drinking  
Coping with Parent's Divorce  
Build Child's Confidence  
When Parents Remarry

Physical Health  
Overweight  
Underweight  
Skin Problems  
Kicking Cigarette Habit  
Becoming Anorexic?



Sexuality  
Growing Up Female  
Growing Up Male  
VD and other STDs  
AIDS  
Am I Really in Love?  
Rape/Rape Prevention  
Someone Touching You?

School & School Concerns  
Everyone Dating But You?  
Ready to Begin Dating?  
Going Steady  
Important to be Popular  
Dealing with Shyness  
Is Shoplifting Stealing?  
Cheating in School  
Handling Stress  
Communicating with Teacher  
Handling Fights with Friends

*During  
2003-2004,  
TEEN LINK  
received  
2,793 calls.*

*Since  
August 1999,  
TEEN LINK  
has received  
47,522 calls!*

**NOW AVAILABLE -  
2005 Directory of Human Services  
& Self Help Support Groups**

Available in both CD-ROM and print, this directory is a comprehensive, one stop resource containing up-to-date information about human services offered in Maricopa

County. 1,375 listings include non-profit organizations, faith-based resources, government agencies and national service providers. Plus 217 self-help support groups.

*To order a Directory of Human Services & Self Help Support Groups, visit [www.cir.org](http://www.cir.org)*

