



# ANNUAL REPORT

## FY 2010-2011

**24-HOUR HELP HOTLINE: (602) 263-8856**  
**FAX: (602) 263-0979 • Admin. Phone: (602) 263-8845**

**2200 NORTH CENTRAL AVENUE • SUITE 601**  
**PHOENIX, ARIZONA 85004**



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

PUBLISHED BY:

**Community  
Information &  
Referral**

*Bringing People and Services Together Since 1964*

Arizona   
**2-1-1**<sup>TM</sup>  
*Get Connected. Get Answers.*  
A Program of Community Information & Referral

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## LYNETTA SAID IT BEST:

Dear Abby:

*"I read the letter from 'On MY Own in Bloomington, Ind.' who needed a ride to her colonoscopy appointment but didn't have transportation. Your suggestions were admirable, but there is another service you should be aware of.*

*Many states (including Arizona) have a 2-1-1 Information and Referral Service, often sponsored or supported by the local United Way. It has trained Information and Referral Specialists available 24 hours a day, seven days a week to listen to individuals' needs or questions, help callers make informed decisions, and*

*link them to a variety of community resources that fit their needs.*

*Those needs could be anything from a volunteer driver for a medical appointment to help caring for an aging relative, consumer help, child-care services, finding a local food bank, domestic abuse shelter or chemical dependency treatment.*

*When you don't know who to call, contact 2-1-1. It is available to help you find answers confidentially."*

**-Lynetta in Duluth, Minn.**  
*Reprinted from the  
The Arizona Republic,  
October 11, 2011*



**2-1-1 is a three digit dialing number and is now available to anyone in Arizona who needs help finding help.**

**The 2-1-1 hotline is operated by Community Information and Referral Services, Inc., a nonprofit organization.**

**To get or give help, call 211 or visit our website at [www.211arizona.org](http://www.211arizona.org).**

## A message from the

### PRESIDENT OF THE BOARD OF DIRECTORS

The 2010-2011 Community Information & Referral Help Hotline numbers reveal a continued need by people who seek help with everyday problems of a central number to call. Our call back surveys reveal that a majority of those surveyed received the help they sought from agencies they were referred to. The rest either did not qualify for services needed, there were no resources available to assist them with their particular need, they were placed on a waiting list to receive the assistance needed, or, they did not follow through on the referral(s) provided. Like in other years, most of the Help Hotline callers sought financial utility assistance, food and shelter, and many were interested in volunteering and donating goods. Our website visitation numbers continue to rise

and hits to our community resource listings continue to grow, a testament to the fact the Arizonans, like people in other states, rely on a central number to call or website to access comprehensive health and human service information they need when their hour of need arises.

We are pleased to provide this report as a gauge of human service needs in our state.

Sincerely,

*Jerry Mendoza*

**Jerry Mendoza, Chairman of the Board**



## A message from the

### PRESIDENT/C.E.O.

Another year has passed and we continue to see the numbers rise in Arizona families seeking utility, financial, emergency shelter, mortgage foreclosure, and food assistance. This annual caller report provides detailed information about the human need conditions in our state based on our help hotline caller records. One should not only look at the numbers as statistics, but rather as a representation of the many lives whose quality of life has caused them to reach out for help from those who can provide assistance in their darkest hours of need!

*Roberto Armijo*

**Roberto Armijo, President**



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Community Information  
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## COMMUNITY NETWORK FOR ACCESSING SHELTER (CONTACS) CONTACS

The CONTACS Shelter Hotline was established in 1998 by a group of concerned community leaders after Sophia, a Phoenix mother and victim of domestic violence, was killed while desperately trying to find a safe place to stay. Victims in such a situation today need only to call one telephone number; the CONTACS Shelter Hotline (602-263-8900) to get connected to

any domestic violence shelter in Maricopa County that has an emergency bed available at the time of their call. If transportation to a shelter is needed it is arranged for by shelter staff through the American Red Cross. The CONTACS Shelter Hotline is available 24-hours, everyday. The callers range in age from under 18 to over 60, with the total CONTACS calls in Maricopa

County at 56,270, with other counties totaling 2,888 calls. Homeless individuals and families also call the CONTACS hotline seeking a homeless shelter bed to avoid having to sleep in the streets as well as to be in a safe environment.



## COMMUNITY VOICE MAIL

Community Information & Referral's CVM program provides free voice mail telephone numbers to homeless serving organizations throughout Maricopa County. CVM makes it possible for homeless people to stay connected to family, friends, employers, health care and other service providers. CVM seeks to remove the barrier of not having phone access to economic opportunity and self-sufficiency. CVM program telephone

numbers are available through participating homeless serving organizations that have a CVM program partner agreement with CIR in place. CVM client case managers also utilize the program to stay in contact with their clients. CVM participants also receive broadcast messages of importance and benefit to CVM system users. CVM provides an easy and effective way for program participants to obtain the support they need until they are

able to regain their footing and become self-sufficient. For more information about this valuable program call the CVM Program Manager at Community Information & Referral 602-263-8845 ext. 108!



## HOMELESS MANAGEMENT INFORMATION SYSTEM (HMIS) PROJECT

The Maricopa County Homeless Management Information System (HMIS) provides standardized client intake procedures and case management tools to assist homeless and transitional emergency shelter staff to better serve their shelter clients. This national award winning Department of Housing and Urban Development (HUD) funded program continues to be a great asset to Maricopa

County. Prior to the implementation of HMIS, local area homeless and transitional emergency shelters used a wide array of tools to assist with the management of client records, goal achievement plans, shelter intake and exit data. The HMIS provides all shelters with a single, standardized, countywide shelter client management and reporting tool, enabling the homeless service community and its stakeholders with

accurate detailed information about the needs of our homeless population.



## CORPORATE AND GRANT FUNDERS

APS Foundation	City of Goodyear	Nina Pulliam Charitable Trust
Arizona Community Foundation	City of Peoria	Salt River Project
Arizona Dept. of Economic Security	City of Phoenix	Season for Sharing
Arizona Dept. of Housing	City of Scottsdale	Town of Gilbert
Childrens Action Alliance	City of Tempe	United Way of Northern Arizona
City of Chandler	HUD	Valley of the Sun United Way
City of Glendale	Maricopa County Health Dept.	Virginia G. Piper Charitable Trust

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## FY 2010 - 2011 HELP HOTLINE STATISTICS

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



**24 Hour Help Hotline**  
**(602)263-8856**

Community Information & Referral operates a free, bilingual information Help Hotline 24 hours a day, 365 days a year. The Help Hotline staff responded to 155,313 calls during the 2010-2011 fiscal year.

### BASIC CALLER DEMOGRAPHICS:

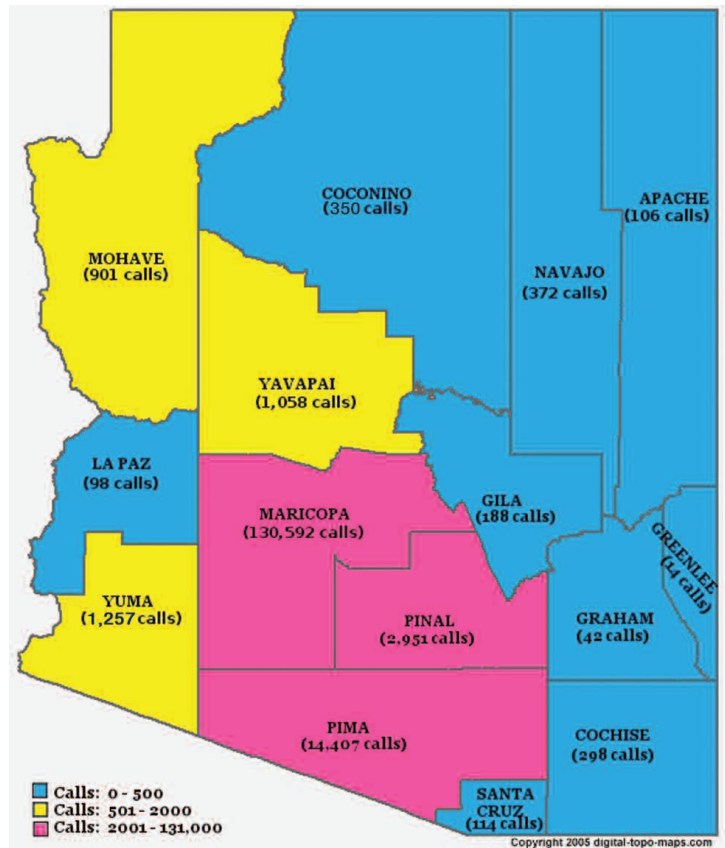
<b>Sex:</b>	
Female: .....	119,458
Male: .....	34,928
<b>Age:</b>	
Under 18: .....	5,182
18-30: .....	45,150
31-59: .....	88,169
Over 60: .....	16,812
<b>Ethnicity:</b>	
Hispanic: .....	53,713
Caucasian: .....	79,161
African American: ..	16,278
Native American: ....	14,244
Am. Indian / AK Nat:	2,265
Asian: .....	621
Other/Unknown: .....	404
Nat. Hawaiian/Pacific: ..	185

### HOTLINE CALLS BY COUNTY:

<b>County</b>	<b># of calls:</b>
Apache: .....	106
Cochise: .....	298
Coconino: .....	350
Gila: .....	188
Graham: .....	42
Greenlee: .....	14
La Paz: .....	98
Maricopa: .....	130,592
Mohave: .....	901
Navajo: .....	372
Pima: .....	14,407
Pinal: .....	2,951
Santa Cruz: .....	114
Yavapai: .....	1,058
Yuma: .....	1,257
(location unknown): ..	2,661
Out of state: .....	1,161

### TOP 10 CALLS BY CITY IN MARICOPA COUNTY:

<b>Employment Status:</b>	
Full-Time: .....	14,552
Part-Time: .....	19,837
Unemployed: .....	83,233
Retired: .....	4,012
Disabled: .....	15,126
Home Maker: .....	507
Student: .....	3,123
Unknown/NA .....	14,923
<b>Location:</b>	<b># of calls:</b>
Phoenix: .....	85,352
Mesa: .....	11,826
Glendale: .....	10,206
Tempe: .....	3,631
Chandler: .....	2,668
Peoria: .....	2,654
Sun City: .....	2,538
Scottsdale: .....	2,240
Surprise: .....	1,771
Avondale: .....	1,601



## HELP HOTLINE TOP 10 LIST

*The top ten needs addressed in FY 2010-2011 by the Help Hotline:* TOTAL CALLS: 155,313

- Utility Assistance: 27,342
- Rent Payment Assistance: 21,311
- Emergency Food: 9,781
- Tax Preparation Assistance: 4,813
- Unemployment Insurance: 4,627
- Childhood Immunizations: 4,358
- Furniture: 3,824
- Community Clinics: 3,234
- Landlord/Tenant Assistance: 2,918
- Food Pantries: 2,837

## TOP 10 DATABASE SEARCHES

*The top ten needs addressed in FY 2010-2011 by the website:* TOTAL SEARCHES: 362,838

- Rent Payment Assistance: 35,745
- Food Boxes: 16,890
- Electric Bill Payment Assistance: 12,227
- Homeless Shelters: 8,669
- Free/Low Cost Dental Care: 5,104
- Transitional Shelter: 4,540
- Legal Aid: 3,044
- Free/Low Cost Health Care: 2,995
- Counseling One-on-One: 2,676
- Free Clothing: 2,658

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## FINANCIAL REPORT

FISCAL  
YEAR **2010-11**

*Statement of Activities Fiscal Year Ending June 30, 2011*

### Revenue

GRANT/CONTRACT REVENUE .....	\$811,675
CONTRIBUTIONS .....	\$395,887
FUNDRAISING .....	\$39,840
DIRECTORY & RELATED SALES .....	\$64,565
OTHER INCOME .....	\$6,723
GAIN ON INVESTMENTS.....	\$11,152
AGENCY CASH RESERVES .....	\$226,716
<b>TOTAL .....</b>	<b>\$1,556,558</b>

### Expenditures

PAYROLL AND RELATED EXPENSES .....	\$1,018,593
PROFESSIONAL SERVICES .....	\$218,933
TRAVEL .....	\$10,801
RENT .....	\$100,615
TELEPHONE .....	\$111,862
EQUIPMENT .....	\$11,754
PRINTING AND REPRODUCTION .....	\$25,533
MATERIALS & SUPPLIES .....	\$16,506
ADVERTISING/TELEPHONE BOOKS .....	\$11,570
OTHER OPERATING EXPENSES .....	\$30,391
<b>TOTAL .....</b>	<b>\$1,556,558</b>

### Expenditures By Program

INFORMATION & REFERRAL .....	34.3%
HOMELESS MANAGEMENT INFORMATION SYSTEM .....	26.4%
CONTACTS SHELTER HOTLINE .....	13.3%
DIRECTORIES AND OUTREACH PUBLICATIONS .....	3.6%
COMMUNITY VOICE MAIL .....	3.6%
VOLUNTEER SERVICES.....	3.7%
ADMINISTRATION .....	15.0%

## BUSINESS SUPPORTERS

Adelante Healthcare	Discount Trading Group	Reading Between the Vines Book Club
Arizona Bridge to Independent Living	East Valley Senior Services	S.T.A.T.
Arizona Foundation for the Handicapped	Ecumenical Chaplaincy for the Homeless	Safeway
Arizona House of Representatives	General Dynamics	Salt River Project
Arizona Opportunities Industrialization Center	Gompers Habilitation Center	Salvation Army Adult Rehab Center
Arizona Public Service	GoodSearch	Southwest Gas Corp.
Arizona Public Service Foundation	Goodwill of Central Arizona	St. Mary's Food Bank Alliance
Arizona Children's Association	Grace Hospice	St. Vincent de Paul Society
Association for Supportive Child Care	Health Services Advisory Group	Sunrise Bank of Arizona
Bank of America Campaign	Healthwaves	Sunshine Acres Children's Home
Benevilla	Jewish Free Loan Association	TASC
CIR Board	McMurry Charities	Tempe Community Council
Bosom Buddies	Mother Goose Adoptions	Valley of the Sun United Way
CafePress	Network for Good	W.L. Gore & Associates
Calvary Addiction Recovery Center	New Arizona Family	Walker & Armstrong, LLP
CIGNA	Our Family Services	Wellcare Foundation
Community Legal Services	Passport Health	Wells Fargo West
Crisis Nurse	Phoenix Shanti Group	West Pharmaceuticals
	Pinnacle Education	The Spellcity Group
	Project KOPEG	
	Puroclean of Flagstaff	

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